

Blue Flag Guideline for City of St Catharines Garden City Golf Course

The Corporation of the City of St. Catharines is committed to developing, implementing, and maintaining accessibility for people with disabilities, in a manner that reflects the principles of dignity and independence, seeks to provide integrated services, and provides equitable opportunity to others to obtain, use and benefit from its goods, services or facilities.

Accordingly, the [Garden City Golf Course](#) will make every reasonable effort to consider the individual accommodation needs of golfers with disabilities. This **Blue Flag Guideline** is an extension of that commitment, specifically for golfers with physical disabilities.

1. Definitions

“**regulated health professional**” means:

- (i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario;
- (ii) A member of the College of Chiropractors of Ontario;
- (iii) A member of the College of Nurses of Ontario;
- (iv) A member of the College of Occupational Therapists of Ontario;
- (v) A member of the College of Optometrists of Ontario;
- (vi) A member of the College of Physicians and Surgeons of Ontario;
- (vii) A member of the College of Physiotherapists of Ontario;
- (viii) A member of the College of Psychologists of Ontario; or
- (ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

2. Purpose

The Garden City Golf Course is committed to making golf accessible for all players and recognizes that some golfers with physical disabilities may require special access on the course. Our **Blue Flag Guideline** allows for a relaxation of standard cart rules to minimize walking, reduce physical demands, and maintain a good pace of play.

These measures are intended for the **approved golf cart only**.

3. Approval Process

To be approved for a Blue Flag, a golfer must provide disability related documentation. This can be:

- A valid **Accessible Parking Permit** issued by Service Ontario or,
- A **signed letter from a regulated health professional** confirming the golfer's disability related needs.

Documentation should be presented to the golf course supervisor or golf course clubhouse staff when paying for your round. For one-time visitors, golf course clubhouse staff can grant temporary, one-day approval.

4. On-Course Guidelines & Restrictions

All Blue Flag golfers are responsible for following these rules to ensure the safety of players and the preservation of the course.

Flag Display: The Blue Flag must be picked up from the golf course clubhouse staff before each round and returned upon completion. It must always be displayed on the back of the cart to identify the golfer's access permissions to staff and other golfers.

Course Condition	Blue Flag Guideline & Restrictions
Ideal: minimal weather interference allowing a golf cart to travel across the course with minimal to no challenges and/or damage to course grounds.	Blue Flag Guideline in effect. Carts are allowed to leave the cart path and drive on fairways and rough. Restrictions: Carts are not permitted on greens or fringes. Carts can park closer to greens and tee areas to reduce walking but must remain at least 1.5 metres or 5 ft from the fringe, Carts are not permitted in roped-off areas, steep banks, tall grass, or any other areas marked with "No Carts" signage
Cart Path Only: adverse weather has resulted in difficulty and unpredictability to travel across the course. Staff anticipates challenges	Blue Flag Guideline in effect. In addition to the restrictions above, carts adhere to the <u>90-degree rule</u> . The <u>90-degree rule</u> requires golfers to keep carts on the designated cart path until their golf ball before turning at a right angle and driving directly to their ball. After hitting their

to cart travel and possible damage to course grounds as a result.	shot, golfers must return to the cart path. When there is no cart path, golfers are to take the most direct pathway to the green along the exterior of the fairway.
Unplayable: adverse weather resulted in conditions where travel by cart is unsafe and/or severely hampered.	Carts are not permitted, and blue flag is suspended.

****Course Condition** is at the sole discretion of golf course staff and may be changed throughout operating hours at the sole discretion of golf course staff. **

5. Document Availability

This document and the information within will be made available in an accessible format and with communication supports upon request. The City of St. Catharines will consult with the person making the request to determine the best format or support that considers their disability.

6. Staff Training

All new and existing staff at the Garden City Golf Course will receive annual training on the **Blue Flag Guideline**, the [Accessibility for Ontarians with Disabilities Act](#) (AODA) and the [Human Rights Code](#) as it relates to people with disabilities. This training will include but is not limited to:

- The purposes of the AODA and the requirements of the Customer Service Standards.
- How to interact and communicate with golfers with various types of disabilities.
- How to interact with golfers with disabilities who use an assistive device, a service animal, or a support person.
- What to do if a golfer with a disability is having difficulty accessing goods, services, or facilities.
- Policies, procedures, and practices of the City and Garden City Golf Course pertaining to providing accessible customer service to golfers with disabilities.

The Municipal Works department will keep a record of training that includes the dates training was provided and the number of staff who attended the training.

7. Posting of Guideline

A copy of these guidelines will be posted in the following locations to ensure they are accessible to all golfers:

- **On-site:** A physical copy will be available at the golf course club house and on the bulletin board in the golf course clubhouse.
- **On the Web:** A digital copy will be posted on the Garden City Golf Course website.

8. Feedback Process

The Garden City Golf Course welcomes feedback on the accessibility of its services and facilities. Feedback is accepted in various formats and communication methods. Upon request the golf course supervisor will arrange for accessible formats and support with input from the City's [Accessibility Coordinator](#) if needed. Your feedback helps us improve accessibility and enhance the golfing experience for all.

9. Compliance

The Garden City Golf Course expects all golfers to treat the course with respect and to adhere to these guidelines. Failure to comply with these rules, or any misuse of the **Blue Flag Guideline**, may result in the immediate revocation of **Blue Flag** access for that individual. Garden City Golf Course reserves the right to issue or revoke Blue Flag Guideline access at its discretion.

10. Information

If you require information about this guideline please contact – Dan Cooper, Manager of Green Infrastructure Operations at (905-980-7172) dcooper@stcatharines.ca