

April 1994

Dear Forum Participant:

Enclosed are proceedings from the Third National Forum on Accessible Golf, recently held at the Wild Dunes Resort in Charleston, South Carolina. Several discussion papers were presented and are included for your further information.

Numerous programmatic issues were addressed at this Forum. Those issues are not as straightforward as technical design issues, but significant progress was made toward their resolution at this Forum. Once again, the openness and determination of all participants contributed to the success of this Forum.

A significant development of this Third Forum was the development of Task Forces to address the issues raised. Their work, the final developments from the Federal ACCESS Board, and new issues that may arise will necessitate a Fourth Forum, anticipated in early 1995. A site and the dates will be communicated to you.

Should you be aware of anyone interested in the proceedings from any of the three Forums to date, please let us know and a copy will be made available. Once again, thank you for your participation in Forum III and for your continued interest in making the game of golf accessible to all.

Lawrence R. Allen
Clemson University

Gary Robb
Indiana University

LRA/GR/ke
Encl.

PROCEEDINGS
NATIONAL FORUM ON GOLF
AND THE AMERICANS WITH
DISABILITIES ACT
III

ACKNOWLEDGEMENT

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National Forum on Accessible Golf III
Wild Dunes Resort, Charleston, South Carolina
February 28 - March 2, 1994

Background Information

Previous National Forums on Accessible Golf were held in Littleton, Colorado (Aug.1993) and Myrtle Beach, South Carolina (Feb.1993). Proceedings from these forums can be obtained through the National Center on Accessibility, Indiana University or Department of Parks, Recreation and Tourism Management, Clemson University. The initial Forum addressed the general implications of the Americans With Disabilities Act on the game of golf. The Second Forum specifically focused on golf course design considerations. Programmatic accessibility issues were addressed at the Third National Forum.

Introduction

Providing equal rights for all has been a tenet of our society since 1776. This basic belief has been tested through the years, but remains steadfast today. The 1964 Civil Rights Act, the Architectural Barriers Act of 1968, and Section 504 of the Rehabilitation Act of 1973 gave strength to this principle by insuring the rights of minorities and individuals with disabilities.

A more equitable integration of disabled individuals into the mainstream of life has been a priority in the United States for a quarter century and recently has been reinforced with the passage of the Americans With Disabilities Act (ADA) in 1990.

The ADA specified that golf courses are places of public accommodation, and, therefore, are subject to the provisions of the Act: Title I (Employment), Title II (Public Services), and/or Title III (Public Accommodations). The U.S. Architectural and Transportation Barriers Compliance Board (ACCESS Board) has the responsibility for promulgating rules and regulations for accessibility and the U.S. Department of Justice has enforcement responsibilities for compliance of accessibility standards. A recreation advisory committee under the ACCESS Board is currently developing recommendations for rule making that will cover various recreation facilities and areas, including golf courses. Thus, the golf industry finds itself in a unique situation of determining how it will accommodate the disabled individual and make golf courses, buildings, equipment, and the game accessible to golfers with disabilities.

Purpose of National Forum on Accessible Golf III

The Third National Forum on Accessible Golf was convened to address the programmatic issues that confront the disabled in accessing the game of golf. These issues were broadly categorized under the headings: Policies, Education and Training, Rules, and Research Needs. Participants at The Forum are appended to these proceedings and included representatives from the ACCESS Board Golf sub-committee, golf course architects, golfers with disabilities, representatives from various organizations representing the game of golf (PGA of America, USGA, NGF, Club Corps and the National Golf Club Owners Association) and individuals

representing research, training, and technical assistance interests.

Opening Session

Following a reception and dinner, introductions, logistics, schedule and acknowledgements were organized by Forum moderators, Mr. Gary Robb, Director of the National Center on Accessibility at Indiana University, and Dr. Lawrence Allen, Head, Department of Recreation, Parks and Tourism Management at Clemson University.

Mr. Henry Thrower, Director of Special Programs, PGA of America and Chair of the U.S. ACCESS Board Golf Sub-Committee reported on the progress of the committee and the work of the ACCESS Board. Final recommendations and guidelines will be presented to the ACCESS Board in 1994. Adopted rules and regulations will become law enforceable under the ADA, most likely in late 1995 or 1996.

Mr. D.J. DeVactor of DeVactor Langham Inc., architects for the Clemson University Golf Course presented the architectural plans for Clemson's accessible golf course. Mr. DeVactor stressed Clemson's effort to make the championship golf course truly accessible. Since ADA standards have not yet been finalized, there has been an effort to go beyond what is perceived to be the eventual standards by incorporating such design elements as ten foot wide bridges and a five degree slope on all golf cart paths. With these added features Mr. DeVactor estimated the additional costs to be between \$160,000 and \$200,000. Mr. DeVactor emphasized that this course has not been compromised or diminished in any way by the attention to accessibility. He presented design recommendations for tee boxes, bunkers, greens and practice areas. It was Mr. DeVactor's firm conviction that paying attention to accessibility issues will significantly enhance this golf course for all golfers.

The evening session concluded with a viewing of the video of the First National Tournament for golfers with disabilities and able-bodied golfers held last summer in Colorado. The video, produced by the Association of Disabled American Golfers, is available from its office in Denver, Colorado.

Working Sessions

The first working session involved an update of the activities related to the ADA conducted by the U.S. Department of Justice.

Mr. Joe Russo, Civil Rights Attorney with the U.S. Department of Justice, advised that the ADA will be enforced by the Department and that golf courses should make every effort to comply or face the consequences of litigation. Golf courses need to make reasonable modifications to programs and policies to facilitate access. This does not mean fundamentally altering the nature of the goods or services provided, such as allowing foul weather use of golf carts when turf damage could arise.

However, under Title III (Public Accommodations), golf courses must remove barriers to participation. This can be accomplished through the provision of auxiliary aids and programs

(e.g. caddies, interpreters, braille score cards) unless such provisions constitute undue burden (i.e. significant difficulty or expense). Title II (Public Services) requires program access, whatever that might be to make golf accessible to persons with disabilities. This does not necessarily mean removing existing barriers so long as access is provided in some way. The golf industry was urged to comply voluntarily as legal enforcement could be significantly more expensive. Mr. Russo made it clear that the golfer with a disability is not required to prove that he will not do harm to the course. Rather, the golf course operator would, in most cases, be required to prove that damage may occur as a result of participation.

Dr. Ed Hamilton, Director of Research, National Center on Accessibility at Indiana University, provided an update of research on issues perceived by golf personnel and persons with disabilities. The National Center recently completed a survey of 127 golf course operators to determine trends and obstacles related to including people with disabilities in the game of golf. Although the survey was a pilot study, the preliminary results provide insights that may be helpful. See graphs appended to this report.

The respondents were administrators (60), course maintenance supervisors (30), golf professionals (27), and clubhouse managers (7) with an average of 10 years experience in the golf business. They served municipal (48), public (41), semi-private (15), private (7), and resort (3) golf courses in 31 different states and Canada.

Nearly two-thirds of the respondents (64%) indicated that people with disabilities had used or requested to use their courses. They reported more than 20 different types of disabilities, with golfers who used wheelchairs (20%), golfers with amputations (20%) and those with visual impairments (11%) most frequently mentioned.

Although very few of the respondents (16%) had encountered any problems related to people with disabilities playing golf on their courses, most respondents (56%) stated that they had concerns regarding people with disabilities using their courses. The vast majority (96%) had not made modifications to their equipment (e.g., golf carts, ball washers, etc.) to make it more usable by people with disabilities, and more than half (56%) had not made modifications to their courses or facilities. Not surprisingly, 64% of the respondents indicated they needed information or support in making their courses more accessible, and 68% required assistance educating their staff in accommodating people with disabilities.

The research found that the respondents perceived the major problems associated with individuals with disabilities playing golf were: (1) slow play, (2) access to fairways by carts, (3) damage to greens, and (4) accommodations. Issues that caused the greatest concern for course operators were found to be: (1) making course accessible, (2) damage, (3) slow play, (4) cost and liability, and (5) making equipment accessible.

Gary Robb, Director of Indiana University's National Center on Accessibility, provided an overview and framework for discussions during the remainder of the Forum. He indicated that depending upon how the issues to be discussed (golf course policies, education, training, rules and research) are addressed by the golf industry, will determine the ease and level of success that we will have in integrating persons with disabilities into the game of golf.

He identified several possible outcomes of the Forum, but unlike previous Forums that focused on design issues, the outcomes would most likely not be as easy to identify. He suggested that one of the outcomes may well be issues or questions that should be posed to the Department of Justice; another outcome may well be developing guidelines for golf courses on policy decisions. Robb provided several examples in assisting participants to distinguish between program access and design issues.

The remainder of The Forum involved the presentation of four issues papers with open discussion surrounding the points raised by the speakers.

Issue #1: Golf Course Policies

Mr. Robert Ochs, Vice President and General Counsel, St. Andrews Group, addressed this issue. Mr. Ochs' paper is appended to these Proceedings.

Mr. Ochs stated that the ADA is a civil rights act, an area with which he has had considerable experience. It was his opinion that no golf course would be exempted from the ADA. There are no real private clubs: when anyone other than a private member uses a club, whether for tournaments, weddings, etc., that club loses its private exemption. Therefore, public accommodations will be necessary and the ADA will apply to all courses. Golf courses must change their attitude, the ADA is not a burden. The disabled represent a large untapped golf business opportunity. Complying with the ADA is not just good legal sense, it can mean new customers and enhance business. Golf courses should exceed the bare minimums to attract this clientele. This means changing personnel attitudes whose reception can often create a "chilling effect", effectively rendering a facility inaccessible.

Mike Tinkey, Board member, National Golf Club Owners Association and President, South Carolina Golf Course Owners Association, added that owners do wish to comply with the law, but don't know what that actually means. They need specifics. There is a fear that the costs of compliance could be high and proceeding with alterations and modifications now could be very expensive if they are found not to comply with the law later. Research and information is needed on customers, maintenance practices, employee training and orientation, and the impacts of assistive devices (i.e., wheelchairs, crutches, etc.) on greens and tees.

A general discussion raised several points:

- 🔔 Accessibility goes beyond design and must include policy.
- 🔔 If maintenance equipment can run on a golf course, then wheelchairs and other devices should pose no concern. The burden of proof has shifted to the golf course to prove that the disabled golfers cause damage.
- 🔔 Generally speaking, owners and persons with disabilities are not that far apart on issues.
- 🔔 Golf courses must provide access, not just for golfers, but also for spectators.
- 🔔 Most of the discussions centered around physically disabled and the effects of

adapted equipment and devices. We must not forget the particular issues raised by the mentally challenged as well.

- 🔔 Any research conducted on greens impacted by mobility devices should be compared to research on impact of golf spikes, etc.

Issue #2: Education and Training

Mr. Henry Thrower, Director of Special Programs for the PGA of America introduced this topic. His notes are appended to these Proceedings. Mr. Robert Wilson, Executive Director of the National Amputee Golf Association provided additional information relating to education and training needs.

The message is clear, use common sense when addressing the issue of accessibility. Many of the issues are not that different from those facing able-bodied golfers. Accessibility might only require providing motorized transportation, lowering ball washers and fountains and other simple accommodations. Trial and error with policies and use of various types of adaptive equipment could provide much in the way of affectively accommodating golfers with disabilities. For example, on a par 5 hole, a disabled golfer might start at 250 yards to insure continuous play in a timely fashion. In most cases, local course rules and policies can accommodate particular disabilities. Further, disabled golfers generally don't play alone, and with their golfing partners, they simply do not pose a concern to course operators or other golfers.

In addressing education and training needs, an additional concern was raised that no one golf agency is responsible for the sport. A number of groups exist with their particular interests and mandates. There is no coordinated effort to inventory, synthesize and disseminate education and training information.

A question was raised as to the appropriate role the Forum could play, presently and over the next 5 to 10 years. Further, it was questioned whether another association, or board or formal coalition was required. Forum participants, however, felt that the formation of a formal body was premature and perhaps unnecessary. If accessibility is addressed by all concerned in their own way, then the issue of accessibility will disappear as an issue.

Further discussion ensued regarding who we are trying to educate -- the users or the providers described as owners (municipalities, resorts, individuals) and management. It was concluded that reaching the industry (i.e. providers) first could be undertaken more easily because they are known. Then the task would be to develop a consumer base from occupational therapists, physical therapists, hospitals, disabled associations, etc. for future education and training efforts.

It was suggested that initial education efforts with the providers should be aimed at clarifying misinformation to owners. Owners want concrete information about what to do before they embark on anything because of potential costs; they don't want to make mistakes. It was suggested that as a first step, articles should be prepared for dissemination to all golf magazines. Those could include case studies and testimonials.

A general group discussion produced the following strategies for education and training:

1. Establish a clearing house of information on all aspects of accessibility from federal law to training strategies.
2. Develop a videotape of key issues and examples of accessible golf.
3. Develop a status report, i.e. What resources are there? Where are they located?
4. Develop a coalition of media outlets.
5. Consider creating a coalition or organization.

Specific educational needs also were identified:

1. Information related to making golf courses and amenities accessible.
2. Clarification of misinformation, i.e. What are requirements for providing adaptive golf cars?
3. Provide listings of organizations dealing with accessible golf information.
4. Case studies (testimonials on what has been done).
5. Information to educate boards of golf organizations.
6. Dissemination of research results.
7. Creation of awareness of available assistive technologies.

Issue #3: Rules

Mr. Greg Jones, Executive Director, Association for Disabled American Golfers addressed the rules issue. A copy of Mr. Jones' discussion paper is appended to these proceedings.

A fundamental premise is that all golfers, disabled and able-bodied, should play the game according to the rules. Rules must be perceived as fair to both able-bodied and the disabled. There are conditions (e.g. a disabled wheelchair golfer moving the ball to gain a stable address position) where a disabled golfer can only play the game in clear violation of the rules, and if strictly adhered to, playing by the rules would result in penalties. A total revision of the rules is not called for, but there is a need to interpret these for specific disabilities. Each disability must be accommodated to compete fairly. Establishing an equitable handicapping system is the foundation of it all. "Equitable stroke control" may be a way to adjust handicap scores given the wide variety of disabilities. The need for a handicapping system is important to all golfers; not just for tournament play; but for recreational golfers playing for friendly "side" bets. In a tournament situation, a handicapping system must address the issue of "portability". How can a handicap established at a difficult "bunkered" course be equitable when playing on an easier "flat" course? It was suggested that a body or group of people could come up with some guidelines while waiting for official USGA rules. This might give a chance to test some approaches.

It was stated that the most important consideration should be equity and by working on rules now, we would avoid controversy later. Trey Holland, Chairman of the USGA Rules Committee, stated that perhaps a course slope rating for accessibility could be established. In concluding this session, he suggested that the USGA with representatives from this Forum should begin to consider issues relating to rules and handicap systems.

Issue #4: Research Needs and Priorities

Dr. Lawrence Allen, Head, Department of Recreation, Parks and Tourism, Clemson University, presented a paper (see appendices) as an introduction to this issue.

Repeatedly throughout the course of this Forum, the need for valid and reliable information was expressed (relative to design issues, concerns of slow play, economic impacts of disabled golfers, course damage from assistive devices, numbers of potential disabled golfers, effect of rules changes, etc.). Dr. Allen presented three major issues associated with research efforts. These were: (1) Who should conduct the research? (2) How will the research be financed? and (3) How are research needs prioritized? Several points of view were provided relating to each of these areas. A series of research needs were presented and are available in Dr. Allen's remarks.

It was noted that two areas for research were repeatedly mentioned during the Forum:

1. How many disabled Americans are there? What proportion of this group would

desire to play golf?

2. What damage, if any, is caused by assistive devices on courses, especially greens?

Valid and reliable research is an essential component of the issue (problem) solving process (i.e. integrating disabled individuals into golf). The responsibility for research must be determined and undertaken or we will continue to flounder. A coordinated and collaborative effort would seem to be the most productive.

Richard Singer, Project Director, with the National Golf Foundation, responded with seven points of action that should be undertaken as soon as possible:

1. NGF could conduct field research to include use and impact on courses by individuals with disabilities.
2. NGF conducts a survey of 30,000 individuals every year to obtain household marketing information. Adding a section or questions that deal with individuals with disabilities can be easily done.
3. Every two years, a Golf Summit is held (Scottsdale in 1994). If still possible, disabled issues will be placed on the agenda.
4. At the Oglebay Golf Management School, golf operators will be exposed to this issue.
5. The NGF publishes 300 publications on various topics. A manual can be produced that deals with issues of golfers with disabilities and the ADA.
6. Input will be provided to golf magazines (i.e. articles). The NGF is funded by several of these publications.
7. Case studies should be published, e.g. story on Clemson's Accessible Golf Course.

It was suggested by the participants that other groups, such as the Gallup Poll, might be interested in doing research on issues related to the disabled and golf. It is important that each constituent in the "Golf Industry" does its part while addressing its own interests (e.g. owners, for instance, might have a particular interest in the economic impact of disabled golfers, superintendents on turf related concerns, etc.).

Future Actions

At the conclusion of The Forum, there was consideration as to where the group goes from here as well as when and how a future Forum might be structured. Because the issues addressed at Forum III now required more indepth study with concrete recommendations, it was decided to form sub-committees with specific responsibilities in the areas of: (1) Rules; (2) Education; (3) Training, and (4) Research. Anyone interested in serving on a particular committee should contact either the National Center on Accessibility or Clemson University.

Some discussion ensued regarding the activities of these committees. The Education Committee considered news releases, publications and public relations efforts as educational tools they might use. They also considered policy development issues with owners as a priority area. The Training Committee saw the development of formalized programs aimed at disabled golfers and pros as its initial efforts. The Research Committee will prioritize research needs and seek to

encourage sponsorship of research activities. Proceedings from this Forum as well as previous forums will again be made available to all interested individuals/groups/agencies.

The actual structure for Forum IV will be determined by the Forum organizers in consultation with participants. Reports from sub-committees as well as continued follow-up and discussion on issues identified, the progress of the ACCESS Board, ADA legal developments, etc. will constitute part of the agenda for Forum IV. A tentative date for Forum IV was not set, however late 1994 or early 1995 was suggested. Location will be determined and all information will be made available to Forum IV interested participants well in advance of the Forum.

In concluding this Forum, the generous financial support of the USGA towards Forum III was acknowledged with sincere appreciation.

APPENDIX A

NATIONAL FORUM ON ACCESSIBLE GOLF III
Charleston, S.C.
Feb. 28 - Mar. 2, 1994

Survey of Golf Operations
Ed Hamilton
National Center on Accessibility

APPENDIX B

NATIONAL FORUM ON ACCESSIBLE GOLF III

Charleston, S.C.

Feb. 28 - Mar. 2, 1994

Golf Course Policies

Robert D. Ochs

St. Andrews Corporation, Inc.

There are several ways to make a golf course accessible. Golf Course policies are fundamental to the issue of accessibility.

Attitude

Long before one confronts the issues of ramps or structural changes the first policy change that should be made is the attitude of the individuals on the golf course and inside the club house. The golf course pro may have concerns about slow play. Address them in a positive fashion; making the course accessible does not necessarily translate into slow play.

The superintendent may have an unfounded fear about damage to the greens. Address those concerns and demonstrate that the fears are with little bases in fact you have made a major beginning in making the course accessible.

Compliance with the ADA is good business. No other industry has been suddenly given millions of potential customers. On a daily fee course the potential is nearly unlimited so address the special concerns as good customer relations.

On so-called private courses address the needs of those members who may become disabled by virtue of accident or disease and you have truly carried out the mission of service to the membership. Anyone can have an auto accident and lose a limb. Anyone can have a stroke or be afflicted with arthritis. The course should be made accessible to them also.

A bad attitude of the on-course employees may have such a chilling effect that the course may as well be totally chained off. It doesn't require bricks or mortar or any structural changes other than a clear indication that the management intend to comply.

Parking Spaces

When one approaches a golf course or any business place most city, county and state building codes require the provision of handicapped parking spaces. Most courses provide them near the entrance to the club house. Is that sufficient?

Where are the rest of the recreational facilities? Wouldn't it make sense to provide spaces near the club house and at the bag drop? Where is the nearest point of ingress and egress to the golf course or pro-shop? Would it be unreasonable to assume that parking spaces should be

provided there also? Proper placement of these parking spaces can also bring about accessibility without massive expenditures of funds or massive architectural changes.

Paths & Surfaces

What happens after a disabled individual leaves his auto and attempts to traverse the distance to the club house to check in with the pro or starter? In inclement weather are surfaces provided that can be traveled by a wheel chair or someone on crutches? What is the policy about keeping this area unobstructed with equipment?

The Pro Shop

After reaching the pro shop can the disabled gain admittance? What are the points whereby one gets into the pro-shop to conduct business?

Sometimes simple ramping can provide the point of access. Other times it may require some structural change or alternate routing to gain access. However, without a stated policy that access may be denied because no one thought of it.

Moreover, when in the pro-shop to conduct business can a disabled individual maneuver around? Are the aisles between the merchandise wide enough to allow this individual to shop for merchandise such as clubs, shirts, and other apparel?

In addition, if the pro-shop provides rest room facilities are the racks of merchandise barring access? Examine the lay-out and normally, simple alterations in lay-out will suffice.

Moreover, the next item to consider will be the counter-height where the disabled golfer must sign in or pay green fees. Is it accessible or an impediment to the transaction of business? Where should the counter be placed and in what configuration. Once again a simple attempt at accommodation may be all that is necessary.

Practice Greens and Driving Range

Typically most golfers after leaving the club house or pro-shop will want to use the driving range or practice green before starting the round of golf. It should be no different for the disabled.

Has a policy been established that will speak to this situation? Does one have to climb a set of steps or very steep slope to reach the driving range? What are the alternative measures that could be developed to aid and assist the disabled to reach the driving range?

Once you reach the driving range you must have access to practice balls. Are the range balls dispensed in the club, at the practice tee, or from machines at either place? If the balls are dispensed from token machines into buckets can one in a wheelchair make a sufficient approach to the machine to deposit a token? A simple examination may reveal that simply changing the placement of the dispensing unit is all that is required.

In examining the driving range one should pay careful attention to the width and depth of the positions on grass surfaces. If they have been placed in too tight a circumstances they may be inaccessible. A simple policy change that allows driving positions of sufficient width in close proximity to the point of entrance and ball access may be enough.

If the driving range is from concrete pads and rubber mats the problems are much the same. Can someone in a wheelchair get to it and utilize it? An inexpensive ramp may be all that is required.

Notification of Starting Time

Most golf courses utilize an audible signal to announce the next foursome to tee off. If someone who has reserved a tee time is deaf an announcement on a P.A. or voice signals is probably insufficient. It may be necessary to utilize a system whereby the hearing impaired are personally contacted so that they can receive proper notification.

Course Conditions

The on-course conditions can be addressed next. Are the tee boxes accessible? Can they be made accessible? If a tee box is a signature point in regard to placement would it not be a wise policy to adopt alternative teeing areas so as not to disturb the aesthetics of the course? In that fashion, everyone can enjoy the course and the quality of play.

Golf Carts and Paths

Probably one of the most frequently asked and misunderstood questions revolve around the use of golf carts. Obviously most courses provide them for a fee and control their usage. In some weather, they are restricted to the cart path. In other types of conditions courses utilize a 90 degree rule or have a similar policy.

On many courses I have played, it is sometimes follow-the-leader. If one foursome observes those in front utilizing a golf cart in a certain fashion they will assume that is the course rule. If they observe the cart in the rough they will assume that is permissible.

Consequently the course will probably want to adopt a policy of placing a special, highly visible flag on the cart that identifies its use for the disabled. That way the casual observer will not be left to wonder why or become irritated when they observe the golf cart leaves the cart path.

They will know this is not a routine situation. A notice can be placed in the club house or even on the score card to inform everyone of the rules and privilege of usage.

In addition many courses have adopted a practice policy--if you will--of using ropes to control the traffic pattern in and around greens and tee boxes. There is nothing wrong with this practice. However, has due consideration be given to access? Would it be possible to allow the infrequent disabled car to gain closer proximity without damaging the fringe areas? Moreover, the ropes that are placed around greens to control traffic may not have an opening

wide enough to allow a wheelchair access. In addition, the point of access may be placed on the most inaccessible side because of a steep grade or topography. That poses no problem for the able-bodied but it does pose a problem for the disabled. A simple change of location or placement of this point of access may remove a barrier. It should be considered.

Course Amenities

Most golf courses provide things like rest rooms, water fountains, ball washers, etc. Are these items accessible?

Can one reach the entrance to the bathroom facilities from the cart path, and once there, can one gain access to the bathroom? Is the path so steep or torturous that a wheelchair could not get there? These items should be examined.

In regard to water fountains and ball washers an examination should be made as to their height and configuration. In that manner they can be brought into compliance.

Main Facility Accommodation

We start with the premise or understanding that there are several parts to any club operation. The first part could be the club house, pro-shop, storage, or a maintenance area. This involves any physical facility that is not part of the actual golfing area. The standards for these types of places are established as part of the accessibility guideline. It includes the number of disabled parking spaces you need, how your rest rooms need to be graded, construction of ramps in and out of your facility, how thick the rugs should be to allow ease of traffic for wheelchairs and reach standards (forward and side) for someone in a wheelchair.

If you have a restaurant inside, the guidelines specify having to have a certain percentage of tables built at a certain height so as to accommodate wheelchairs.

One of the things clearly addressed by the ADA is the issue of getting from POINT A to POINT B. Has an examination been made of the locker rooms and the surfacing material in the shower areas. Under the regulations, it talks about friction coefficients, meaning you must have non-skid materials so that someone on crutches can negotiate the path. An examination will reveal if you are in compliance.

Committees for Accessibility

Whether your installation be a totally public course or what is referred to as a private membership course, why not adopt a policy to form a committee on accessibility? Once again, it can be utilized to change attitudes and remove barriers. By doing this, there is clearly a process and a manner to deal with problems. Solicit the opinions of permanently or temporarily disabled individuals and address their concerns. Everyone can learn from the process and the extent of the ADA becomes a reality with no trauma on either side.

APPENDIX C

**NATIONAL FORUM ON ACCESSIBLE GOLF III
Charleston, S.C.
Feb. 28 - Mar. 2, 1994**

**Education and Training Needs
Henry Thrower
PGA of America**

FOR THE DISABLED

1. How can they learn to play golf?
2. Education on rules of golf.
3. Education on golf etiquette toward other players and course.
4. Any special rules that now apply, or that will apply in the future, for disabled.
5. Education on different types of golf courses, public, private, resort, etc.
6. Any special adaptive equipment that is authorized for use by disabled.
7. Impact on other players and golf course owners bottom line, if speed of play not maintained.
8. Education on ADA guidelines on golf, when adopted and implemented.
9. The costs of building and maintaining a golf course and actions that may damage a course.
10. How disabled can reasonably expect to be treated at a golf course, including any special arrangements on their behalf?

FOR GOLF COURSE OWNERS AND THEIR GOLF STAFF

1. Size of disabled community and number that might be interested in golf.
2. Special considerations that must be made by the facility to provide for specific categories of disabled.

Blind	Epileptic
Deaf	Stroke victims
Amputees	Mentally retarded
Wheelchaired	MS (Multiple Sclerosis)
	etc.
3. What should be included in course checklists for staff to accommodate the disabled?
4. Impact of the disabled on speed of play and bottom line.
5. Does the golf course owner have to provide special golf carts, or wheelchairs for the disabled?
6. Does the golf course owner have to send a staff person on the course with a disabled person in a wheelchair, or confined to a golf cart?
7. What the golf course owner must do, if anything, if parts of his course are not now accessible to the disabled? In the future?
8. Does the golf course owner have to let a disabled person in a wheelchair on his greens at this time? In the future?
9. Does the golf course staff have to be trained to provide golf instruction to all categories of disabled?
10. Who is going to provide all this education and training to golf course owners and the disabled? How will it be done? Who will pay the cost?

APPENDIX D

NATIONAL FORUM ON ACCESSIBLE GOLF III Charleston, S.C.

Feb. 28 - Mar. 2, 1994

Rules and Competitions

Greg Jones

The Association of Disabled American Golfers

As a game, fair competition is a fundamental element of golf. Whether competing against your last score, par, a friend, or in a tournament, the objective remains to prepare yourself, play fairly, and compete. Two basic principles remain today as they did when the game originated: play the course as you find it and play the ball as it lies unless otherwise provided by the Rules of Golf.

The Rules of Golf, the USGA Handicap Index, and the USGA Course and Slope Ratings provide a consistent framework at competitive play. However, as persons with disabilities move from the practice area to competitions, adaptations for their ability to play may conflict with the rules. The questions are: What rules may be in conflict with a disabled golfer versus the assumed normal play? Can the rules be altered or modified for a disabled golfer to compete, yet not provide any unequal advantage or disadvantage to an able-bodied player? And, can the integrity of the game be maintained?

A look at the practical realities indicates the rules of golf are waived frequently in casual play. This may include "winter rules," free drops, the time honored "Mulligan," or waiving a rule entirely for plain bad luck. These are violations, but probably don't impact much unless the score is posted for the establishment of a handicap. Then, that competitor will have an artificially low handicap when playing in a tournament according to strict rules.

Beyond the framework of a friendly game, competition may be formalized in golf leagues; men's clubs; women's clubs; charity tournaments; local, state, or regional tournaments; or national events. Addressing the issues is critical as tournaments expand to include more net competitions. If full inclusion in the game means the ability to compete fairly, questions must be answered.

A fundamental premise is that all golfers, disabled and able-bodied, should play the game according to the rules. Therefore, we will examine conditions or disabilities by which a disabled golfer may only play the game in clear violation of the rules or who, by applying the strict interpretation, would diminish speed of play and thereby impact the play of his fellow competitors.

A brief review of the current Rules of Golf indicates certain areas where the normal play of a disabled golfer might possibly conflict with a defined rule. While I am certainly not a rules expert or authority, I feel these items deserve discussion. The examples given may provide insight into unresolved areas and therefore, a place to begin.

The long-term solution is not a total revision of the rules. Certain definitions might be altered or rules interpretations or decisions added. The more compelling concept lies in the authority of the Tournament Committee and providing the Committee with guidelines and decisions which promote fair and full inclusion into competition.

Handicap

The establishment of a valid USGA Handicap Index is fundamental to competition. While many disabled golfers can play by strict rules, others can not. For instance, a golfer playing from a cart may find it necessary to move the ball slightly, after being in position, to make a stroke, thereby incurring a two-stroke penalty on every shot. If a score is posted without accounting for penalties, that golfer will be unable to compete fairly in other than scrambles. Should the handicap be established according to the "normal" play of that golfer and the handicap accepted and recorded in GHIN, and therefore, be acceptable? What will the reaction of able-bodied golfers be when seeing this for the first time in an event? Will they perceive fairness?

Definitions

- ✎ **Addressing the ball** - Stance and grounding have a different meaning to golfers using assistive devices.
- ✎ **Caddie** - If a disabled golfer does not have a caddie, fellow competitors may not assist the individual in a stipulated round except as permitted by the rules. Stroke play discourages a player from moving a fellow competitor's ball in play.
- ✎ **Casual water** - How is this defined for a golfer using crutches or a wheelchair?
- ✎ **Equipment** - Modification of grip or other parts of the club may be nonconforming, yet it provides the only mechanism to allow play. Devices for amputees are addressed in the Decisions (14-3/15), but this may need to be expanded.
- ✎ **Lost ball** - A disabled golfer may see his ball in a hazard or waste area from a distance, yet may not have access to identify the ball. Fellow competitors are not permitted to help the player identify the ball.
- ✎ **Ball moved** - It may be necessary for some disabled players in a wheelchair to "bump" or move the ball to have a shot.
- ✎ **Stance** - Needs to be modified for individuals who play with assistive devices.

Rules

- 1-2 *No player or caddie shall take any action to influence the position of the movement of a ball except in accordance with the rules.*

This precludes any assistance by a fellow competitor and can result in penalty strokes or even disqualification. There are instances where assistance can be provided without affecting competition.

- 1-3 *Players shall not agree to exclude the operation of any Rule or to waive any penalty incurred.*

This may happen frequently in an informal round, but should the Committee have the ability to waive in circumstances which may arise in a competition? An example may be an alteration of the unplayable lie rule.

- 1-4 *If any point in dispute is not covered by the rules, the decision shall be made in accordance with equity.*

This provides an ability to modify, but without decisions, there will be a lack of consistency in interpretation.

- 3-2 *Failure to hole out.*

May cause delay in play for the disabled golfer to get to the ball for a tap in. Also, the architecture of a green may allow some disabled golfers access while precluding others.

- 3-4 *If a competitor refuses to comply with a rule affecting the rights of another competitor, he shall be disqualified.*

A disabled golfer whose ball interferes with that of a fellow competitor's in a bunker cannot mark his ball because he can't get to the ball. The disabled player has no caddie. What can he do?

- 4-1 *Form and make of clubs.*

This area needs to be examined in light of emerging assistive technologies.

- 5-3 *Ball unfit for play.*

May a disabled golfer get assistance to lift, examine, and replace a damaged ball when he cannot do it himself?

- 6-2 *Handicap.*

How is a valid handicap established for a player who is unable to play within the rules to

avoid disqualification?

- 6-4 *The player may have only one caddie at any one time, under penalty of disqualification.*

A wheelchair player has a caddie and an aide to assist the player. Is the aide allowed, declared an outside agent, able or unable to perform the defined duties of a caddie?

- 6-7 *The player shall play without undue delay.*

In a stroke play tournament, a blind golfer with his coach (caddie) is unable to maintain pace. Is he subject to disqualification after repeated offenses?

- 6-8 *Discontinuance of play.*

A player with MS is overcome by heat. The player reports this to the Committee and the Committee allows a 10-minute delay to recuperate. What happens if the condition occurs again during the stipulated round (6-8a/3)?

- 12-2 *Identifying the ball.*

May a disabled player get assistance to lift and identify a ball in play?

- 13-1 *The ball shall be played as it lies, except as otherwise provided in the rules.*

Again, the question of a disabled player adjusting his stance to the ball or the ball to his stance.

- 13-2 *Improving lie, area of intended swing, or line of play.*

May be necessary for players in certain assistive devices. Growing material may be bent by the player in a chair getting to the ball.

- 13-3 *A player is entitled to place his feet firmly in taking his stance, but he shall not build a stance.*

A player with a crutch builds a stance so his supporting crutch does not slip during the swing. Is this a violation?

- 14-2 *In making a stroke, a player shall not accept physical assistance or protection from the elements.*

A caddie holds a wheelchair during the stroke to stabilize the player due to wet and slick conditions during rain and prevent danger. This is a violation.

- 14-3 *Except as provided in the rules, during a stipulated round, the player shall not use any*

artificial device or unusual equipment.

Decision 14-3/9 would indicate an individual using a crutch or cane is in violation.

- 16-1e *The player shall not make a stroke on the putting green from a stance astride or with either foot touching the line of putt or an extension of that line behind the ball.*

How does 16-1e apply to a wheelchair? Do the wheels determine astride? How does the interpretation apply for a tap-in if a wheelchair player wants to avoid turning near the hole for fear of damage to the green and in doing so is in violation of 16-1e, yet "standing astride the putt" provides the most direct exit to maintain pace of play?

- 18-2 *When a player's ball is in play, if the player, his partner, or either of their caddies lifts or moves it purposely, or causes it to move except as permitted by a rule, or equipment of the player or his partner causes the ball to move, the player shall incur a penalty stroke.*

How is this interpreted when the disabled player adjusts the ball to his stance? A player with cerebral palsy in addressing the ball has his putter in front of the ball prior to positioning the putter behind the ball to make a stroke. A spastic movement causes the ball to be moved. He is in violation.

Under 18-2c, a disabled golfer playing from a cart approaches a ball lying on pine needles. Within a club length of the tire, the ball moves. A penalty has occurred. An able-bodied golfer is more capable of approaching from different angles and placing his feet carefully to avoid disturbing the loose impediments.

- 20-2 *Dropping and redropping.*

This rule must be examined in light of a wheelchair player or other who is unable to "stand erect."

- 20-7 *Playing from the wrong place.*

A disabled golfer who routinely adjusts the ball to his stance, plays from the wrong place by definition. Further, after two or three adjustments, this may be a serious breach and disqualification is required. Is there an interpretation which is equitable in competition?

- 25-1 *Casual water.*

How is casual water defined for a player using assistive devices such as cane, crutch, wheelchair, golf car, etc?

- 26 *Lateral water hazards.*

A disabled golfer hits a ball into a lateral water hazard. He is within several feet of the

ball, can clearly identify the ball, and could play the next shot if he could get to the ball. A short retaining wall denies access. While he may proceed with relief under the rules, able-bodied competitors have a clear advantage under the same situation.

In the same scenario, he sees the ball but is unable to identify it. A fellow competitor may not mark and identify the ball. Does he therefore proceed as a ball presumed lost in a hazard? After correctly putting a different ball in play, his fellow competitor then hands him the ball in the hazard and it is correctly identified. Again, the able-bodied golfer has an advantage.

27 *Ball lost.*

A player in a wheelchair hits the ball in thick woods. He is unable to search because his chair cannot maneuver over the root system. A fellow competitor finds and identifies the ball but, because the ball is still in play, is unable to offer assistance. Can the disabled player proceed under the procedures of an unplayable lie (which would allow a shot) if he can't identify the ball?

28 *Ball unplayable.*




A disabled golfer in establishing his handicap, routinely removes the ball when it is in a bunker and drops near the bunker to play the next shot. In a stroke play competition, a ball is declared unplayable. The ball must be redropped in the bunker unless the other procedures of relief are used. Under Decision 28/10 if the disabled golfer drops outside the bunker as he is accustomed to, this is a serious breach and the penalty should be disqualification. Does Decision 1-4/10 have any potential application?

33-8 *A penalty imposed by a rule of golf shall not be waived by a local rule.*

So where do we go from here?

The preceding review of the rules as they pertain to disabled golfers are only a brief overview. The situations are not all inclusive, but meant to be used as a starting point for discussion.

As for competitions, other issues arise:

-  Because all tees may not be accessible, may a disabled player play the forward tees (with appropriate stroke adjustment) if the Committee has declared all players in that flight play from a different set of tees?
-  How does the Committee handle native areas in which a disabled golfer searching for his ball may not enter?
-  After a delay, competitors are called to the tee via a P.A. system. What is the impact on a hearing-impaired golfer?

- ✎ Is there consistent application of the use or allowance of golf carts in tournaments state to state?
- ✎ Is the Committee prepared to handle the concerns of fellow competitors? For example, someone says playing with a disabled golfer is a mental distraction and, therefore, different groupings should be formed.

A Reality Check

While the foregoing represents issues for consideration, the competitions affected will mostly be local club, fund raising, or a golf league. At the individual course or club level, my experience indicates that the pro and disabled golfer generally can work out a solution if the disabled golfer is a "regular."

The key point is that at this time, it is not reasonable for the Committee to think of all possible scenarios. However, Committees should begin preparation as this population increases their golf skills and enters state or regional competitions. Perhaps space should be left on the application or entry form to ask if any accommodation is required due to a disability. I also feel it is incumbent on the disabled golfer to make the Committee aware of any special requirement.

However, this is only at present. After the rules are reviewed, after issues of assistive devices on the course are resolved, after Committees gain experience, it will not be appropriate to ask these questions because ablebodied golfers are not asked. At that point, golfers are golfers! At the national level, some disabled golfers may meet the standards for qualifying attempts. At the ADAG tournament, an individual had a 3.8 index. With some work, if he lowers the index to a 3.4, he might be eligible for the Amateur, Mid Amateur, or Senior Open. But, he must ride in a cart. Is there an answer, especially in light of pending litigation?

APPENDIX E

NATIONAL FORUM ON ACCESSIBLE GOLF III
Charleston, S.C.
Feb. 28 - Mar. 2, 1994

Research Needs and Priorities
Dennis Neider and Lawrence Allen
Clemson University

"We can expand the golf market by ten percent with 43 million disabled individuals in the United States."

"It's going to cost me a million dollars to adapt my course for disabled individuals."

"The federal government is trying to put me out of business with all these regulations."

"Wheelchairs will ruin my greens."

"No problem, anyone who wants to play is welcome."

"It will be good for the industry."

"Why the hell do they believe they should be able to play golf anyway; I can't do everything I want to do."

"They're too slow; I'll lose revenues."

"They will bother my other members."

"They can't play the game and they don't know golf etiquette."

Over the past two years these are statements I have heard directly or have summarized from conversations I have had with various individuals. How many of you know the truth of these statements? Does any one of you have valid information to confirm or refute these statements? My suspicion is that you have no more information than do I or anyone else in these United States, and I **do not** know the truth of these statements.

INTRODUCTION

Providing equal rights and opportunities for all has been a tenet of our Society since 1776. This basic belief has been tested through the years, but remains steadfast today. The 1964 Civil Rights Act, the Architectural Barriers Act of 1968 and Section 504 of the Rehabilitation Act of 1973 gave strength to this principle by insuring the rights of minorities and individuals with disabilities.

A more equitable integration of disabled individuals into the mainstream of life has been a priority in the United States for a quarter century and recently has been reinforced with the passage of the Americans with Disabilities Act (ADA) in 1990.

Until recently, the disabled individual never gave serious consideration to pursuing the golf experience because golf was not a recreational pursuit for the average American. Now the golfing industry finds itself in a unique situation of determining how it will accommodate the disabled individual and make courses, buildings, equipment and the game accessible to disabled golfers.

There has been considerable research conducted relating to individuals with disabilities and the issues surrounding inclusion of these individuals into the mainstream of life. Unfortunately, little of this research can help us in making appropriate decisions for making the game of golf accessible to all who seek this experience. We **do not** know the validity of the above statements and therefore our efforts to service the disabled golfer as well as the golf industry in a mutually beneficial manner are severely hampered. Much of the information which exists out there is misinformation and is only leading to misdirected efforts and in some cases harsh feelings.

RESEARCH ISSUES

Accessibility rules now being drawn up for incorporation into federal law will impact on golf course design, maintenance practices, rules and personnel training and education. Specific technical standards for buildings exist. What remains to be addressed is the vast golf land area outside of buildings. This is a daunting challenge given the creativity, variety and uniqueness which all golf courses strive to achieve. Beyond the technical specifications related to the physical design of golf courses, golf accessibility for the disabled must also consider course policies which exclude the non-traditional golfer, social acceptance concerns and the nature and rules of the game itself. Valid and reliable research is needed to provide details to the numerous considerations required in making golf truly accessible to all people. This last point must be underscored in light of the volumes of material which exists where the validity and reliability of such information must be called into question because of the limited use of acceptable research protocol.

An initial list of research needs is presented, but before discussing, elaborating and prioritizing these, fundamental research issues need to be addressed.

1. Who should conduct the research?

Should government agencies (federal or otherwise) charged with responsibilities for leisure services or avocational services conduct the research? Should non-governmental organizations representing persons with disabilities be made responsible for providing the needed information? Are universities with recreation and research expertise best

equipped to conduct the research? Can the golf industry itself address this need?

Where is the best expertise located to conduct this research? Can a combination of efforts be effective? Who should have the authority for making these decisions? Where does the responsibility for implementation lie? Who should judge research guidelines and proposals and monitor the research itself? How should information be disseminated and by whom?

No organization, group, agency or foundation has come forward to suggest that they have the responsibility or expertise to address the research needs to be presented later in this paper. There are those who would argue that the onus is on the federal government to set the standards of research, conduct the research and disseminate the findings. The ADA is a federal law and therefore the research necessary for its implementation should be a federal responsibility.

But there is a perception that the golfing industry also stands to benefit from making golf accessible to the disabled through increased play at golf courses and the sale of specialized equipment. Research on adaptive equipment and assistive devices could be left with equipment manufacturers. Seed companies and turf maintenance equipment companies should be left to develop hardier grasses and measuring devices to test playability of golf courses under certain climatic conditions. Research on instruction, training, course policies, rules and other programmatic issues could be undertaken by many of the golf associations now serving the industry since they stand to be impacted the most.

It could be argued that because each disability creates its own particular need for equipment and results in various impacts on the golf course that, in many cases, research will require the collaborative efforts of the medical profession, the golf industry, the disabled and government. If so, who should coordinate this effort and how will it be done? In this day of financial exigencies does it not make economic sense to undertake a collaborative effort among all these entities? Is it possible to get all these groups to set aside their personal agendas and to work collaboratively for the good of the industry????
THE SIXTY-FOUR MILLION DOLLAR QUESTION!!!

2. **How will the research be financed?**

There are many stakeholders in the issue of accessible golf. Because accessibility is mandated by federal law, does it automatically follow that the federal government pay the costs of implementation? Should funds be made available through the ACCESS Board and the Department of Justice since they are responsible for the implementation of the ADA?----But many people stand to benefit, how much of a financial responsibility should be left with the commercial golf industry, and the disabled themselves? Consumers ultimately pay the price of new goods and services in other domains, should the disabled be exempted?

Will the federal government establish a budget to underwrite the costs of research? Are universities expected to conduct this as a normal course of study? Should the golfing industry (e.g. suppliers, manufacturers, owners) be expected to establish a fund for undertaking research in this area? Should vested interests (e.g. organizations for people with disabilities, golf associations) assume the costs involved? How large are the financial implications over the next year, five years, and longer?

3. **Prioritizing: What should be researched and when?**

What are the most pressing issues and questions? Are they even researchable? Do they need to be done or can common sense and experience be a sufficient guide? What questions have the most serious and immediate management implications? How do we prioritize the research needs? What can be addressed quickly? What are long-term concerns?

There are several points of concern in response to this issue. Maintenance managers might argue for immediate attention to issues that could affect environmental damage. Owners might also express concern over course damage and ensuing costs, but more importantly, be more concerned how the disabled golfer might impact on the patronage of the general golfing clientele. For instance, are disabled golfers perceived as slow players and might this perception keep non-disabled golfers away from golf courses patronized by the disabled? Course designers and architects might express an urgent need for design guidelines. Rules might be important to the competitive disabled golfer or tournament organizers, but less important to the disabled golfers who just want to play the game and can set their own rules as they go. Social advocates for the disabled might consider that educating the general public, the golf industry and golfers generally, about the misconceptions surrounding the disabled golfer, as the most pressing need. Attitudes, attitudes and attitudes need to change before the disabled golfer can truly be accepted. This can only come about through education, training and the openness of all concerned.

RESEARCH NEEDS

The following list of research areas has been developed for discussion purposes only. It is not exhaustive, prescriptive or prioritized. The areas of research have been broken down into four main sections: (a) design, (b) education and training, (c) rules, and (d) policies and impacts.

A. Design

How can each of the following be made accessible while still retaining the character and challenge of the golf experience?

- ✎ What are the best designs for the various amenities of a golf course; these include: parking lots, club drop offs, cart pickups, driving ranges, practice greens; requirements for such amenities (e.g. carts access, proximity, larger swing areas, artificial grass areas, rubber tees, restrooms...)?
- ✎ What is the optimal design of tees: should there be at least two flat-sloped, cart/wheelchair accessible tees per hole; accessible ball washers, watercoolers?
- ✎ What should be done with fairways; including: wet bogs, roped off areas, curbed fairways; gentle slope for wheelchair access; restrooms every 4 to 5 holes on course?
- ✎ How are bunkers/rough/hazards designed to accommodate the disabled golfer; should there be one golf cart accessible level entry/exit area for each bunker?
- ✎ How can greens be designed to accommodate assistive devices including wheelchairs: should there be two level entry/exist areas for each green and golf cart accessible?
- ✎ What is appropriate signage for visually impaired and audio aids for hearing impaired?
- ✎ What are the specific design needs of the physically and mentally challenged beyond those mentioned above?

What various types of adaptive golf equipment and assistive devices: (e.g. clubs, ball retrievers, ball placers, motorized carts, visual systems for hearing impaired) can best meet the varied needs of the physically and mentally challenged golfers?

- ✎ How do we determine and assess the impact of adaptive equipment and assistive devices on greens, bunkers, fairways (e.g. environmental issues related to compaction, tearing, climatic conditions)?

***See Draft Design Guidelines for Clemson Golf Course - attached.

B. Education and Training

- ✍ Do specific guidelines and suggestions for golf course designers and maintenance personnel need to be developed?
- ✍ Are training modules for all golf course personnel (pros, restaurant staff, etc.) relative to the specific needs and integration of the disabled (physical needs, social needs) available?
- ✍ Is public education needed to deal with attitudes and perceptions of issues created by disabled golfers?
- ✍ Do instructional courses exist for specific disabled individuals (e.g. blind, hearing impaired, mentally challenged, other physical disabilities): teaching/learning aids, etiquette; specific course challenges/rules/game improvement tips?
- ✍ Who will respond to these education and training issues? How? When? Which are the most important? How will they be funded?
- ✍ Do physical alterations of the golf course impact on the challenge and appeal of the golf course and golf experience itself?

C. Rules

- ✍ Can an appropriate handicapping system for disabled golfers be developed? Are they necessary? Do existing systems respond adequately?
- ✍ Establishment of par for disabled golfers (e.g. Are modified golf course ratings needed?)
- ✍ Should USGA rules be more flexible to allow for local club conditions and interpretations (e.g. free drops to level areas)?
- ✍ Can specific considerations relative to the particular disability (e.g. physical, mental) be developed?
- ✍ Do rules for speed of play need to be developed for the disabled? Is speed of play the same issue for all golfers regardless of age, sex, ability or physical or mental condition?
- ✍ How can we include disabled golfers in competitions and tournaments? Should separate events be established? Should disabled golfers who wish to compete against non-disabled golfers be treated any differently?

D. Policies and Impacts

Economic impact of golfers with disabilities:

- ✍ How many are there? What is the potential market of disabled individuals wanting to play golf? Are they more dominant in certain geographical regions?
- ✍ What is the cost of design modifications and alterations (buildings, golf course, amenities, equipment)?
- ✍ What impact do disabled golfers have on maintenance costs?

✎ What are the costs of personnel training and public education?

Golf course policies regarding:

- ✎ Provision of equipment such as clubs and golf carts; should these be provided free/special charge/regular rate?
- ✎ How do we restrict access to greens/bunkers, etc. particularly in wet conditions when environmental damage might be greatest, while still respecting the law on accessibility?
- ✎ Should potentially course damaging equipment and devices (e.g. crutches) be allowed on a golf course? Would any such exclusions contravene the law on accessibility?
- ✎ Can policies for speed of play (e.g. time-limits per hole before ball must be picked up) be developed that are equitable to everyone?
- ✎ Can (should) a disabled person's rights/responsibilities/code of conduct be developed?
- ✎ What special considerations (e.g. golf cart flagging, golf cart access to ball on the fairway/bunkers/greens) can be extended to disabled golfers?
- ✎ Are there any special conditions of play (e.g. must a disabled golfer always be accompanied by a non-disabled golfer)?
- ✎ What personnel policies should be developed to assist the interaction with disabled golfers?
- ✎ What are the main general clientele concerns and how can they be addressed?
- ✎ What special considerations are needed for physical vs. mental impairments?
- ✎ Must all golf courses be required to have available a variety of adaptive equipment and assistive devices? Or should this be required only of courses open to the public? What is the responsibility of the disabled golfer in this regard?

Obviously, there are many issues which need to be resolved in order that accessibility becomes a winning situation for both disabled and excluded populations and the golf industry. Valid and reliable research is an essential component of the issue (problem) solving process. We must determine who is going to take on these responsibilities outlined in this paper or we will continue to flounder and create a situation which is unproductive to all concerned. We must join together for the good of all.

APPENDIX F

**NATIONAL FORUM ON ACCESSIBLE GOLF III
Charleston, S.C.
Feb. 28 - Mar. 2, 1994**

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