

# HUMAN RESOURCES

## POLICIES & PROCEDURES



**Subject:**

# Accessibility Standards for Customer Service

Page 1 of 7

## PURPOSE

The Toronto Marriott Bloor Yorkville is committed to the provision of goods and services to people with disabilities in a manner consistent with the principles of dignity, independence, integration, and equal opportunity. Furthermore, such goods and services will be provided in accordance with the spirit and intent of all applicable legislation including the AODA, the Ontario Human Rights Code, the Occupational Health and Safety Act, and the Ontario Building Code Act.

## SCOPE

This Policy applies to all employees of the Toronto Marriott Bloor Yorkville and all activities that occur while on Company premises or while engaging in Company business, activities or social events.

## DEFINITIONS

### Disability:

For the purpose of this policy, the term “disability” as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- a. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b. a condition of mental impairment or a developmental disability;
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d. a mental disorder; or
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

### Employee:

For the purposes of this policy, the term “employee” refers to any person regarding whom the Toronto Marriott Bloor Yorkville pays wages or a salary, has control over their assigned work and has a right to control the details of their work. This includes, but is not limited to:

- a. fulltime employees
- b. part-time employees
- c. seasonal employees
- d. contract employees

### Service Animal:

As reflected in the Ontario regulation 429/07, an animal is a service animal for a person with a disability:

- a. if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b. if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

“Service animal” also includes a guide dog as defined under the Blind Persons’ Rights Act Section 1, regulation 58, to provide mobility, safety and increased independence for people who are blind.

**Support Person:**

For the purposes of this policy, a “support person” is a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services. The support person could be a paid personal support worker, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

**Accessible:**

Means obtainable, usable, readable, audible, visible, understandable, clear, able to entered and exited, flexible, etc. To be accessible to all people, a variety of accessibility plans are necessary.

**Assistive Devices:**

Is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that guests bring with them such as wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

**STANDARD**

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this perspective addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

**A. The Provision of Goods and Services to Persons with Disabilities**

Toronto Marriott Bloor Yorkville will make every reasonable effort to ensure that its perspectives, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all guests receive the same value and quality;
- allowing guests with disabilities to do things in their own ways, at their own pace with accessing goods and services, as long as this does not present a safety risk;
- using alternative methods when possible to ensure that guests with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the guest's disability.

**B. Assistive Devices**

***Guest’s own assistive device(s):***

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by the hotel.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other measures will be used to ensure the access of goods and services.

For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a guest with an oxygen tank may involve extinguishing candles and ensuring the guest is seated in a location that would be considered safe for both the guest and other patrons.

***Assistive devices provided by Toronto Marriott Bloor Yorkville:***

The following assistive devices are available, on a first come first serve basis and upon request, to assist guests in accessing our goods and services:

- Anti-Slip Rubber Mats
- Hypoallergenic Bedding
- Magnifying Mirrors
- TTY Phone
- Wheelchair
- Large print menus

Guests are encouraged to inquire about assistive devices that are available at the Toronto Marriott Bloor Yorkville and request for its accessibility prior to their arrival or during room bookings. This information will also be posted on the Toronto Marriott Bloor Yorkville's website.

**C. Guide Dogs, Service Animals and Service Dogs**

A guest with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law, with the addition of a service charge. "No pet" perspectives do not apply to guide dogs, service animals and/or service dogs.

***Service charge:***

There will be no charge for the use of guide dogs, service animals and/or service dogs for admission to the Toronto Marriott Bloor Yorkville's premises. Guests will be informed of this through the Toronto Marriott Bloor Yorkville's website and/or by an ambassador upon guest inquiry when making reservations.

***Food Service Areas:***

A guest with a disability that is accompanied by a guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Other types of service animals are not permitted into food service areas due to the Health Protection and Promotion Act, Ontario Regulation 562.

***Exclusion Guidelines:***

If a guide dog, service animal or service dog is excluded by law (see applicable laws below), RTDH will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an ambassador).

***Applicable Laws:***

The Health Protection and Promotion Act, Ontario Regulation 562 Section 60, normally does not allow animals in places where food is prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

***Recognizing a Guide Dog, Service Dog and/or Service Animal:***

If it is not readily apparent that the animal is being used by the guest for reasons relating to his or her disability, the hotel may request verification from the guest.

Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Ontario; or,
- a certificate of training from a recognized guide dog or service animal training school.

***Care and Control of the Animal:***

The guest that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all times.

***Allergies:***

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, RTDH will make all reasonable efforts to meet the needs of all individuals.

**D. Support Persons**

If a guest with a disability is accompanied by a support person, RTDH will ensure that both persons are allowed to enter the premises together and that the guest is not prevented from having access to the support person.

In situations where confidential information might be discussed, consent will be obtained from the guest, prior to any conversation where confidential information might be discussed.

***Admission Fees:***

Fees will not be charged for support persons for admission to the Toronto Marriott Bloor Yorkville's premises. Guests will be informed of this through the Toronto Marriott Bloor Yorkville's website and/or by an ambassador upon guest inquiry when making reservations.

**E. Notice of Disruptions in Service**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of the Toronto Marriott Bloor Yorkville. In the event of any temporary disruptions to facilities or services that guests with disabilities rely on to access or use the hotel's goods or services, reasonable efforts will be made to provide advanced notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

***Notifications will Include:***

In the event that a notification needs to be posted, the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

***Notifications Options:***

When disruptions occur, Toronto Marriott Bloor Yorkville will provide notice by:

- posting notices in conspicuous places including at the point of disruption, in the lobby and the nearest accessible entrance to the service disruption and/or on the Toronto Marriott Bloor Yorkville's website;
- contacting guests with reservations;
- verbally notifying guests when they are making a reservation; or
- by any other method that may be reasonable under the circumstances.

## **F. Feedback Process**

The Toronto Marriott Bloor Yorkville shall provide guests with the opportunity to provide feedback on the services provided to guests with disabilities. Information about the feedback process will be readily available to all guests and notice of the process will be made available through inquiry with the Front Desk.

### ***Submitting Feedback:***

Guests can submit feedback in written form to [dutymanager@marriottbloor.com](mailto:dutymanager@marriottbloor.com)

However, guests who wish to provide verbal feedback can do so, upon request, at the Front Desk prior to departure. Guests that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

## **G. Training**

Training sessions will be designed to educate associates on this policy and its implications. The Toronto Marriott Bloor Yorkville will provide training to all Associates and others who deal with guests.

### ***Training Provisions:***

As reflected in Ontario Regulation 429/07, training will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- A review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
  - use assistive devices;
  - require the assistance of a guide dog, service dog or other service animal (including the handling of service charges if applicable); or
  - require the use of a support person (including the handling of admission fees if applicable).
- Instructions on how to use equipment or devices that are available on premise
- Instructions on what to do if a person with a disability is having difficulty accessing our services

### ***Training Schedule:***

Toronto Marriott Bloor Yorkville will provide training as soon as practicable to all currently employed associates upon the implementation of this new perspective. Training will be provided to new associates within the first 3 months of employment however the policy will be reviewed on the first day of employment. The respective manager will train new contractors (who deal with the public or act on our behalf of the hotel) on their first day of contract. Revised training will be provided too all applicable associates in the event of changes to legislation, procedures and/or practices.

### ***Record of Training:***

The Toronto Marriott Bloor Yorkville will keep a record of training that includes the date training was provided and the number of associates who attended the training. Training records for associates will be kept in Human Resources however records specific to contractors will be kept with the respective department heads.

## **H. Notice of Availability and Format of Documents**

The Toronto Marriott Bloor Yorkville shall notify guests that the documents related to the Accessibility Standards for Customer Service are available upon request and in a format that takes into account the guest's disability. Available formats will be considered in relation to the specified disability. Notification will be given by posting the information in a conspicuous place owned and operated by the hotel, the Toronto Marriott Bloor Yorkville's website and/or any other reasonable method.

## EVALUATION

The Toronto Marriott Bloor Yorkville is responsible for reviewing this Policy annually and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations. The Toronto Marriott Bloor Yorkville will provide advice and direction on the implementation of this Policy. Supervisors and managers will ensure that they and their employees are familiar with this Policy.

6 of 6

PREPARED: DECEMBER 2012  
REVIEWED: APRIL 23, 2015

Approved:   
Anup Israni, General Manager