

Accessibility Standard for Customer Service

Our Commitment

Best Western Plus Nor'Wester Hotel and Conference Centre is committed to ensuring that we serve guests with disabilities in the same manner as all guests-consisted with the principles of independence, dignity, integration and equal opportunity.

Providing Goods and Services to People with Disabilities

Best Western Plus Nor'Wester Hotel and Conference Centre is committed to excellence in serving all customers including people with disabilities.

- ❖ Implement policies, practices and procedures to service guests with disabilities.
- ❖ Use best possible efforts to ensure that our policies, practices, and procedures are consistent with the core principles of independence, dignity, integration and equal opportunity.
- ❖ Ensure training is ongoing and that these policies, practices and procedures to serve a guest with a disability are trained during employee orientation.

Assistive Devices

We will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services. We will also ensure that our team members know how to use the following assistive devices available on a first come first serve basis for our guests to use while staying with us. The following list of assistive devices will be available for use at the Best Western Plus Nor'Wester Hotel and Conference Centre:

- ❖ Raised Toilet Seat
- ❖ Handheld Shower
- ❖ Bath Chair
- ❖ Handle/Bar in Ladies change room shower (in pool area)
- ❖ Wheelchair accessible bathroom stall in ladies change room (in pool area)

Accessibility Standard for Customer Service

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train all employees who communicate with customers on how to interact and communicate with people with various types of disabilities. Best Western Plus Nor'Wester Hotel and Conference Centre offers training called *Enabling Independence: Service for Guests with Disabilities* that is mandatory for all hotel staff. This course in relation to communication reviews:

- ❖ Describing and Defining various disabilities
- ❖ Effective communication and courtesy tips
- ❖ Power-driven mobility devices
- ❖ Service animals
- ❖ Emergency situations
- ❖ 10 short scenarios that offer the opportunity for additional discussion of regulations and property-specific procedures.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public; however service animals will not be permitted in the pool area. In this instance, appropriate alternatives if required will be offered by our hotel staff.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

- ❖ Fees will not be charged for support persons

We will notify customers of this by posting a notice hanging on the wall at our Front Desk. Guest Service Representatives will also advise guests with disabilities with this information when it is requested.

When a person with a disability is accompanied by a support person they will not pay an additional person charge when staying in the same room (Single occupancy rate) When a person with a disability is accompanied by a support person and we do not have an accessible room available to accommodate them (i.e. room with 2 beds or sold out accessible room) we will offer

Accessibility Standard for Customer Service

the second room at a special support persons rate (MR). Support persons who are staying in their own room are responsible to pay full price for any incidental charges.

Best Western Plus Nor'Wester Hotel and Conference centre requires a person with disability to be accompanied by a support person in the pool area and all of the pool amenities at all times.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Hotel Front Desk Staff, Housekeeping or Maintenance staff will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:

Change to restaurant hours or any planned or unexpected disruptions in the restaurant, any planned or unexpected disruptions within the pool area, any maintenance issues or any other disruptions that will affect the customers stay at the Best Western Plus Nor'Wester Hotel and Conference Centre.

The notice will be made publicly available at the following locations:

- ❖ Front Desk
- ❖ On the catering function monitors located in the lobby and banquet area.
- ❖ All staff will be made aware of any disruptions so as to be of service to all guests.
- ❖ When we are aware of the disruption we will communicate the disruption by contacting in-house guests and advising them of the disruption and alternatives available.

Training

Best Western Plus Nor'Wester Hotel & Conference Centre will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Accessibility Standard for Customer Service

Individuals in the following positions will be trained:

- ❖ Front Desk Staff
- ❖ All Management
- ❖ Housekeeping
- ❖ Food & Beverages Staff
- ❖ Restaurant Staff
- ❖ Banquet Staff
- ❖ Maintenance Staff
- ❖ Pool and Recreation Centre Attendants

Staff will be trained on Accessible Customer Service within 120 days after being hired.

Training will include:

- ❖ An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- ❖ An overview of Best Western Plus Nor'Wester Hotel and Conference Centre's Disability policies:
 - Accessible Customer Service Policy
 - Integrated Accessibility Standards Regulation (IASR) Design of Public Spaces Policy
 - Integrated Accessibility Standards Regulation (IASR) Employment Policy
 - Integrated Accessibility Standards Regulation Information and Communications Policy
- ❖ Best Western Plus Nor'Wester hotel and Conference Centre's plan related to the customer service standard.
- ❖ Online Training Courses: AODA Customer Service Training, Understanding Human Rights (AODA Edition) and Integrated Accessibility Standards – Information/Communication and Employment Standards Training.
- ❖ How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.

Staff will also be trained when changes are made to our Accessible Customer Service Plan.

Feedback Process

Customers who wish to provide feedback on the way Best Western Plus Nor'Wester Hotel & Conference Centre provides goods and services to people with disabilities can provide feedback in the following ways:

- ❖ Email feedback or any questions or concerns to the Front Desk Staff at info@bwplusnorwester.com
- ❖ Fill out comment cards provided in the rooms
- ❖ Speak directly to any Guest Services Representative to leave feedback by providing guests with our questionnaire.
- ❖ Phone the hotel at 807-473-9123 to give any feedback
- ❖ Experience Surveys if they leave their email address to any Guest Services Representative and/or Online Reviews.

All guests who have submitted feedback using the above mention methods will receive a response and/or acknowledgement from the hotels Guest relations team within 5 days of receiving the feedback.

We will communicate to guests with disabilities using their preferred method of communication if this information has been provided to us, or in the method that is most appropriate taking the specific disability into consideration.

Accessibility Standard for Customer Service

Notice of Availability

Best Western Plus Nor'Wester Hotel and Conference Centre will notify the public that our documents related to Accessible Customer Service, are available upon request by posting a notice at our Front Desk.

Modifications to this or Other Policies

Any policy, practice or procedure of Best Western Plus Nor'Wester Hotel & Conference Centre that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disability will be modified or removed.