



Accessibility for Ontarians with a Disability

Responsibility: Front Office Manager

Date of Original Policy: December 1, 2011

Date of Revision: March 26, 2014

Providing Goods and Services to People with Disabilities

Questions about this policy may be directed to the Front Office Manager

Policy

The Grand Hotel & Suites Toronto is committed to excellence in serving all customers and providing an environment that is accessible to persons with disabilities in a way that respects their rights to dignity, independence.

The Grand Hotel & Suites Toronto recognizes the importance of:

- The principles of independence, dignity, integration and equal opportunity;
- Providing access to goods and services for individuals with disabilities
- Openly communicating and responding to disabled customer's needs in order to provide them with excellent customer service; and
- Complying with the mandatory customer service standard addressed in Ontario Regulation 429/07 ("Customer Service Standard") under the Accessibility for Ontarians with Disabilities Act ("AODA")

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.

Scope

This policy applies to team members, volunteers, agents and/or contractors who are in contact with the general public or other third parties that act on behalf of The Grand Hotel and Suites, Toronto, ON.

Definitions

Disability means – *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;

Service Animal – the Regulation defines a “service animal” as an animal for a person with disability.” In this policy, a service animal is any animal used by a person with a disability for reasons relating to the disability or where the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability; or where the person provides a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal school.

Support Persons – In relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Assistive Devices – are equipment that people with disabilities utilize to assist in their daily lives such as a walker, scooter, cane, magnification or specialized learning software, communication boards etc.

Communication

We will communicate with people with disabilities in various ways that take into account their disability.

Service animals

Persons with disabilities accompanied by a service animal may keep the animal with them except where prohibited by law. Where the service animal may affect the health and safety of other persons, the Grand Hotel and Suites team members will use other measures to ensure the access of goods and services.

Fees will not be charged for service animals.

Support persons

Persons with disabilities accompanied by a support person may access The Grand Hotel and Suites, Toronto, ON.

Where the assistance of a support person is required by a person with a disability they must not be 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.

Fees will not be charged for support persons

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities as swimming pool, wheelchair accessible suit, wheel chair accessible ramp, elevators, The Grand Hotel Toronto 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.

The notice will be placed in guest elevators and in other public facilities. Any guests with disabilities will be notified during the reservations process and/or will receive a notification call.

Training

The Grand Hotel & Suites Toronto will provide training to employees, volunteers and others who interact with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

Front Desk Agents/Supervisors, Interns, Sales Associates, Managers, Restaurant Staff, Customer Service Representatives, Housepersons, and Maintenance Staff etc.

This training will be provided to staff during initial training.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Customer Service Accessibility Policy for Individuals with Disabilities' plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the wheelchairs and how to store oxygen tanks
- What to do if a person with a disability is having difficulty in accessing The Grand Hotel & Suites Toronto's goods and services

Staff will also be made aware trained when changes are made to your accessible customer service plan.

The Human Resources Department will retain all the training records.

Feedback process

Customers who wish to provide feedback on the way The Grand Hotel & Suites Toronto provides goods and services to all customers can do so in person, by telephone, filling out a comment card, leaving comments on Trip Advisor, Google, Facebook, or mail/email to:

Roberta Ward
Front Office Manager
The Grand Hotel & Suites
225 Jarvis Street
Toronto, Ontario M5B 2C1
Ph. (416)863-9000 ext. 4011
Fax (416) 863-1100
Toll Free 1-877-32-GRAND
rward@grandhoteltoronto.com

All feedback, including complaints, will be directed to the Front Office Manager who accommodates and resolves guest issues.
Customers can expect to hear back within 7 days.

Modifications to this or other policies

Any policy of The Grand Hotel & Suites Toronto that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

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