

Accessibility for Ontarians with Disabilities Standards for Customer Service Policy

Title	Accessibility for Ontarians with Disabilities Standards for Customer Service Policy
Responsibility	Director, Human Resources
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Purpose

The Americana Resort strives to provide its goods and services in a manner that respects the dignity, independence, integration and equal opportunity of Guests with disabilities. Our commitment is to provide all Guests the same opportunity to access our goods and services and allowing them to benefit from the same service.

Definitions

Accommodation: Assistance provided to Guests with disabilities so they can participate in the experiences available to all Guests. Accommodation will vary depending on the Guest's unique needs.

Assistive Devices: A technical aid, communication device or medical aid that is used to increase, maintain or improve the functional abilities of Guests with disabilities. Examples include wheelchairs, walkers and/or oxygen tanks.

Disability

- 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,
- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding symbols, or spoken language,
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the Workplace Safety and Insurance Act 1997.

Service Animal: Any animal used by a Guest with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the Guest for reasons relating to his/her disability; or where the Guest provides a letter from a physician or nurse confirming that the Guest requires the animal for reasons relating to the disability; or where the Guest provides a valid verification card from a recognized guide dog or service animal training school.

Support Person: A person who accompanies a Guest with a disability in order to assist him/her with communication, mobility, personal care or medical needs or with access to goods or services.

Assistive Devices

Guests with disabilities may require certain accommodations to help them access the goods and services provided by the Americana Resort. These accommodations may involve various forms of assistance,

assistive devices or services and may include a Guests' assistive device or one provided by the Americana Resort.

Available Assistive Devices and Guest Rooms

- Wheelchair
- Wheelchair ramp
- Guest Rooms, 178, 179, 310, 311, 319, 326

Accommodation Requests

- In situations where it is evident that the Guest has a disability and there is a potential need for accommodation, a Team Member may ask the Guest if they require assistance accessing the Americana Resort's goods and services.
- Team Member will approach the Guests with a disability and discuss their accommodation needs with an understanding of the need to respect their privacy regarding their disability and accommodation request.
- If an accommodation cannot be provided immediately, or if an accommodation involves advance scheduling or preparation, Department Manager will;
 - Complete an Accommodation Request Form for Guests with Disabilities.
 - Review the request based on the criteria as outlined in *2.3 Considerations for Determining Accommodation Requests*.
 - Approve or deny the request. If the request is denied, reasonable efforts will be made to provide an alternate accommodation.
 - If the request is approved, the Department Manager will;
 - Locate the service and/or device
 - Inform the Guest of the status of their request

Considerations for Determining Accommodation Requests

When determining the most appropriate form of accommodation, the Americana Resort will consider the following;

- Team Member will approach the Guests with a disability and discuss their accommodation needs with an understanding of the need to respect their privacy regarding their disability and accommodation the cost of the accommodation.
- The likelihood that the accommodation will pose a risk to the health and safety of other Guests.
- If an assistive device is suggested, the overall risk to the Guest, to others, or to the Americana Resort will be assessed.

Safe Operation of Assistive Devices

It is the responsibility of the person with a disability to ensure that his/her assistive device is operated in a safe and controlled manner at all times when accessing the Americana Resort's goods and services.

Use of Service Animals

Guests with disabilities may require the assistance of service animals to help them obtain, use and access goods and services provided by the Americana Resort. Guests with disabilities are permitted to enter the Americana Resort premises with their service animal and to keep the animal with them while on the Americana Resort's premises, unless excluded by law.

Identifying Service Animals

Apparent Service Animals;

- The Guest's need for a service animal is obvious,
- The Guest's need for a service animal is known to Team Members,
- The service animal is wearing a service animal vest or harness; or,
- The service animal is observed assisting the Guest.

Documents/Identifying Service Animals

If a Team Member is uncertain whether the animal is a service animal, Team Members may ask the Guest for a letter from a physician or nurse explaining that the Guest requires the animal for reasons relating to a disability.

Addressing Guests with a Service Animal

When approaching a Guest to ask if the animal is required for reasons related to a disability;

- Make reasonable effort to ask the Guest in a discreet manner,
- Ask the Guest if the animal is required for reasons relating to a disability, but will not ask for any explanation of the disability or the duties the animal serves; and,
- Be aware that some Guests who require the use of a service animal may not be familiar with the term “service animal” and may require an explanation of the term.

Removal of Service Animals

Guests may be asked to remove their service animal from the Americana Resort’s premises for any of the following reasons;

- Disruptive Behaviour: A Guest may be asked to remove their service animal if it displays unruly or disruptive behaviour. If the Guest takes effective remedial steps to correct the animals behavioural problems, The Americana Resort may reconsider this decision.
- Damages: A Guest may be asked to remove their service animal if it causes damage to persons or property. Guests are responsible for any damage to persons or property caused by their service animal.

Exclusion of Service Animals

- Guests with disabilities are permitted to enter the Americana Resort with their service animals and to keep the animal with them unless the animal is excluded by law.
- Service animals are not permitted to enter kitchens as stipulated in the Health Protection and Promotion Act, R.R.O.1990, Reg.562, ss.59 and 60 and the Food and Safety and Quality Act, 2011, O.Reg 31/05, s.44.
- If a service animal is excluded by law, the Americana Resort will ensure that alternate means are available to enable the Guest with a disability to obtain, use or benefit from the Americana Resort’s goods and services.

Emotional Support Animal

Emotional Support Animals provide comfort and security; however, they do not have training for specific tasks. Therefore, emotional support animals do not formally qualify as service animals under the AODA.

At Americana Resort Inc. an emotional support animal will be considered a “service animal” if the guest can provide documentation from a regulated health professional confirming that the person requires the animal for reason relating to a disability (health professionals listed above).

Americana Resort Inc. will accommodate emotional support Animals provided they do not cause undue hardship (included hardship related to health and safety). To support any request, a guest is required to provide medical documentation to confirm diagnosed disability (injury or illness) and the need for the support animal as a form of accommodation.

The letter needs **only** to explain that the animal is required because of a disability, the letter **does not** need to identify the disability, why the animal is needed, or how it is used.

Use of Support Persons

If a support person accompanies a Guest with a disability, the Americana Resort will ensure that both persons are entitled to enter the premises together and that the Guest with a disability is not prevented from having access to the support person while on the premises.

Identifying a Support Person

Support persons provide assistance with communication, mobility, personal care, medical needs or with the access to goods and services to a person with a disability and may be a family member, friend or a paid professional. Support persons do not require specialized training or certification and the type of support they provide will depend on the Guests needs.

Confidential Matters

- If a Guests confidential or personal matter is to be addressed, the Americana Resort may require a statement of permission and/or consent from the Guest allowing the support person to be present.
- In situations where the Guest or the Americana Resort prefer to deal with matters without the presence of a support person, the Americana Resort will ensure that the Guest maintains access to their support person while on the Americana Resort's premises.
- Where a support person is present and where confidential the Americana Resort's matters are being addressed, The Americana Resort may require the support person to sign an agreement.

Notice of Temporary Disruptions

Guests with disabilities may rely on certain facilities, services or systems in order to access the Americana Resort's good and services. The Americana Resort strives to operate its services and facilities without interruption. However, at times disruptions in services and facilities will occur.

Should a temporary disruption in these services or facilities occur, the Americana Resort will make reasonable efforts to provide notice of these disruptions.

- Temporary disruptions may occur in elevators, automatic door openers, ramps or to services.
- When a temporary disruption occurs in the services or facilities used by Guests with disabilities to access the Americana Resort's good and services, whether planned or unplanned, The Americana Resort will provide notice of these disruptions to the public.
 - The amount of advanced notice The Americana Resort receives about a temporary disruption varies, therefore, the amount of advanced notice given to
 - the public may also vary.

Content of Notices

- The goods or services that are disrupted or unavailable,
- The reason for the temporary disruption such as repairs, maintenance, construction, inclement weather unexpected circumstances, etc;
- The expected length of the temporary disruption; and
- Alternate means of accessing the goods and services, if available. For example, an alterative accessible route or entrance.

Format and Placement of Notices

Notices may be provided in print by signage, or electronically by website postings, or by telephone recording; or in certain situations notice may be provided directly to specified Guests; or by other reasonable notice.

- Visual notices may be provided in larger clear print, using contrasting colours between text and background;
- Notices may be placed at entrances, structures and/or departments where temporary disruption occurs.
- Notices may be posted at the site of the temporary service or facility disruption;
- Notices will be posted in obvious places. Reasonable efforts will be taken to ensure an unobstructed view of the notice;
- Notices will be places where visible to Guests who may be using assistive devices, such as wheelchairs.

Providing Assistance during Temporary Disruption

Guests with disabilities may need assistance accessing the Americana Resort's goods and services during a temporary disruption.

- Guests requiring assistance should make themselves known to the Americana Resort Team Members.
- Team Members should provide reasonable assistance to Guests with primary consideration being given to health and safety of all involved.

Feedback Process

Feedback about the Americana Resort's goods and services and the manner in which they are provided to Guests with disabilities are welcomed as they may identify areas that require change and encourage continuous improvements.

- Feedback may be given by telephone, in writing, electronically, in person or through other reasonable methods to the property Front Office Manager.
- Should The Americana Resort receive a complaint, the Front Office Manager or designate will review and respond to such complaints by telephone or electronically, taking into account the persons disability.
- We strive to respond to all feedback within 2 business days of receipt.
- Guests that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Communication

- Human Resources will communicate the Policy to Team Members through the Company Orientation Program and additionally through Initial Department Training.
- Make emergency or safety information available to the public accessible, upon request.

Training

- Managers/Supervisors will receive training at Management Meetings on policy changes.
- All new Team Members will be provided with training during the Company Orientation Program.
- Customer Service for Guests with Disabilities will form part of the quarterly Health & Safety section of the newsletter for existing Team Members.
- Records of training will be documented and maintained in the Team Members personnel file.
- Training will include:
 - Review the purposes of Accessibility for Ontarians with Disabilities Act and the requirements of the customer service standard;
 - Instructions on how to interact and communicate with people with various types of disabilities;
 - Instruction on how to interact with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;
 - Instruction on how to use equipment or devices available on our premises or that you provide otherwise, that may help people with disabilities access our services; and
 - Instruction on what to do if a person with a disability is having difficulty accessing our services.

Compliance

Human Resources must submit an annual compliance report with the government, reporting online questions for the Accessibility Standards for Customer Service.