



## **Accessible Guest Service Policy**

The Old Mill Toronto is committed to excellence in serving all guests, including people with disabilities. We will treat all guests with the same respect and dignity that we show to our fellow co-workers.

### **1. Communication**

We will train all employees who communicate with guests to communicate/interact with people with disabilities in a way that takes into account their disability and in a manner that is respectful of them as individuals.

### **2. Assistive Devices**

We are committed to serving people with disabilities, who use assistive devices to obtain, use, or benefit from our goods and services and we will ensure that our team members are familiar with various assistive devices that may be used by our guests with disabilities, and know how to use devices that are provided by The Old Mill Toronto.

The following list of assistive devices will be provided for use by The Old Mill Toronto (on a first come first serve basis in some cases):

- Bath Chair (back support)
- Raised toilet seat
- Door Knocker
- Wheelchair – Folding

### **3. Service Animals**

We welcome all of our guests with disabilities including those who are accompanied by their service animals. In general, service animals are allowed into the public areas of The Old Mill Toronto except where the animal is otherwise excluded by law. In these circumstances, an appropriate alternative will be offered.

### **4. Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that individual accompany them at all times to any public area on our premises.

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. Support persons who are staying in their own room are responsible to pay the full price for the room and any incidental charges. The guest will be informed of this while making a reservation.

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

All charges incurred by the support person, including, but not limited to room rate(s), food & beverage, catering and use of our facilities (spa, etc) will be the listed rate(s) at the time. All customers will be notified of this through our web site, calling The Old Mill Toronto direct, various printed materials (pamphlets, advertising) and notices posted internally, where applicable.

### **5. Notice of Disruptions**

In the event of a planned or unexpected disruption to services or facilities used by guests with disabilities (elevators, access to conference/meeting rooms, etc.), The Old Mill Toronto will notify guests promptly. Guests will be notified through the use of clearly posted notices throughout The Old Mill Toronto and will include information pertaining to the reason for the disruption, the length of time and advise if there are any options or alternatives available to our guests. This information may also be given when calling The Old Mill Toronto direct.

## **6. Training**

The Old Mill Toronto is committed to providing staff with training that is done in accordance with our training plan which has utilized the requirements, recommendations and tips offered by the Ministry of Community and Social Services. This training has been provided for all existing employees of The Old Mill Toronto. All new employees hired after the compliance deadline will be trained within 90 days of hire as part of our new hire orientation process.

Training will include the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- The Old Mill Toronto's Accessible Customer Service Policy which includes:
  - 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 available, on site assistive devices provided by The Old Mill Toronto or assist a person with a disability using an assistive device provided by The Old Mill Toronto, when requested to do so by the person with the disability.
  - What to do if a person with a disability is having difficulty in accessing The Old Mill Toronto's goods and services.

Employees will be trained on policies, practices and procedures as it pertains to their specific roles and responsibilities and will be updated as necessary.

## **7. Feedback Process/Questions about this Policy**

Customers who wish to provide feedback on The Old Mill Toronto's services and goods to people with disabilities may do so in the following manner:

- Face to face with any team member or manager at The Old Mill Toronto.
- In writing at the Front Desk or in the room or by sending us written correspondence – letter/e-mail.
- 416-236-2641 or 1-866-653-6455
  - Guests are welcomed to pick up the telephone to speak directly with a member of our guest relations team 24 hours per day, 7 days per week.

- Email Comments
  - Through our website at [www.oldmilltoronto.com](http://www.oldmilltoronto.com)
- Letter Correspondence
  - Guests are welcome to send us their feedback by mail
- Old Mill Toronto Comment Card/Online Survey

All guests who have submitted feedback using the above methods will receive a response and/or acknowledgement from The Old Mill Toronto's Guest Relations team within one week of receiving the feedback. All feedback will be directed to the appropriate department head as well as the General Manager and depending on the nature of the feedback, the Director of Human Resources. Complaints will be addressed through our regular complaint procedures.

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.

**Modifications to this policy** – Our Accessible Guest Service Plan and other practices, policies and procedures of The Old Mill Toronto that do not respect and promote dignity and independence of people with disabilities will be modified or discontinued.

### **Questions about this Policy**

The Old Mill Toronto is committed to ensuring that we provide services in a way that respects the dignity and independence of people with disabilities. We welcome feedback at any time.

Questions regarding The Old Mill Toronto's Accessible Guest Service policy should be presented to Sandra Oake, Director of Human Resources @ [sandra.oake@oldmilltoronto.ca](mailto:sandra.oake@oldmilltoronto.ca).

Appropriate documentation, including policies, standards and procedures are available upon request.