

Accessible Customer Service Policy

Clarion Hotel & Suites Winnipeg

Accessible Customer Service Policy

Date of first approval:

January 25, 2022

Date updated:

February 17, 2022

Introduction:

We are committed to complying with the Accessibility Standard for Customer Service under The Accessibility for Manitobans Act. Our policies, practices and measures reflect the principles of dignity, independence, integration and equal opportunity for people with disabilities.

If a barrier to accessing our goods or services cannot be removed, we seek to provide alternate ways to access the goods or services.

The following policy statements, organizational practices and measures are intended to meet the requirements of the Accessibility Standard for Customer Service.

This policy applies to all employees and management of the Clarion Hotel & Suites Winnipeg.

1: Meet communication needs.

Policy Statement:

We meet the communication needs of our guests, visitors and employees.

Practices and Measures:

- To meet communication needs, when appropriate we offer to communicate in different ways, such as writing things down, reading things out loud, and taking extra time to explain things.
- We also
 - keep paper and pens available to write things down
 - offer a chair when longer conversations are needed
 - offer a quieter space
 - sit down to engage with someone using a wheelchair
- We use signs and documents that are easy to read, including using larger fonts and colour contrast, and ensuring messages are not printed on images.
- We write signs and documents in plain language.

2: Accommodate the use of assistive devices.

Policy Statement:

We accommodate the use of assistive devices when our guests, visitors and employees are accessing our goods, services or facilities.

Practices and Measures:

- We do not touch or move our guests, visitors and employees assistive devices without permission.
- We are trained in how to use the assistive devices that we provide:
 - Accessible guest rooms
 - In room visible alarms
 - Transfer seats
 - Accessible washroom facilities
 - Text telephone kits
 - Automatic doors
 - Doorbells
- In cases where the assistive device presents significant and unavoidable health or safety concerns, we attempt to use other measures to ensure the person with disabilities can access our goods, services or facilities.

3: Welcome support persons.

Policy Statement:

We welcome support persons and we let the public know in advance the guest room rate for support persons if required.

Practices and Measures:

- We address the guest, not the support person, unless requested by the guest.
- We make space for support persons on-site and ensure guests have access to their support persons at all times.
- We feature three (3) accessible guest rooms dedicated for mobility impairments and hearing impairments. They are single bedded king rooms.
- We provide information about guest room rates for support persons on our website or by telephone at the time of the reservation.

4: Allow service animals.

Policy Statement:

We allow service animals on our premises.

Practices and Measures:

- We:
 - treat a service animal as a working animal
 - do not distract a service animal from its job by petting, feeding or playing with it, unless given permission by the person with the service animal to do so
 - know how to identify a service animal by its harness or vest and by the assistance the animal is providing
- If we have concerns, we may ask if the animal has been trained to help a person with a disability-related need.
- We do not inquire about the disability.
- We expect the person who is handling the service animal to maintain control of the animal physically or through voice, signal or other means.
- If the service animal is showing signs of not being controlled (i.e., by barking, whining or wandering), we may provide a warning to the handler to control the animal.
- If the service animal continues to misbehave, we may ask the handler to leave.

5: Maintain accessibility features.

Policy Statement:

To ensure barrier-free access to our goods, services or facilities, we maintain our accessibility features so they can be used as intended.

Practices and Measures:

- We organize our space so that there is room for people with wheelchairs, electric scooters and walkers.
- Our restaurant, public spaces and meeting rooms accommodate people of varying sizes and abilities.
- We keep corridors, lobby space, meeting rooms and other hotel facilities clear of clutter.
- We keep our entrance area clear of ice and snow.
- We place standing signs out of the way to avoid tripping hazards.
- We use both audio and visual cues to inform customers it is their turn to be served.
- Our accessibility features impacted by this policy include guest rooms, corridors, hallways, entrance areas, lobby, meeting rooms, accessible washrooms, elevators, automatic doors, and accessible parking spaces and ramps.
- The doorways in all accessible rooms are 36 inches wide, including the doorway to the bathroom.
- We provide accessible parking spaces adjacent to the hotel entrance with ramps leading from the parking spot to the sidewalk to the entrance doors.
- We have three (3) accessible guest rooms dedicated for mobility impairments and hearing impairments. They are single bedded king rooms.
- All signage on elevator landings, guest room entrances and other public spaces are labeled with raised Braille lettering.
- There are no curbs, steps, obstacles or any other level changes for any person using a wheelchair to access our restaurant, lounge, lobby market, pool, fitness area or meeting spaces.

6. Let the public know when and why an accessibility feature is unavailable.

Policy Statement:

We let the public know when and why an accessibility feature is temporarily unavailable, how long it will be unavailable, and other ways to access our goods and services.

Practices and Measures:

- If one of our accessibility features becomes temporarily unavailable, we prepare and post a notice and/or announcement about the disruption, the reason for the disruption, how long it will last, and whether there are other ways we can provide access to our goods and services.
- If requested, we work with the customer to find other ways to provide goods and services.
- We let the public know about disruptions in the following ways:
 - posted at our building entrance, reception desk and/or in high traffic areas
 - through employees or management (in person or by phone)

7. Welcome and respond promptly to feedback.

Policy Statements:

We welcome and respond promptly to feedback we receive on the accessibility of our goods and services.

We document the actions we take to respond to the feedback we receive, and that information is available on request in a format that meets the individual's communication needs.

Practices and Measures:

- We invite feedback in the following ways:
 - Visit our front desk or contact us by phone, email, website or feedback form
- All feedback is directed to the General Manager who determines what action, if any, should occur.
- If the feedback requires us to follow-up, the guest is notified that the request is being reviewed and when they can expect a response.
- We let the guest know what action we will take to address their feedback, if any.
- We respond to feedback in a way that meets the communication needs of the individual.

8: Provide the required training to employees, volunteers and management.

Policy Statements:

We provide the required training on accessible customer service to all employees and management. We are trained on:

- How to interact and communicate with people who face barriers to accessing goods and services, use assistive devices, are assisted by a support person and/or are assisted by a service animal.
- How to use any equipment or assistive devices that are available on-site.
- An overview of The Accessibility for Manitobans Act, The Human Rights Code (Manitoba), and the Customer Service Standard.
- Our organizational policies, practices and measures, including updates or changes.

Practices and Measures:

- We train new employees and management on accessible customer service within one month after hiring.
- We provide refresher training regularly, including updates to policies, practices and measures. Training is offered every six months.
- Department heads and supervisors record who has taken training and when. This information is kept in each team member's employee file.
- Feedback on the accessibility of our goods and services is addressed in regular staff meetings.

9: Keep a written record of accessibility and training policies

Policy Statements:

We keep a written record of our accessibility and training policies.

Our written documents include a summary of our training material and when training is offered.

We let the public know that our written policies are available on request.

Practices and Measures:

- We let the public know that our accessibility and training policies are available in the following ways:
 - posted on website, on social media, and/or in newsletters
 - through employees or management, in person, by phone or e-mail.
- We provide our policies within a reasonable timeframe, at no cost, and in a format that meets the needs of the individual.

Notes:

Date of next policy review: January 2023

Approved by:
Harry Khaira
General Manager

