



## Hilton Hotel & Suites - Niagara Falls/Fallsview

<b>AODA - 02</b>	<b>Accessibility Customer Service Policy</b>	<b>October 2023</b>	<b>HR Manager</b>
Policy #	Title	Reviewed/Revised	Approved by

### *1.0 Purpose*

The goal of the Accessibility for Ontarians with Disabilities Act is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

A standard for customer service has been established under the Act to ensure goods and services are, where at all possible, equally accessible to every member of the public.

Hilton Fallsview is committed to providing a barrier-free environment for Guests. The objective of this policy is to ensure the requirements of the Standard are met and to promote its underlying core principles.

### *2.0 Scope*

This Policy applies to all Hilton Fallsview Team Members who deal with members of the public or other third parties. This includes all Team Members, Managers, Supervisors, volunteers, and contractors.

### *3.0 Definitions*

***Accessibility Report*** – The report required to be filed pursuant to section 14 of the Act.

***Assistive Device*** - Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.

***Disability*** – Has the same definition as is provided under the Act and Human Rights Code, R.S.O. 1990, c. H.19.

***Service Animal*** - An animal is a service animal for a person with a disability,

- (a) If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- (b) If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

***Support Person*** – A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.

## 4.0 Roles and Responsibilities

### Managers and Supervisors

- Inform Team Members of their responsibilities and provide on the job training on how to handle Guests with disabilities
- Provide resources and support to allow Team Members to meet standards

### Human Resources

- Develop and implement policies, practices and procedures to ensure the accessible provision of goods and services to persons with a disability
- Develop and include AODA in orientation training
- Develop a feedback procedure as required under the Act
- File Accessibility Reports as required under section 14 of the Act
- Conduct a thorough review of the Accessibility Standards for Customer Service at least annually

### Team Members

- Comply with the Policy and Accessibility for Ontarians with Disabilities Act

## 5.0 Standards and Procedures

We endeavor to ensure that the Policy and related practices and procedures are consistent with the following four (4) core principles:

- Dignity** - Persons with a disability must be treated as valued customers as deserving of service as any other customer.
- Equality of Opportunity** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.
- Integration** - Wherever possible, persons with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- Independence** – Goods and services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

### 5.1 Communication

Communications with Guests with disabilities are provided in ways that take into account their disability. Team Members who regularly communicate with customers are trained on how to interact and communicate with people with various types of disabilities.

## **5.2 Assistive Devices**

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our goods and services.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises the barrier will first be attempted to be removed. If the barrier is not able to be removed, alternative means of assistance to the person with a disability will be provided.

Staff will receive training on various Assistive Devices that may be used by persons with a disability while accessing our goods and services.

## **5.3 Accessibility at Our Premises**

We offer the following facilities and services at our location to which the Policy applies to enable persons with a disability to obtain, use or benefit from our goods and services:

- Assistive devices, services or methods offered such as a wheelchair
- Alternate formats of documents upon request
- Assistance of a staff person to complete a form
- Accept an alternative form of government issued identification from a Guest who may not have a driver's license due to his or her disability
- Have a text telephone (TTY) at the PBX to receive internal calls from Guests who use TTY to communication by phone
- Provide assistance with handling luggage
- Designated accessible rooms
- Remove or relocate furniture in a Guest room to create more manoeuvring space
- At Front Desk, provide assistance to Guests who use wheelchairs at the lowered section of the counter or auxiliary accessible counter
- Remove a bed frame to lower a bed if necessary for a Guest in a wheelchair to transfer onto the bed
- Substitute ingredients for Guests with food allergies
- Provide assistance in retrieving items at a restaurant buffet
- Set up private events in a manner that is accessible to Guests with disabilities (e.g. ensuring that there are accessible tables, seating locations, and access to stages) if requested by the event organizer
- Cut food into smaller pieces upon request
- Provide verbal directions or assistance in using or locating certain Guest room or hotel features (e.g. TV close captioning, thermostat, in-room safe)
- Have in place specific emergency procedures for Guests with disabilities that include how Guests with disabilities will be identified so that the information can be provided to first-responders
- Single person lift available in the pool area for the pool or hot tub spa

Applicable staff will receive training on how to use facilities or services made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.

## **5.4 Service Animals**

Persons with a disability may enter premises accompanied by a Service Animal, and keep the Service Animal with them, if the public has access to such premises and the Service Animal is not otherwise excluded by law. This includes areas such as Restaurants, Pool Deck, Guest Rooms, etc.

If a Service Animal must be excluded by law, such as directly in the pool, an explanation will be given to our customer as to why this is the case and other measures will be explored to enable the customer to obtain, use or benefit from Hilton Niagara Falls/Fallsview's goods, services or facilities.

If it is not readily apparent that the animal is a Service Animal, the person with a disability may be asked for a letter from a physician, nurse, audiologist, speech-pathologist, chiropractor, occupational therapist, optometrist, or mental health therapist confirming that the person requires the animal for reasons related to his/her disability.

Team Members will receive training on how to interact with persons with a disability accompanied by a Service Animal in New Team Member Orientation.

Services animals are prohibited from entering any kitchen areas, as deemed by Hilton Niagara Falls/Fallsview, in accordance with R.R.O. 1990. Reg. 562: S. 59 and 60 under the *Health Protection and Promotion Act*.

## **5.5 Support Persons**

A person with a disability may be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises. A person with a disability may enter premises with a Support Person and have access to the Support Person while on the premises.

Team Members will receive training on how to interact with persons with a disability who are accompanied by a Support Person New Team Member Orientation.

## **5.6 Notice of Temporary Disruptions**

Guests will be notified if there is a planned or unexpected disruption of a facility or service persons with a disability uses to access goods and services. The notice will be posted at the entrance of the applicable premises and on the home page of the Hilton Fallsview website. The notice will include the following information:

- i. That a facility or service is unavailable.
- ii. The anticipated duration of the disruption.
- iii. The reason for the disruption.
- iv. Alternative facilities or services, if any, that are available.

## **5.7 Feedback Procedure**

### ***A. Receiving Feedback***

Hilton Fallsview welcomes and appreciates feedback regarding this Policy and its implementation. Feedback can be provided in the following ways:

- i. In person at Front Desk
- ii. By telephone at Local 905-354-7887 or Toll Free: 1-888-370-0325
- iii. By fax at 905-374-6707
- iv. In writing to 6361 Fallsview Blvd, Niagara Falls, ON, Canada, L2G 3V9
- v. Electronically to [info@niagarafallshilton.com](mailto:info@niagarafallshilton.com)

Feedback will be directed to the General Manager who will make an assessment on a case-by-case basis. Guests who submit feedback can expect a reply within five business days.

### ***B. Responding to Feedback***

The manner in which the response is provided by Hilton Fallsview will take into consideration the abilities of the inquirer when responding to comments, including complaints.

## **5.8 Availability of Documents**

This Policy, and related practices and protocols, shall be made available to any member of the public on our website at [niagarafallshilton.com/accessibility](http://niagarafallshilton.com/accessibility).

## **5.9 Format of Documents**

When providing documents that are required under the Standard to a person with a disability, it will be provided in a format that takes the person's disability into account. Hilton Niagara Falls/Fallsview will consult with the Guest making the request in determining the suitability of accessible format or communication support.

All documents will be provided as soon as practicable and at a cost that is no more than the regular cost charged to another person.

If certain information is unconvertible, Hilton Fallsview will provide the requestor with an explanation of why the information is unconvertible as well as a summary of the unconvertible information.

Hilton Fallsview will also meet Web Content Accessibility Guidelines (WCAG) 2.0 Level AA requirements in accordance with Ontario's Accessibility laws.

IT may provide assistance with accessible formats as requested by the Team Member handling the request.

## **6.0 Training**

Accessibility and Human Rights Code training is provided to:

- a) All employees and volunteers.
- b) All persons who participate in developing the organization's policies.
- c) All individuals/third parties who provide goods, services, facilities our behalf.

### A. Content of Training

Training will include:

- i. A review of the purpose of the Act and requirements of the Standard.
- ii. A review of the Policy.
- iii. How to interact and communicate with persons with various types of disabilities.
- iv. How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- v. How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.
- vi. What to do if a person with a disability is having difficulty accessing our premises and/or services.
- vii. Training on the Human Rights Code as it pertains to people with disabilities.

### B. Timing of Training

Training will be provided to all Team Members during New Team Member Orientation and will be provided as soon as practicable. Any updates or changes to the policies will be communicated through annual team member learning conversations.

### C. Documenting Training

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the Act.

## *7.0 Communication*

Requirements shall be communicated through training. Any changes to this policy shall be communicated to all Team Members to whom it pertains.

## *8.0 Evaluation*

This policy shall be reviewed at least annually to ensure compliance with the Accessibility for Ontarians with Disabilities Act, and any other relevant regulations.

## **9.0 Changes to Existing Policies**

Any existing policies that do not promote the principles of dignity, independence, integrity and equal opportunity for people with disabilities will be modified or removed.

## *10.0 Reference Materials*

Accessibility for Ontarians with Disabilities Act, 2005  
*Human Rights Code*, R.S.O. 1990, c. H.19.