

**POLICY: Accessibility Standard for Customer Services at the Fort Garry Hotel**

**PURPOSE:** This policy outlines the Fort Garry Hotel's commitment to the Accessibility Standard to Customer Service as legislated by the Government of Manitoba under the Accessibility for Manitobans Act.

**APPLICABILITY:** This policy applies to all employees.

**DEFINITION of ACCESSIBLE CUSTOMER SERVICE:** Accessible customer service is provided when all persons who are reasonably expected to seek to obtain, use, or benefit from a good or service have the same opportunity to obtain, use, or benefit from the good or service.

*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 in the Province of Manitoba:

➤ **Policy Statement:** We meet the communication needs of our guests.

**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
- have braille in our elevators and on doors

All of our publications can be available in alternate formats on request

We use signs and documents that are easy to read, including using larger fonts, color contrasts, and ensure messages are not printed on images.

We write signs and documents in plain language.

- **Policy Statement:** We accommodate the use of assistive devices when guests are accessing our goods, services or facilities.

**Practices and Measures:** We do not touch or move guest's assistive devices without permission.

We are trained in how to use the assistive devices that we provide, including:

- video captioning
- automatic doors
- wheelchairs/canes
- 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.

- **Policy Statement:** We welcome support persons and we let the public know in advance if support persons have to pay admission or service fees.

**Practices and Measures:** We address the guest, not the support person, unless requested by the guest to do otherwise.

We make space for support persons on-site and ensure guests have access to their support persons at all times.

- **Policy Statement:** We allow service animals on our premises.

**Practices and Measures:**

- We treat a service animal as a working animal
- We 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
- Often times you can identify a service animal by a harness or vest
- 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.
- If another law prohibits service animals (e.g., food preparation areas), we explain why the animal cannot enter the space and discuss with the person another way of providing goods or services.
- The hotel waives the fees for service animals.

- **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 seating accommodates people of varying sizes and abilities.
- We keep hallways, aisles, entrance and reception areas, waiting rooms and meeting rooms 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 direct customers when it is their turn to be served.
- We provide catering to the guests when our premises and structures are not accessible.

Alternatives to our accessibility features include:

- online service with home delivery ex: Gift Card Purchase, Ten Spa Product Purchase

Our accessibility features affected by this policy include hallways, aisles, entrance and reception areas, lobby and meeting rooms, accessible washrooms, elevators, automatic doors, and ramps.

- **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, how long it will last, and whether there are other ways we can provide access to our goods and services (e.g., by using an alternate entrance).
- 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 on website (i.e., long term disruptions)
  - posted in a visible area in our building
  - through employees, in person

- **Policy Statement:** 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 or email.
- All feedback is directed to the **Director of Guest Services** who

determines what action, if any, should be taken.

- If the feedback requires us to follow-up, the guests 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.

➤ **Policy Statement:** We provide the required training on accessible customer service to employees, interns, co-op placements, volunteers 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.
- Employees earn the certifications by accessing [The Accessibility for Manitobans Act Learning Portal \(amalearningmb.ca\)](http://amalearningmb.ca)

#### **Practices and Measures:**

- We train new employees, and management within one month after start date.
- We have our colleagues sign off annually on our policy and have them review our practices and measures.
- Human Resources, in cooperation with Department Heads, records who has taken training and when.
- Feedback on the accessibility of our goods and services is addressed in weekly manager meetings, regular departmental staff meetings and quarterly health & safety meetings.

➤ **Policy Statement:** 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 upon request.
- We provide our policies within a reasonable timeframe, at no cost, and in a format that meets the needs of the individual.

For more information regarding this policy or to answer any questions you may have, we invite you to call the Fort Garry Hotel to speak with our Director of Guest Services, Ms. Faith Hatid at 204-946-6527 or email our Director of Guest Services

at: [fhatid@fortgarryhotel.com](mailto:fhatid@fortgarryhotel.com)