



Intent

This policy is intended to meet the requirements of the [Integrated Accessibility Standards, Ontario Regulation 191/11](#) for the Employment Standard set forth under the [Accessibility for Ontarians with Disabilities Act, 2005](#). This policy applies to the provision of accessible employment services for persons with disabilities.

All employment services provided by Best Western Plus Nor'Wester Hotel and Conference Centre shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

Accessible Formats – Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Kiosk – An interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one (1) or more services or products.

Performance Management – Activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.

Redeployment – The reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

General Principles

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. [General Requirements](#)
- B. [Recruitment, Assessment and Selection](#)
- C. [Accessible Formats and Communication Supports for Employees](#)
- D. [Workplace Emergency Response Information](#)
- E. [Documented Individual Accommodation Plans](#)
- F. [Performance Management and Career Development and Advancement](#)
- G. [Return to Work](#)
- H. [Redeployment](#)
- I. [Review](#)



A. General Requirements

General requirements that apply across all of the four (4) standards, Information and Communications, Employment, Transportation and Design of Public Spaces, are outlined as follows.

Establishment of Accessibility Policies and Plans

Best Western Plus Nor'Wester Hotel and Conference Centre will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

Best Western Plus Nor'Wester Hotel and Conference Centre will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon request.

Best Western Plus Nor'Wester Hotel and Conference Centre will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request.

Best Western Plus Nor'Wester Hotel and Conference Centre will review and update its accessibility plan once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement Best Western Plus Nor'Wester Hotel and Conference Centre's accessibility plan. This status report will be posted on our website. If requested, the report shall be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

Best Western Plus Nor'Wester Hotel and Conference Centre will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

Training Requirements

Best Western Plus Nor'Wester Hotel and Conference Centre will provide training for its employees and volunteers regarding the IASR and the [Ontario Human Rights Code](#) as



**Best
Western**

PLUS. Integrated Accessibility Standards Regulation (IASR)

Employment Policy

Nor'Wester Hotel & Conference Centre

they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing Best Western Plus Nor'Wester Hotel and Conference Centre's policies, and all other persons who provide goods, services or facilities on behalf of Best Western Plus Nor'Wester Hotel and Conference Centre.

Training will be provided as soon as is reasonably practicable, but no later 120 days. Training will be provided on an ongoing basis to new employees and as changes to Best Western Plus Nor'Wester Hotel and Conference Centre's accessibility policies occur.

Records

Best Western Plus Nor'Wester Hotel and Conference Centre will maintain records on the training provided, when it was provided and the number of employees that were trained.

B. Recruitment, Assessment and Selection

Best Western Plus Nor'Wester Hotel and Conference Centre will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, Best Western Plus Nor'Wester Hotel and Conference Centre will consult with the applicant and provide or arrange for suitable accommodation.

Successful applicants will be made aware of Best Western Plus Nor'Wester Hotel and Conference Centre 's policies and supports for accommodating people with disabilities.

C. Accessible Formats and Communication Supports for Employees

Best Western Plus Nor'Wester Hotel & Conference Centre will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.

If an employee with a disability requests it, Best Western Plus Nor'Wester Hotel and Conference Centre will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform his/her job; and
- Information that is generally available to all employees in the workplace.



Best Western Plus Nor'Wester Hotel and Conference Centre will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

D. Workplace Emergency Response Information

Where required, Best Western Plus Nor'Wester Hotel and Conference Centre will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature of the workplace, and will be created in consultation with the employee.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; and/or
- Best Western Plus Nor'Wester Hotel and Conference Centre reviews general emergency response policies.

E. Documented Individual Accommodation Plans

Best Western Plus Nor'Wester Hotel and Conference Centre must also develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans should include specific elements, including:

- The ways in which the employee can participate in the development of the plan;
- The request of participation of a representative from the workplace for the development of the accommodation plan;
- The means by which the employee is assessed on an individual basis;
- The ways that an employee can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated and how it should be done; and
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

If an individual accommodation plan is denied, the reasons for the denial will be provided to the employee.



F. Performance Management and Career Development and Advancement

Best Western Plus Nor'Wester Hotel and Conference Centre will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.

Individual accommodation plans will be consulted, as required.

G. Return to Work

Best Western Plus Nor'Wester Hotel and Conference Centre will develop and implement return to work processes for employees who are absent from work due to a disability and require disability-related accommodation(s) in order to return to work.

The return to work process will outline the steps Best Western Plus Nor'Wester Hotel and Conference Centre will take to facilitate the employee's return to work and shall use documented individual accommodation plans (as described in section 28 of the regulation).

H. Redeployment

The accessibility needs of employees with disabilities will be taken into account in the event of redeployment.

Individual accommodation plans will be consulted, as required.

I. Review

This policy will be reviewed regularly to ensure that it is reflective of Best Western Plus Nor'Wester Hotel and Conference Centre's current practices as well as legislative requirements.

Intent

This policy is intended to meet the requirements of the [Integrated Accessibility Standards, Ontario Regulation 191/11](#) for the Design of Public Spaces Standard set forth under the [Accessibility for Ontarians with Disabilities Act, 2005](#). This policy applies to removing barriers in two (2) areas:

- Buildings; and
- Public spaces.

Definitions

Accessible Formats – Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Redeveloped – A planned significant alteration to a public space. It does not include maintenance activities, environmental mitigation or environmental restoration.

General Principles

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- [General Requirements](#)
- [Outdoor Public Use Eating Areas](#)
- [Off-Street Accessible Public Parking](#)
- [Obtaining Services](#)
- [Maintenance](#)
- [Exceptions](#)
- [Review](#)

A. General Requirements

General requirements that apply across all of the four (4) standards, Information and Communications, Employment, Transportation and Design of Public Spaces, are outlined as follows.

Establishment of Accessibility Policies and Plans

Best Western Plus Nor'Wester Hotel and Conference Centre will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

Best Western Plus Nor'Wester Hotel and Conference Centre will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon request.

Best Western Plus Nor'Wester Hotel and Conference Centre will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

Best Western Plus Nor'Wester Hotel and Conference Centre will review and update its accessibility plan once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement Best Western Plus Nor'Wester Hotel and Conference Centre's accessibility plan. If requested, the report shall be created in an accessible format.

Training Requirements

Best Western Plus Nor'Wester Hotel and Conference Centre will provide training for its employees and volunteers regarding the IASR and the [Ontario Human Rights Code](#) as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing Best Western Plus Nor'Wester Hotel and Conference Centre's policies, and all other persons who provide goods, services or facilities on behalf of Best Western Plus Nor'Wester Hotel and Conference Centre.

Training will be provided as soon as is reasonably practicable, but no later January 1st, 2016. Training will be provided on an ongoing basis to new employees and as changes to Best Western Plus Nor'Wester Hotel and Conference Centre's accessibility policies occur.

Records

Best Western Plus Nor'Wester Hotel and Conference Centre will maintain records on the training provided, when it was provided and the number of employees that were trained.

B. Outdoor Public Use Eating Areas

Best Western Plus Nor'Wester Hotel and Conference Centre is committed to ensuring that any newly constructed and/or redeveloped outdoor public use eating areas have a minimum 20% of tables that are made accessible in accordance with the *Integrated Accessibility Standards*, [section 80.17](#).

C. Off-Street Accessible Public Parking

Types of Spaces and Access Aisles

Best Western Plus Nor'Wester Hotel and Conference Centre will ensure that any newly constructed or redeveloped off-street parking facilities provide the following two (2) types of parking spaces available for persons with disabilities:

- Type A – Parking space with a minimum width of 3.4 m; and
- Type B – Standard parking space with a minimum width of 2.4 mm.

Access aisles will be provided for all accessible parking spaces and will meet the requirements of the *Integrated Accessibility Standards*, [section 80.35](#).

Minimums

Best Western Plus Nor'Wester Hotel and Conference Centre) will ensure that any newly constructed or redeveloped off-street parking facility meets, and where possible exceeds, the required number of accessible parking spaces based on the size of the lot. The number of accessible spaces will be aligned with the requirements specified in the *Integrated Accessibility Standards*, [section 80.36](#).

Signage

Best Western Plus Nor'Wester Hotel and Conference Centre will ensure that the proper signage is provided for each accessible parking space. Type A parking spaces will have signage indicating van accessibility.

D. Obtaining Services

Service Counters

When constructing or replacing any service counters, Best Western Plus Nor'Wester Hotel and Conference Centre will ensure that at least one (1) counter is made accessible in accordance with the *Integrated Accessibility Standards*, [section 80.41](#).

Fixed Queuing Guides

When constructing new fixed queuing guides, Best Western Plus Nor'Wester Hotel and Conference Centre will ensure that they are made accessible to people with various disabilities in accordance with the *Integrated Accessibility Standards*, [section 80.42](#).

Waiting Areas

When constructing or redeveloping an existing waiting area, Best Western Plus Nor'Wester Hotel and Conference Centre will ensure that a minimum of 3% of the seating is made accessible. Best Western Plus Nor'Wester Hotel and Conference Centre will ensure that there will be at least one (1) accessible seat.

E. Maintenance

Best Western Plus Nor'Wester Hotel and Conference Centre shall ensure that our multi-year accessibility plan addresses:

- Preventive and emergency maintenance procedures for the accessible elements in public spaces; and
- Procedures for temporary disruptions to accessible elements.

F. Exceptions

There may be times where it is not possible for Best Western Plus Nor'Wester Hotel and Conference Centre to meet all technical requirements as outlined within legislation. In these instances, Best Western Plus Nor'Wester Hotel and Conference Centre will strive to meet the requirements to the fullest extent to allow for accessible use with particular constraints as addressed in legislation.

G. Review

This policy will be reviewed regularly to ensure that it is reflective of Best Western Plus Nor'Wester Hotel and Conference Centre's current practices as well as legislative requirements.

Accessible Customer Service Policy

Intent

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Best Western Plus Nor'Wester Hotel & Conference Centre shall follow the principles of dignity, independence, integration and equal opportunity.

Scope

- a) This policy applies to the provision of goods and services at premises owned and operated by Best Western Plus Nor'Wester Hotel & Conference Centre.
- b) This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Best Western Plus Nor'Wester Hotel & Conference Centre, including when the provision of goods and services occurs off the premises of Best Western Plus Nor'Wester Hotel & Conference Centre such as in: delivery services, call centers, vendors, drivers, catering and third party marketing agencies.
- c) The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by Best Western Plus Nor'Wester Hotel & Conference Centre.
- d) This policy shall also apply to all persons who participate in the development of the Best Western Plus Nor'Wester Hotel & Conference Centre's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

Definitions

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a

Accessible Customer Service Policy

wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- 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 dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

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

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in

Accessible Customer Service Policy

order to help with communication, mobility, personal care, medical needs or access to goods and services.

General Principles

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

A. The Provision of Goods and Services to Persons with Disabilities

Best Western Plus Nor'Wester Hotel & Conference Centre will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

B. Assistive Devices

Customer's own assistive device(s):

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Best Western Plus Nor'Wester Hotel & Conference Centre.

Accessible Customer Service Policy

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

Assistive devices provided by Best Western Plus Nor'Wester Hotel & Conference Centre:

The following assistive devices are available on a first come, first serve basis and upon request, to assist customers in accessing our goods and services:

- A Portable Bathtub Shelf
- Raised Seating Platforms
- Transfer Bench for the Bathtub

C. Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

Food Service Areas:

A customer with a disability that is accompanied by guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Other types of service animals are not permitted into food service areas due to the *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*.

Exclusion Guidelines:

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) Best Western Plus Nor'Wester Hotel & Conference Centre will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Accessible Customer Service Policy

Applicable Laws:

Food Safety and Quality Act 2001, Ontario Regulation 31/05: Animals not intended for slaughter or to be euthanized are not allowed in any area or room of a meat plant. It also makes an exception for service dogs to allow them in those areas of a meat plant where food is served, sold or offered for sale to customers and in those areas that do not contain animals or animal parts and are not used for the receiving, processing, packaging, labelling, shipping, handling or storing of animals or parts of animals.

The *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Best Western Plus Nor'Wester Hotel & Conference Centre may request verification from the customer.

Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

Care and Control of the Animal:

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Best Western Plus Nor'Wester Hotel & Conference Centre will make all reasonable efforts to meet the needs of all individuals.

Accessible Customer Service Policy

D. Support Persons

If a customer with a disability is accompanied by a support person, Best Western Plus Nor'Wester Hotel & Conference Centre will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, Best Western Plus Nor'Wester Hotel & Conference Centre will make every reasonable attempt to resolve the issue.

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

Admission Fees:

If payment is required by a support person for admission to the premises Best Western Plus Nor'Wester Hotel & Conference Centre will ensure that notice is given in advance by posting notice of admission fees for support persons where Best Western Plus Nor'Wester Hotel & Conference Centre fees are posted.

E. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Best Western Plus Nor'Wester Hotel & Conference Centre. In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access or use Best Western Plus Nor'Wester Hotel & Conference Centre's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will Include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

Accessible Customer Service Policy

Notifications Options:

When disruptions occur Best Western Plus Nor'Wester Hotel & Conference Centre will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Best Western Plus Nor'Wester Hotel & Conference Centre's website;
- contacting customers with appointments;
- On the catering function monitors located in the lobby and banquet area.
- verbally notifying customers when they are making a reservation or appointment;
or
- by any other method that may be reasonable under the circumstances.

F. Feedback Process

Best Western Plus Nor'Wester Hotel & Conference Centre shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available by asking Front Desk Personnel. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Submitting Feedback:

Customers who wish to provide feedback on the way Best Western Plus Nor'Wester Hotel & Conference Centre provides goods and services to people with disabilities can provide feedback in the following ways:

- Email feedback or any questions or concerns to the Front Desk Staff at info@bwplusnorwester.com
- Fill out comment cards provided in the rooms

Accessible Customer Service Policy

- Speak directly to any Guest Services Representative to leave feedback
- Phone the hotel at 807-473-9123 to give any feedback
- Experience Surveys if they leave their email address to any Guest Services Representative and/or Online Reviews.

All guests who have submitted feedback using the above mention methods will receive a response and/or acknowledgement from the hotels Guest relations team within 5 days of receiving the feedback.

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.

G. Training

Training will be provided to:

- a) all employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of (Business Name); for example: salespersons, drivers, vendors, event operators, call centers and third party marketing agents; and,
- b) those who are involved in the development and approval of customer service policies, practices and procedures.

Training Provisions:

As reflected in *Ontario Regulation 429/07*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal;or

Accessible Customer Service Policy

- require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Best Western Plus Nor'Wester Hotel and Conference Centre's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule:

Best Western Plus Nor'Wester Hotel and Conference Centre will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractor who deal with the public or act on our behalf within 120 days of start date. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training:

Best Western Plus Nor'Wester Hotel and Conference Centre will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

H. Notice of Availability and Format of Documents

Best Western Plus Nor'Wester Hotel and Conference Centre shall notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Best Western Plus Nor'Wester Hotel and Conference Centre the Best Western Plus Nor'Wester Hotel and Conference Centre's website and/or any other reasonable method.

Accessible Customer Service Policy

Administration

If you have any questions or concerns about this policy or its related procedures please contact:

Roberta Sawchyn
General Manager
807-473-9123 ext. 454
rsawchyn@bwplusnorwester.com

This policy and its related procedures will be reviewed as required in the event of legislative changes.



Intent

This policy is intended to meet the requirements of the [Integrated Accessibility Standards, Ontario Regulation 191/11](#) for the Information and Communications Standard set forth under the [Accessibility for Ontarians with Disabilities Act, 2005](#). This policy applies to the provision of information and communications services and materials for people with disabilities.

All information and communications materials and services provided by Best Western Plus Nor'Wester Hotel and Conference Centre shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

Accessible Formats – Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready – An electronic or digital format that facilitates conversion into an acceptable format.

General Principles

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. [General Requirements](#)
- B. [Feedback Process](#)
- C. [Accessible Formats and Communication Supports](#)
- D. [Emergency Procedures, Plans or Public Safety Information](#)
- E. [Accessible Websites and Web Content](#)
- F. [Exceptions](#)
- G. [Review](#)



A. General Requirements

General requirements that apply across all of the four (4) standards, Information and Communications, Employment, Transportation and Design of Public Spaces, are outlined as follows.

Establishment of Accessibility Policies and Plans

Best Western Plus Nor'Wester Hotel and Conference Centre will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

Best Western Plus Nor'Wester Hotel and Conference Centre will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon request.

Best Western Plus Nor'Wester Hotel and Conference Centre will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

Best Western Plus Nor'Wester Hotel and Conference Centre will review and update its accessibility plan once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement (Company Name)'s accessibility plan. This status report will be posted on our website. If requested, the report shall be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

Best Western Plus Nor'Wester Hotel and Conference Centre will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

Training Requirements

Best Western Plus Nor'Wester Hotel and Conference Centre will provide training for its employees and volunteers regarding the IASR and the [Ontario Human Rights Code](#) as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing Best Western Plus Nor'Wester Hotel and



Conference Centre's policies, and all other persons who provide goods, services or facilities on behalf of Best Western Plus Nor'Wester Hotel and Conference Centre.

Training will be provided as soon as is reasonably practicable, but no later January 1st, 2014. Training will be provided on an ongoing basis to new employees and as changes to Best Western Plus Nor'Wester Hotel and Conference Centre's accessibility policies occur.

Records

Best Western Plus Nor'Wester Hotel and Conference Centre will maintain records on the training provided, when it was provided and the number of employees that were trained.

B. Feedback Process

Best Western Plus Nor'Wester Hotel and Conference Centre will ensure that all feedback processes (both internal and external) are made accessible to clients/customers or employees, upon request.

In accordance with the [Accessibility Standards for Customer Service, Ontario Regulation 429/07](#), (Company Name) will make the availability of accessible feedback formats publicly known.

C. Accessible Formats and Communication Supports

Unless deemed [unconvertible](#), Best Western Plus Nor'Wester Hotel and Conference Centre will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

Best Western Plus Nor'Wester Hotel and Conference Centre will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

Best Western Plus Nor'Wester Hotel and Conference Centre will make the availability of accessible formats and communication supports publicly known.



D. Emergency Procedures, Plans or Public Safety Information

Best Western Plus Nor'Wester Hotel and Conference Centre will ensure that all publicly available safety and emergency information (e.g. evacuation procedures, floor plans etc.) is provided in an accessible format or with appropriate communication supports, upon request.

F. Exceptions

The Information and Communications Standard does not apply to:

- Products and product labels;
- Unconvertible information or communications; or
- Information that the organization does not control either directly or indirectly through a contractual relationship.

Unconvertible Information or Communications

If it is determined, in consultation with the requesting party, that information or communications are unconvertible, (Company Name) will ensure that the individual who made the request is provided with an explanation and a summary of the information.

Best Western Plus Nor'Wester Hotel and Conference Centre will classify information or communications as unconvertible where:

- It is not technically practicable to convert; or
- The technology required to make the conversion is not readily available.

L. Review

This policy will be reviewed regularly to ensure that it is reflective of Best Western Plus Nor'Wester Hotel and Conference Centre's current practices and legislative requirements.