



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 CUSTOMER SERVICE POLICY

POLICY

The Marriott Niagara Falls Fallsview Hotel and Spa (“Marriott Fallsview”) welcomes guests with disabilities and is committed to providing them with an outstanding guest experience. Our commitment at the Marriott Fallsview is to give people with disabilities the same opportunities as other guests in the way they access and benefit from our products and services. We expect everyone to be treated with courtesy, made to feel welcome, and have their need for accommodation, if any, respected. Marriott Fallsview will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following core principles:

- a) That goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.
- b) The provision of goods or services to persons with disabilities and others are integrated, or alternative measures are available to enable a person with a disability to obtain, use or benefit from the goods and services.
- c) Persons with disabilities are given an opportunity equal to that given to others to obtain, use, and benefit from goods and services.

PURPOSE

The Marriott Fallsview is committed to the removal and prevention of barriers to accessibility, and to providing accessible goods and services to its associates, customers, and members of the public and other third parties, who have disabilities.

The goal of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is to establish accessibility standards for persons with disabilities with respect to the provision of goods, services, facilities, information and communication, employment, buildings, structures, and premises.

This policy serves to communicate and establish Marriott Fallsview’s commitment to accessible customer service under the AODA , and is intended to benefit persons with disabilities as defined in the Human Rights Code and the AODA.

SCOPE

This policy describes how the Marriott Fallsview works with its employees as well as how it provides goods and services in a manner that respects the dignity, independence, integration and equal opportunity of persons with disabilities.

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

PROCEDURES

Assistive Devices

Personal assistive devices are permitted and unrestricted in all areas of the Marriott Fallsview premises to which the public have access, subject to health and safety restrictions. Marriott Fallsview will train our staff to become familiar with assistive devices that may be used by persons with disabilities. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to assist in the access of goods and services. Where elevators are not present and where an individual requires assistive devices for the purpose of mobility, service will be provided in a location that meets the needs of customers.

Use of Service Animals and Support Persons

Persons with disabilities may bring their service animals on the parts of our premises that are open to the public or other third parties. The Marriott Fallsview will ensure that associates are trained in how to interact with persons with disabilities who are accompanied by a service animal.

On rare occasions, a manager may determine that a support person is required, or that a service animal cannot enter an area of the premises consistent with other laws. In these instances, managers will suggest appropriate alternatives and provide assistance.

Any person with a disability who is accompanied by a support person will be allowed to enter the Marriott Fallsview premises open to the public with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Communication

When communicating with a person with a disability, Marriott Fallsview will take into account the person's disability and will make reasonable efforts to have the person understand the content and intent of its communications.

Training for Associates

Marriott Fallsview will provide training on Accessibility Standards to all associates who provide customer service or are involved in developing customer service policies, practices and procedures. New associates and associates who commence new roles within the company, specifically those in which customer interaction is involved, will undertake training as part of their orientation.

Marriott Fallsview will provide associate training that includes:

- A review of the purposes of the *Ontarians with Disabilities Act, 2005* and the requirements of the Accessibility Standards for Customer Service;
- How to interact and communicate with various types of disabilities;
- How to interact and communicate with persons with disabilities who use an assistive device, or require the assistance of a service animal or support person;
- How to use the equipment or devices available on the Marriott Fallsview's premises that may assist in the provision of goods or services to persons with disabilities;
- What to do if a person with a disability is having difficulty in accessing the goods or services provided by the Marriott Fallsview Hotel and Spa; and

- Marriott Fallsview Hotel and Spa policies, practices and procedures relating to the provision of goods or services to persons with disabilities.

Associates will also be trained on an on-going basis when changes are made to these policies, practices and procedures.

Notice of Service Disruptions

From time to time, temporary service disruptions will be experienced at Marriott Fallsview due to reasons that may or may not be foreseen or within the control of the Marriott Fallsview Hotel & Spa. In instances of service disruption (both planned and unexpected), Marriott Fallsview shall provide its visitors with reasonable notice of the disruption in the facilities or services typically accessed by persons with disabilities. This notice shall include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Notice of these temporary disruptions shall be provided in a conspicuous place and manner, and through internal communication systems. The steps to be taken in connection with a temporary disruption will be available at the location and shall be provided to visitors as requested.

Feedback Process

The goal of this policy is to meet service delivery expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

The Marriott Fallsview will accept feedback from anyone who has any concerns about the Accessibility Program. Feedback may be submitted in writing, by person, via telephone or email. All feedback will be directed to:

In writing to: Attention: Judy Trent, Executive Assistant
6740 Fallsview Blvd.
Niagara Falls, Ontario L2H 0B6

In person: Front Desk

Email: jtrent@niagarafallsmarriott.com

Telephone: 905-357-7300 Ext 4010

Fax: 905-357-0490

Questions About Policy

This policy exists to achieve service excellence for our customers with disabilities. If there are any questions about the policy, if the purpose of the policy is not understood, or to receive a copy of this policy, please contact Human Resources.