

## POLICIES

It is the policy of Rogers Hospitality and its component properties (Waring House/Claramount Inn/Picton Harbour Inn) to provide inclusive accessibility to all public access areas of our facilities.

We will strive to accommodate the needs of all customers and to be sensitive to their needs and to anticipate any barriers to complete accessibility. We will make every reasonable effort to provide our customer with service that complies with the 4 principles set out: independence, dignity, integration and equal opportunity.

Where an unanticipated barrier is identified personnel will work with the customer to provide an acceptable alternative solution.

If accessibility is temporarily unavailable we will post a notice on our website and post a notice on the door of the affected facility.

Personnel of all of our facilities will be trained in the requirements of the AODA. Personnel will be trained to be aware of accessibility challenges, both visible and invisible, and to provide service that respects the customer's dignity.

Policies and Procedures are available on our website and in a binder at the office of the Manager and are available on request.

## TRAINING

**[www.mcass.gov.on.ca/mcass/serve-ability/splash.html](http://www.mcass.gov.on.ca/mcass/serve-ability/splash.html)**

All Frontline personnel will review the training video and manual on the first active day after being hired and then every 6 months on the first shift following the 1st of January and the 1st of June. Dept managers will be responsible for assuring that training has been reviewed and that all personnel under their supervision have signed off on having completed the requirement. Managers will review with their personnel the specific situations that could be anticipated in their area and the acceptable procedure.

## FRONT DESK

### MOBILITY CHALLENGES

- Be sure guests can access the check-in area or provide an acceptable alternative.
- (WH Front Desk is not wheelchair accessible so an arrangement can be made for Front Desk personnel to go outside to check in the guest at their vehicle. This arrangement can be made with the guest at the time of the reservation.)
- Chairs will be placed in Front Desk reception area to allow guests who are unable to stand for a period of time a comfortable area to wait and/or complete the check in or check out procedure.

### VISION CHALLENGES

- Magnifying glasses and/or large print versions of the documents (registration card/ passport/invoice can be made available to an customer who would like it.
- FD personnel can write the Room # in large print on the passport to make it easier for the customer. This may also be useful for the invoice total.

## HEARING CHALLENGES

- Personnel should be sensitive to a guest's inability to clearly hear their directions.
- Be prepared to speak more loudly and slowly and to write the information for the customer if this makes it easier for them.

## MENTAL CHALLENGES

- Mental challenges may be more difficult for personnel to identify. It is important to accommodate the guest's challenge while still allowing them to receive the service with dignity.
- It is best to always provide the information that the guest needs in a slow, orderly logical manner so that it can be easily followed by anyone. Where possible point to a printed explanation. Be prepared to repeat the information for the customer (as many times as necessary) until they are comfortable that they understand.

## RESTAURANTS

### MOBILITY CHALLENGES

- Direct customer to the best entrance for access.
- Prepare seating to accommodate assistive devices.
- In some cases it may be best to store mobility devices away from the table so all personnel should be aware of this location and attentive to the customer's need for its return.
- Be aware that some customers may be unable to stand to wait for a table. Offer alternative seating while they wait.

### VISION CHALLENGES

- (as for FD)
- Offer magnifying glass or be prepared to read printed material (menu/bill)

### HEARING CHALLENGES

- (as for FD)
- Be prepared to speak slowly and loudly and to repeat as necessary.
- Be sure you are facing the customer and that they can see your mouth.

### MENTAL CHALLENGES

- Mental challenges may not be visible but may make it difficult for a customer to understand the information or to retain it.
- Be prepared to make the information simple and to walk them through to a decision. In some cases it may be advisable to write out their order and leave a copy with them.
- Mental challenges can present in many ways so be sensitive and always act to give the customer dignity.

## SERVICE DOGS

- **In restaurants** – Service dogs will be accommodated in the restaurants.
- **In guest rooms** – Service dogs will be accommodated in Guest Rooms. Using Designated accessibility rooms first.

- **Cookery School** – Service dogs cannot be accommodated in the Cookery School but a separate area will be provided for the dog to await the guest. Personnel will assist the guest during the time in the class.

## FEEDBACK PROCESS

A feedback form will be posted on the website under the AODA tab and will also be available from the manager at each location.

Feedback can be

- Handed in in person to any staff member
- Emailed to: [guestservicesmgr@waringhouse.com](mailto:guestservicesmgr@waringhouse.com)
- Mailed to: 395 Sandy Hook Rd. Picton, ON K0K 2T0

If contact information is provided we will contact the customer in whatever manner they have indicated they wish to use.

All feedback will be reviewed by the Manager of the Department referred to and also by the Innkeeper and Owners.

Immediate steps will be taken to remedy any difficulty if possible or to find an alternate solution that is acceptable to this customer and future customers in the same circumstance.

## WEBSITE

On policies page under AODA **<http://waringhouse.com/policies>**

Front Desk of Waring House is not wheelchair accessible. Please advise at time of reservation and an alternate arrangement will be made for staff to meet you at your vehicle for the check in /check out procedure or this can be completed at the Pub with prior notice.

Documents on Policies Procedures and Training can be reviewed here and at an individual location by contacting the manager

Phone- 613.476.7492

Fax – 613-476-6648

Email – [guestservicesmgr@waringhouse.com](mailto:guestservicesmgr@waringhouse.com)

Feedback Form can be found here and can be returned to:

Email: [guestservicesmgr@waringhouse.com](mailto:guestservicesmgr@waringhouse.com)

Mail: 395 Sandy Hook Rd., Picton, ON K0K 2T0

All feedback will be reviewed and responded to directly.

# FEEDBACK FORM

Location:

Staff Member:

Situation:

Comment:

Recommendation:

Your Name:

Contact Information:

We thank you for your feedback and will contact you directly once the matter has been reviewed.