

## Providing Goods and Services to People with Disabilities

### Our Commitment

**Brookstreet Hotel** is committed to excellence and ensuring that we serve guests with disabilities in the same manner as all guests – consistent with the principles of independence, dignity, integration and equal opportunity

### Providing goods and services to people with disabilities

**Brookstreet Hotel** is committed to excellence in serving all guests including people with disabilities and we will carry out our functions and responsibilities in the following areas:

- Implement policies, practices and procedures to service guests with disabilities.
- Use best possible efforts to ensure that our policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equal opportunity.
- Ensure training is ongoing and that these policies, practices and procedures to serve a guest with a disability are trained during our Partner's on boarding Process. An acknowledgement sign off is required after all training is completed.

### Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train all Partners who communicate with guests on how to interact and communicate with people with various types of disabilities. **Brookstreet Hotel** has created and implemented Standard Operating Procedures for all departments which include:

- What is a disability?
- Terminology
- How to communicate with guests who have disabilities
- Respect and Dignity for guests who have a disability

## **Assistive devices**

We are committed to serving people with disabilities, who use assistive devices to obtain, use, or benefit from our goods and services. We will ensure that our Partners are trained and familiar with various assistive devices that may be used by guests with disabilities while accessing our goods or services. We will also ensure that our Partners know how to use the following assistive devices available on a first come first serve basis for our guests to use while staying with us. The following list assistive devices will be available for use at the **Brookstreet Hotel**:

### **Available on Request**

- Hearing Impaired equipment - 4
- Doorknocker, Bed shaker, TTY Keyboard, Alarm Clock
- Wheelchairs - 2
- Raised toilet seats
- Shower chairs
- Ear plugs

### **Guest Rooms 404, 416, 504, 516**

- No door closure
- Lowered peep hole
- Lowered counters, switches etc.
- Walk/roll in shower w/ bench
- Grab bars in shower and toilet area
- Fire alarm strobe
- Room Distance from Elevators and Emergency Exit Stairs: 38ft or 11.5m

### **Ramps**

- Partner entrance (Back of Hotels, beside Human Resources (HR) Office)
- Front entrance
- Link entrances x 2 (Far left wing of the hotel)
- P level to core of building
- Pool cabana (Via Options Jazz Lounge and rest external side of the building)
- In Banquet new expansion (PI exit)

### **Power Assisted Doors**

- Front entrance, 1 side only
- Link entrance at front
- Partner entrance
- Door to link hallway from employee entrance
- Both (2) entrances to core of building from P level

### **Signage**

- All room number signs, stairwells, directional signage, meeting rooms, washrooms have Braille

### **Parking Spots**

- 2 at front of hotel
- 3 in P level with ramp access to core

### **Lobby Public Washrooms Men's and Women's**

- One stall with grab bars and widened door
- No remote button switch for door entrance
- Visual and audio alarms

### **Partner (Employee) Washrooms Men's and Women's**

- One stall with grab bar and widened door
- No remote button switch for door entrance
- Visual and audio alarms

### **1st floor Public Washrooms Men's and Women's (New Banquet Space)**

- Stalls with grab bars and widened door
- Remote button switch for door entrance
- Visual and audio alarms
- Lowered Hand Dryers
- One private accessible bathroom (not common shared space)

### **2nd floor Public Washrooms Men's and Women's (Old Banquet Space)**

- One stall with grab bars and widened door
- No remote button switch for door entrance
- Visual and audio alarms

**\*smaller women's washroom does not have handicap accessibility provisions**

### **2nd floor Public Washrooms Men's and Women's (New Banquet Space)**

- Grab bars and widened doors
- No remote button switch for entrance (no door)
- Visual and audio alarms
- Lowered Hand Dryers

### **Flex Fitness Studio Washrooms**

#### **Women's**

- Power assisted door
- Grab bars and widened door
- Bench in shower and grab bars
- Visual and audio alarms

#### **Men's**

- Grab bars in washroom stall and shower
- Bench in shower

- Widened door to stall
- Visual and audio alarms

### **Pool Area**

- Pool chair - Assistive lift

### **Pool Cabana**

- Grab bars in stalls and showers
- Widened stall doors
- Visual and audio alarms

### **Au Naturel Spa Washrooms**

#### **Women's**

- Grab bars in stall and shower
- Bench and grab bars in shower
- Widened door to stall
- Visual and audio alarms

#### **Men's**

- Grab bars in stall and shower
- Bench and grab bars in shower
- Widened door to stall
- Visual and audio alarms

### **3rd floor Public Washrooms Men's and Women's**

- Tilted mirror
- Cutaway counter for sink access
- One stall with grab bars and widened door
- No remote access at entrance
- Visual and audio alarms

## **Service animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public except where the animal is otherwise excluded by law. In these instances, appropriate alternatives will be offered. We will also ensure that all Partners, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. Guests with disabilities who have service animals accompany them during their stay will not be charged an additional fee as per our pet policy.

## **Support persons**

We are committed to welcoming people with disabilities who are accompanied by a support person. If a guest with a disability is accompanied by a support person we will ensure that the

guest has access to the support person at all times while on the premises. In situations where confidential information might be discussed, consent will be obtained from the guest, prior to any conversation.

When a person with a disability is accompanied by a support person they will not pay an additional person charge when staying in the same room. (Single occupancy rate) Support persons who are staying in their own room are responsible to pay full price for any incidental charges. Guest will be informed of this while making a reservation. This will also be posted on our website.

## **Notice of temporary disruption**

We will provide guests with notice in the event of a planned or unexpected disruption in our hotel as it related to facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. When we are aware of the disruption we will communicate the disruption in the following ways:

- **Brookstreet Hotel** Disruption Signage
- This signage will be posted at the point of disruption such as, on the elevator or washroom door
- At the main entrance and/or the nearest accessible entrance to the service disruption
- Contacting in-house guests and advising them of the disruption and alternatives available
- Any guest that provides us their mobile number, we will be able to contact them to inform them of the disruption
- Contacting guests with reservations during the time of the service disruption
- Information related to the disruption posted on our website to notify potential guests in advance

## **Training for all Partners**

**Brookstreet Hotel** will ensure training to all Partners, volunteers and others who deal with the public or other third parties on their behalf. Brookstreet Hotel will provide training for all existing Partners of Brookstreet Hotel by the compliance deadline of January 1, 2012. All new Partners hired after the compliance deadline will be trained within 90 days of hire as part of our standardized on boarding process.

We will ensure that third party representatives have acknowledged the training requirements of the legislation. (Contracted Security)

Training will include the following:

- AODA Accessible Customer Service Regulation E-Training prior to start date. This on-line training will include:

1. An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
  2. How to interact and communicate with people with various types of disabilities.
  3. How to interact with people with disabilities, who use an assistive device or require the assistance of a service animal or a support person.
- Brookstreet Hotel Accessible Customer Service Policy sign off at Orientation
  - Welcome on Board Training
  - Department New Hire H&S Checklist – policies, practices and procedures relating to their specific roles and responsibilities
  - Department Accessible Customer Service Resource Guide
  - Sensational Service Training within the first 90 days of hire

Partners will also be trained when changes are made to our accessible customer service plan.

## Feedback process

Our goal of **Brookstreet Hotel** is to meet and exceed our guest expectations while serving guests with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding your stay and our services to guests with disabilities can be made in the following ways:

- Face to Face with any of our Partners or Leaders at Brookstreet Hotel 613.271.1800
- Guests are welcome to pick up the telephone to speak directly with a Partner of our Guest Services team 24 hours per day, 7 days a week
- Email comments to [info@brookstreet.com](mailto:info@brookstreet.com) which is indicated in all of our guestrooms
- Letter correspondence- guests are welcome to send us their feedback by mail or through our Guest Comment Cards or online reviews
- All guests who have submitted feedback using the above mentioned methods will receive a response and/or acknowledgement from the hotel within 2 business days of receiving the feedback
- Complaints will be addressed according to our organization's regular complaint management procedures.

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.

## Questions about our Accessible Customer Service Plan

**Brookstreet Hotel** is committed to ensuring that our Hotel provides services in a way that respects the dignity and independence of people with disabilities. We welcome feedback at any

time on how we can improve as we are working towards this goal. Questions regarding to Brookstreet Accessible Customer Service Plan should be directed to the Director of Operations. Appropriate documentation, including policies, standards and procedures are available upon request.

**Modifications to this or other policies**

Any policy of **Brookstreet Hotel** that does not respect and promote the independence, dignity, integration and equal opportunity of people with disabilities will be modified or removed.



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Nyle Kelly  
General Manager  
Brookstreet Hotel

Jan 8, 2024

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Date