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## Statement of Commitment to Accessibility

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**Brookstreet Hotel** is committed to providing a barrier-free environment for our guests, Partners, job applicants, suppliers, visitors, and other stakeholders who enter our property, access our information, or use our transportation services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard, and the Integrated Accessibility Standards Regulation for Information and Communications, Employment, and Transportation, and eventually, for the Built Environment.

**Brookstreet Hotel** has made a commitment to accessibility for everyone who uses our services and has an important responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance with accessibility legislation by incorporating policies, procedures, equipment requirements, training for Partners, and best practices. We will review these policies and practices on a regular basis.

**Training for Partners- Brookstreet Hotel** will provide training to Partners, volunteers and others who deal with the public or other third parties on their behalf. All Partners and Leaders will be trained. The following training will be provided to Partners within their first 90 days as part of our standardized on boarding process according to the position they hold:

- Legislation regarding the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005.
- Integrated Accessibility Standards for Information and Communications, Employment, and Transportation, and the Built Environment
- Accessible employment practices such as recruitment, assessment, and selection.
- Developing emergency response plans and individual workplace accommodation plans for employees with disabilities.
- Customer service standards.
- Accessible communication supports and information formats (both digital and non-digital).
- Communicating with people with various forms of disabilities.
- Accessible websites and web content.
- Assistive devices, mobility aids, service animals and support persons.
- Transportation vehicles and equipment requirements.
- Notices of service disruptions (temporary or long-term).



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- **Brookstreet Hotel's** relevant policies and procedures regarding accessibility.
- Reporting procedures.
- Training procedures.

Partners will also be trained when changes are made to the Integrated Accessibility Standards.

**Modifications to this or other policies-** Any policy of **Brookstreet Hotel** that does not respect and promote the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard, and the Integrated Accessibility Standards Regulation will be modified or removed.

**Brookstreet Hotel** realizes that providing accessible and barrier-free environments for everyone is a shared effort. Our organization is committed to excellence and ensuring that we serve guests, Partners, job applicants, suppliers, visitors, and other stakeholders in a manner that is consistent with the principles of integration and equal opportunity.

For more detailed information on our accessibility policies, plans, and training programs, please contact the Casting Department.

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Patrice S. Basille  
Executive Vice-President and General Manager

October 19, 2015

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Date



## Accessible Customer Service Policy Statement

Providing Goods and Services to People with Disabilities

**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 integration and equal opportunity.

**Assistive devices-** 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.

**Communication-** We will communicate with people with disabilities in ways that take into account their disability.

**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.

**Support persons-** A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. All information related to fees will be communicated and made aware to the guest with a disability.

**Notice of temporary disruption-** In the event of a planned or unexpected disruption to services or facilities for customers with disabilities **Brookstreet Hotel** will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

**Training for Partners-** **Brookstreet Hotel** will provide training to Partners, volunteers and others who deal with the public or other third parties on their behalf. All Partners and Leaders will be trained. This training will be provided to Partners within their first 90 days as part of our standardized on boarding process.

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

**Feedback process-** Customers who wish to provide feedback on the way **Brookstreet Hotel** provides goods and services to people with disabilities can by **e-mail, verbally, suggestion box, and feedback card**. All feedback will be directed to **our Director of**

**Operations.** Guests can expect to hear back with in two business days. Complaints will be addressed according to our organization's regular complaint management procedures.

**Modifications to this or other policies-** Any policy of **Brookstreet Hotel** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

A detailed Accessible Customer Service Plan document is available in Casting, in your department and from your Leader.



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Patrice S. Basille  
Executive Vice-President  
And General Manager

02/01/2012

Date