



## **AODA-Statement of Organizational Commitment**

One King West Hotel & Residence is committed to excellence in serving all customers, including people with disabilities. We understand that we have a responsibility to ensure a safe, dignified, and welcoming environment for all individuals. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner in a way that maintains their dignity and independence.

Providing an accessible and barrier-free environment is a shared effort, and One King West Hotel & Residence is committed to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact our Human Resources Department.

# **Accessible Customer Service Plan**

## **Assistive Devices**

We will ensure that our staff are trained and familiar with various assistive devices we have on-site or that we provide that may be used by customers with disabilities while accessing our goods.

## **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.

Fees will not be charged for support persons.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, One King West Hotel & Residence will notify customers promptly. This clearly posted notice will include information about the reason for the disruptions, its anticipated length of time and a description of alternative facilities or services if available.

### **Services/Facilities Include:**

Washrooms

Elevators

The notice will be made publicly available at the following locations:

Building entrances and the Front Desk.

### **Training**

One King West Hotel & Residence will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of goods and services.

Individuals in the following positions will be trained.

All staff.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- One King West Hotel & Residence's plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people 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-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing One King West Hotel & Residence's goods and services.

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

### **Feedback Process**

Customers who wish to provide feedback on the way One King West Hotel & Residence provides goods and services to people with disabilities can provide feedback in the following way(s).

Communicate through email, verbally or through guest comment cards/online surveys.

All feedback, including complaints, will be handled in the following manner:

Directed to the General Manager.

### **Notice of availability**

One King West Hotel & Residence will notify the public that our documents related to accessible customer service are available upon request by posting a notice in the following location(s).

Through the One King West website as well as the Front Desk.

### **Modifications to this or other policies**

Any policy, practice, or procedure of One King West Hotel & Residence that does not respect and promote the principles of dignity, independence, integrations, and equal opportunity for people with disabilities will be modified or removed.