



# Accessibility Standard for Customer Service

## Accessible Guest Service Plan for Inn on the Twenty

### Providing Goods and Services to People with Disabilities

**Inn on the Twenty** is committed to excellence in serving all guests, including people with disabilities.

#### **Assistive Devices**

We will ensure that our staff members are fully 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. Due to allergies of some of our guests, we ask that if you are bringing a service animal we be informed as soon as possible, as **Inn on the Twenty** will arrange your stay in a Pet Friendly Suite.

## **Support Persons**

A guest with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. **\$20.00 per night** will be charged to the support person for accommodation at **Inn on the Twenty**. This fee will include breakfast.

**Inn on the Twenty** will notify guests of this through a notice posted on our premises and via our website at [www.innonthetwenty.com](http://www.innonthetwenty.com).

## **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities, such as the **Accessibility Floor Lift** for our guests with disabilities, **Inn on the Twenty** will notify guests 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.

The Notice will be placed at:

**The Guest Services Desk**

**The Accessibility Lift**

**Our Website:** [www.innonthetwenty.com](http://www.innonthetwenty.com)

**Inn on the Twenty will also notify any in-house guest directly that might be affected by a service disruption and provide alternatives for that guest.**

## **Training For Staff**

**Inn on the Twenty** will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

**All Managers and Supervisors**

**All Guest Service Agents**

**All Housekeeping Staff**

This training will be provided to staff upon commencement of employment.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- **Inn on the Twenty'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 a support person.
- How to use the Accessibility Floor Lift.
- What to do if a person with a disability is having difficulty in accessing **Inn on the Twenty**.

Staff will also be trained when changes are made to your plan.

## **Feedback Process**

Customers who wish to provide feedback on the way Inn on the Twenty provides services to people with disabilities can contact Inn on the Twenty via:

Verbal

Comment Cards

E-Mail at: [info@innonthetwenty.com](mailto:info@innonthetwenty.com)

Telephone at: 1 800 701 8074

All feedback will be directed to **Inn on the Twenty's** Innkeeper, or Assistant Innkeeper.

Guests can expect to hear back in 5 to 7 Business Days.

Complaints will be addressed according to our companys regular complaint management procedures.

## **Modifications to This or Other Policies**

Any policy of **Inn on the Twenty** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.