

**WATERLOO INN CONFERENCE HOTEL  
CUSTOMER SERVICE POLICY STATEMENT**

**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)  
ACCESSIBILITY STANDARDS FOR**

**CUSTOMER SERVICE ONTARIO REGULATION 429/05**

The mission of the Waterloo Inn Conference Hotel is to create a safe and inviting atmosphere for all our guests, clients and staff to provide them with unsurpassed service, product quality and hospitality. We strive to build and maintain strong relationships with all our stakeholders.

In fulfilling our mission, the Waterloo Inn Conference Hotel endeavors at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to ensuring people with disabilities have the same opportunity to benefit from the way we provide goods and/or services to others. People with disabilities should not have to make significantly more effort to access or obtain service. They should also not have to accept lesser quality or more inconvenience.

The Waterloo Inn Conference Hotel has adopted policies, practices and procedures governing the provision of our goods and services to people with disabilities. The hotel's policies, practices and procedures have been drawn up under the Customer Service Standard Regulation and are consistent with the following principles:

- Dignity:** Service will be provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.
- Independence:** When a person with a disability is allowed to do things on their own without unnecessary help or interference from others.
- Integration:** Service will be provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable a person with a disability to access goods or services.
- Equal Opportunity:** Service will be provided to a person with a disability in such a way that they have an opportunity to access our goods or services equal to that given to others.

Information regarding these policies under the Customer Service Standard of the Accessibility For Ontarians With Disabilities Act, 2005 (AODA) is available at the Waterloo Inn Conference Hotel through the office of the President and Managing Director, upon request.

**COMMUNICATION :**

The Policy of the Waterloo Inn Conference Hotel is to communicate with people with disabilities in ways that take into account their disability and therefore, do our utmost to communicate in an effective way. We will strive to offer an alternative communication format wherever and whenever possible as an expression of that commitment. Information regarding this Policy and hard copies are available at the Waterloo Inn Conference Hotel through the office of the President and Managing Director, upon request. Policy Number 00.01.

**ASSISTIVE DEVICES:**

The Policy of the Waterloo Inn Conference Hotel is to welcome and serve people with disabilities who bring their own personal assistive device with them. Information regarding this Policy and hard copies are available at the Waterloo Inn Conference Hotel through the office of the President and Managing Director, upon request. Policy Number 00.02

**USE OF SERVICE ANIMALS:**

The Policy of the Waterloo Inn Conference Hotel is to provide reasonable accommodation, as needed, for guests and clients who have disabilities to be accompanied by a service animal on the parts of our premises that are open to the public and other third parties. Information regarding this Policy and hard copies are available at the Waterloo Inn Conference Hotel through the office of the President and Managing Director, upon request. Policy Number 00.03.

**SUPPORT PERSON:**

The Policy of the Waterloo Inn Conference Hotel is to accommodate a support person in relation to a person with a disability who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to the Hotel's goods or services. Information regarding this Policy and hard copies are available at the Waterloo Inn Conference Hotel through the office of the President and Managing Director, upon request. Policy Number 00.04.

**NOTICE OF TEMPORARY DISRUPTION:**

The Policy of the Waterloo Inn Conference Hotel is to provide clients with notice in the event of a planned or unexpected disruption in the 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. Information regarding this Policy and hard copies are available at the Waterloo Inn Conference Hotel through the office of the President and Managing Director, upon request. Policy Number 00.05

**FEEDBACK PROCESS:**

The customer service standard requires that we set up a feedback process so that guests and clients can comment on our provision of goods or services to people with disabilities. Information regarding this Policy and hard copies are available at the Waterloo Inn Conference Hotel through the office of the President and Managing Director, upon request. Policy Number 00.06.

**TRAINING:**

The Policy of the Waterloo Inn Conference Hotel is to provide training to all employees and all those who are involved in the development and approval of customer service policies, practices and procedures. The Waterloo Inn Conference Hotel will ensure that others, who deal with the public or other third parties on their behalf, are aware of and comply with the Waterloo Inn Conference Hotel's policies, practices and procedures. Information regarding this Policy and hard copies are available at the Waterloo Inn Conference Hotel through the office of the President and Managing Director, upon request. Policy Number 00.07.

**DOCUMENT REQUIREMENTS:**

The Policy of the Waterloo Inn Conference Hotel pertaining to Document Requirements has been drawn up to ensure we prepare one or more documents describing our policies, practices and procedures and, upon request, shall give a copy of a document to any person who requests same. Information regarding this Policy and hard copies are available at the Waterloo Inn Conference Hotel through the office of the President and Managing Director, upon request. Policy Number 00.08.

**MODIFICATIONS TO THIS OR OTHER POLICIES:**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy or any Hotel policy before considering the impact on people with disabilities. Any policy of the Waterloo Inn Conference Hotel that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

**QUESTIONS ABOUT THE POLICIES:**

These Policies have been drawn up as an initiative to make Ontario more accessible to people with disabilities and to everyone who lives and visits here. It is about finding the best way to accommodate people with disabilities to access the goods and/or services of the Waterloo Inn Conference Hotel. Questions or clarification on this Policy can be directed to:

Waterloo Inn Conference Hotel  
Human Resources  
475 King Street North  
Waterloo, Ontario, N2J 2Z5  
519-884-0221 Ext. 518

These Policies are subject to on-going review and revision.