

Accessible Customer Service Policy

Purpose:

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Pinnacle Hospitality shall follow the principles of dignity, independence, integration and equal opportunity.

Scope

- a) This policy applies to the provision of goods and services at premises operated by Pinnacle Hospitality.
- b) This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Pinnacle Hospitality, including when the provision of goods and services occurs off the premises of Pinnacle Hospitality such as delivery services and catering.
- c) The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises operated by Pinnacle Hospitality.
- d) This policy shall also apply to all persons who participate in the development of the Pinnacle Hospitality's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

Definitions

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

General Principles

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

A. The Provision of Goods and Services to Persons with Disabilities

Pinnacle Hospitality will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

B. Assistive Devices

Customer's own assistive device(s):

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Pinnacle Hospitality.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business.

Assistive devices provided by The Air Canada Centre/BMO Field:

Pinnacle Hospitality, along with The Air Canada Centre, BMO Field and MLSE offer the use of Assistive Listening Devices, GuestAssist text messaging and wheelchair escorts to assist customers in accessing goods and services

Guide Dogs, Service Animals and Service Dogs

The use of guide dogs, service animals or service dogs are permitted (unless prohibited by law) in the Air Canada Centre and BMO Field. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

Food Service Areas:

A customer with a disability that is accompanied by guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Other types of service animals are not permitted into food service areas due to the *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*.

Exclusion Guidelines:

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) Pinnacle Hospitality will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Applicable Laws:

The *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

To accommodate vendors or other individuals who may require the use of a guide dog or service dog, and may have to have discussions or meetings with kitchen staff, these meeting will be relocated to areas where food is not prepared, such as in the dining room or managers office, away from the kitchens.

Care and Control of the Animal:

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

C. Support Persons

If a customer with a disability is accompanied by a support person, Pinnacle Hospitality will provide service to the support person as well. Ticket requirements must be in line with those outlined by The Air Canada Centre, BMO Field and MLSE. Pinnacle Caterers provides services to guests with in the building of the Air Canada Centre, however must comply with entry requirements as set forth by MLSE and the Air Canada Centre and BMO Field.

Admission Fees:

Standard ticket prices apply to all individuals entering the building. Tickets may be purchased from Ticketmaster, the Air Canada Centre or BMO Field box office.

D. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Pinnacle Hospitality. In the event of any temporary disruptions to services that customer's with disabilities rely on to access or use Pinnacle Hospitality's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will Include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

Notifications Options:

When disruptions occur Pinnacle Hospitality will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Pinnacle Hospitality website;
- contacting customers with appointments/reservations;
- verbally notifying customers when they are making a reservation or appointment; or
- by any other method that may be reasonable under the circumstances.

E. Feedback Process

Pinnacle Hospitality shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available by postings throughout the catering areas. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Submitting Feedback:

Customers can submit feedback to:

- John Corkill - General Manager
- 416-815-6128
- Pinnacle Hospitality
Inside the Air Canada Centre
40 Bay Street
Toronto, Ontario
M5J 2X2
- JCorkill@pinnaclecaterers.com
- www.pinnaclecaterers.com

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do by requesting a feedback form from any Pinnacle Hospitality employee. Customers may also advise any Pinnacle Hospitality employee of their wish to speak with a manager in person, and the Pinnacle Hospitality employee will make arrangements to have a management member meet with the customer.

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

F. Training

Training will be provided to all employees, volunteers or agents who deal with the public or who act on behalf of Pinnacle Hospitality; including drivers and event operators. Training will be done during new hire orientation as well as during annual training.

Training Provisions:

As reflected in *Ontario Regulation 429/07*, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal; or
 - require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Pinnacle Hospitality's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule:

Pinnacle Hospitality will provide training to all employees prior to January 1, 2012. Training will also be provided to new employees, volunteers, drivers or event coordinators. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Copies of all training documents will be maintained in the management office.

G. **Notice of Availability and Format of Documents**

Pinnacle Hospitality shall notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place operated by Pinnacle Hospitality, the Pinnacle Hospitality website and/or any other reasonable method.

Administration

If you have any questions or concerns about this policy or its related procedures please contact:

- John Corkill - General Manager
- 416-815-6128
- Pinnacle Hospitality
Inside the Air Canada Centre
40 Bay Street
Toronto, Ontario
M5J 2X2
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- www.pinnaclecaterers.com

This policy and its related procedures will be reviewed as required in the event of legislative changes.