



**Marriott On The Falls & Milestones Grill + Bar
Accessibility for Ontarians with Disabilities Act, 2005
Customer Service Policy**

PURPOSE:

The Marriott on the Falls and Milestones is committed to the removal and prevention of barriers to accessibility, and to providing accessible goods and services to its associates, customers, and members of the public and other third parties, who have disabilities.

The goal of the Accessibility for Ontarians with Disabilities Act, 2005 (“the AODA”) is to establish accessibility standards for persons with disabilities with respect to the provision of goods, services, facilities, information and communication, employment, buildings, structures, and premises.

This policy serves to communicate and establish Marriott on the Falls and Milestones commitment to accessible customer service under the AODA, and is intended to benefit persons with disabilities as defined in the Human Rights Code and the AODA.

SCOPE:

- a) This policy applies to the provision of goods and services at premises owned and operated by Marriott on the Falls and Milestones.
- b) This policy applies to the associates who deal with the public that act on behalf of Marriott on the Falls and Milestones.
- c) The section of the 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 owned and operated by Marriott on the Falls and Milestones.
- d) This policy shall also apply to all persons who participate in the development of Marriott’s on the Falls and Milestones policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

POLICY:

The Marriott on the Falls and Milestones welcomes guests with disabilities and is committed to providing them with an outstanding guest experience. Our commitment at the Marriott on the



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Falls and Milestones are to give people with disabilities the same opportunities as other guests, in the way they access and benefit from our products and services. We expect everyone to be treated with courtesy, made to feel welcome, and have their need for accommodation, if any, respected. Marriott on the Falls and Milestones will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following core principles:

- a) The goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.
- b) The provision of goods or services to persons with disabilities and others are integrated or alternative measures are available to enable a person with a disability to obtain, use or benefit from the goods or services.
- c) Persons with disabilities are given an opportunity equal to that given to others to obtain, use, and benefit from the goods and services

RESPONSIBILITY:

Marriott on the Falls and Milestones employees receive training on how to understand and comply with this Policy. Additionally, employees and managers must do the following as it relates to compliance:

- a) Upon request, advise individuals on where and how to provide feedback as set out in this Policy;
- b) Immediately inform your manager/supervisor and/or respond to any queries brought forward respecting accessibility;
- c) Where possible to do so, take immediate corrective action for resolution of issues relating to accessibility;
- d) Inform the manager/supervisor of any known violations, special requests, and customer complaints relating to accessibility;
- e) Record each specific incident and the corrective action taken; and
Provide record keeping documentation demonstrating compliance when it is requested (i.e. customer feedback form)

All Managers are required to communicate and enforce this policy with their respective employees.



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PROCEDURE:

1. Communication

When communicating with a person with a disability, Marriott on the Falls and Milestones endeavours to do so in a manner that takes into account the person's disability, and will make reasonable efforts to have the person with a disability understand the content and intent of its communications. Marriott on the Falls and Milestones strive to provide training to employees that will specifically identify how to communicate with persons with various types of disabilities.

2. Assistive Devices

Personal assistive devices are permitted and unrestricted in all areas of the Marriott on the Falls and Milestones premises to which the public have access, subject to health and safety restrictions. Marriott on the Falls and Milestones will train our staff to become familiar with assistive devices that may be used by persons with disabilities. 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. Where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

3. Service Animals & Support Persons

Marriott on the Falls and Milestones are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. We will also ensure that our Associates dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

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

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Marriott on the Falls and Milestones premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.



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4. Temporary Disruptions

If there is a planned or temporary service disruption on Marriott on the Falls and Milestones premises, which are used by persons with disability completely or in part, Marriott on the Falls and Milestones will give public notice of the disruption as required. Notices will be posted in the affected areas as well as anywhere else the property deems to be appropriate and will include information on the reason for the disruption, its anticipated duration and a description of alternate facilities or services, if any, that are available. All Marriott on the Falls and Milestones employees are responsible for taking reasonable steps to report such disruption in a timely manner through appropriately identified channels.

5. Awareness/Training For Associates

Marriott on the Falls and Milestones are committed to building awareness and providing training on the Customer Service Accessibility Standard, particularly to those employees who are directly responsible delivering customer service on Marriott on the Falls and Milestones behalf, and those who are involved in developing and approving customer service policies, procedures and practices. Training will also be provided at orientation and in the event of changes to legislation, procedures and/or practices.

Training will include a review of the purposes of the AODA and the requirements of the Customer Service Standard, and include instruction in the following:

- a) A review of the purposes of the AODA and the requirements of the Accessibility Standards for Customer Service regulation;
- b) How to interact and communicate with persons with various types of disabilities;
- c) How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- d) How to use the equipment/devices available on site, which may assist persons with disabilities in accessing goods or services on Marriott on the Falls and Milestones premises;
- e) What to do if a person with a particular type of disability is having difficulty in accessing Marriott on the Falls and Milestones goods or services;
- f) Marriott On The Falls and Milestones policies, procedures and practices relating to the provision of goods or services to persons with disabilities; and
- g) A copy of the policy/acknowledgement form for all new hires as part of their orientation package.



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6. Customer Feedback Process

The Marriott on the Falls and Milestones strive to exceed our customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way Marriott on the Falls and Milestones provides goods and services to people with disabilities can be made in writing, by person, via telephone or email. All feedback will be directed to:

In writing to: Attention: Patrick Regina, General Manager,

5685 Falls Avenue

Niagara Falls, Ontario

L2E 7RU

In person: Front Desk

Email: patrickr@fallsview.com

Telephone: 905-374-1077 Ext 4724

Fax: 905-374-6224

Where possible, feedback will be addressed immediately. Some feedback may, however, require more effort to address and may need to be reviewed before an action is taken. Most response will receive a formal response within 2 business days, although depending on the nature of the feedback and method of delivery it may take up to 1 week.

7. Modifications To This or Other Policies

The Marriott on the Falls and Milestones are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. All Marriott on the Falls and Milestones policies and procedures will be developed or update in such a manner as to respect and promote the dignity and independence of persons with disabilities.

8. Questions about Policy

This policy exists to achieve service excellence to customers with disabilities. Questions about this policy, please contact Human Resources.



GLOSSARY OF TERMS

For the purposes of interpreting some of the terms outlined in this policy:

Accessible: means obtainable, usable, readable, audible, visible, understandable, clear, able to be entered and exited, flexible, etc. To be accessible to all people, a variety of accessibility plans are necessary.

Barrier: means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice

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 guests 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:

- a) 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;
- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or
- e) 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.



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

- a) it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b) 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:

- a) it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- b) 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.