

## **Accessible Customer Service Policy for Fern Resort**

Fern Resort is committed to excellence in serving all customers including people with disabilities.

### **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 guests bring with them such as a wheelchair, walker, or 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 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
- 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.

This Policy Addresses the following:

- the Provision of Goods and Services to Persons with Disabilities
- the use of Assistive Devices
- the use of Guide Dogs, Service Animals, and Service Dogs
- the use of Support Persons
- Notice of Service Disruptions
- Customer Feedback
- Training
- Notice of Availability and Format of Required Documents

## **The Provision of Goods and Services to Persons with Disabilities**

Fern Resort 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 guests receive the same value and quality
- allowing guests 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 to them or anyone else
- using alternative methods when possible to ensure that guests with disabilities have access to the same services, in the same place, and in a similar manner
- taking into account individual needs when providing good and services
- communicating in a manner that takes into account the guest's disability.

### **Assistive Devices**

#### Guest's own assistive device(s):

Person's with disabilities may use their own assistive devices as required when accessing goods or services provided by Fern Resort.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other measures will be used to ensure the access of goods and services.

For example: a guest with oxygen is to be seated near the fireplace in the dining room. In this case the person must be moved to a location that is far enough away from the fireplace to not pose a risk to themselves or any other guests. Or, since elevators are not present at the resort we need to make every reasonable effort to provide guests with assistive devices, a room that is easily accessible.

#### Assistive devices provided by Fern Resort:

The following assistive devices are available, on a first come first serve basis and upon request, to assist guests in accessing our goods and services:

- wheelchairs
- bath chair
- bath bench
- handle that attaches to the side of a tub
- raised toilet seat

### Guide Dogs, Service Animals, and Service Dogs

A guest with a disability that is accompanied by a guide dog will be allowed access to premises that are open to the public unless otherwise excluded by law. A guest with a disability that is accompanied by a service animal or service dog will be allowed access to the premises that are open to the public if they are able to produce a note from a Doctor or a Nurse stating the need for the animal. In these cases the “no pet” policy will not apply.

### Food Service Areas

A guest with a disability that is accompanied by a 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.

### Exclusion Guidelines

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) Fern Resort 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 into places where food is served, sold or offered for sale. However, other types of service animals are not included in the exception.

Dog Owners’ Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

## Recognizing a Guide Dog, Service Dog and/or Service Animal

If it is not readily apparent that the animal is being used by the guest for reasons to his or her disability, Fern Resort may request verification from the guest.

Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to a disability
- a valid identification card signed by the Attorney General of Ontario
- A certificate of training from a recognized guide dog or service animal training school.

## Care and Control of the Animal

The guest 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 times.

## Allergies

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, Fern Resort will make all reasonable efforts to meet the needs of all individuals.

## **Support Persons**

If a guest with a disability is accompanied by a support person, Fern Resort will ensure both persons are allowed to enter the premises together and that the guest is not prevented from having access to the support person.

In situations where confidential information might be discussed, consent will be obtained from the guest, prior to any conversation where confidential information might be discussed.

All support persons will be required to pay the same rates as the disable guest. If they are staying overnight it will be whatever the going rate is at the time for the package they are here for. If they are here on a day pass or for a meal they will pay the same rate that the disabled person is paying. Guests will be informed of this upon booking their room, dinner reservation, or day pass.

## **Notice of Disruptions in Service**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Fern Resort. In the event of any temporary disruptions to facilities or services that guests with disabilities rely on to access or use Fern Resorts goods or services, reasonable efforts will be made to provide advanced 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 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

### Notification Options:

When disruptions occur Fern Resort 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
- if we know about the disability in advance we will contact guests with reservations
- verbally notify guests when they are making a reservation
- notify them by any other method that may be reasonable under the circumstances.

## **Feedback Process**

Fern Resort shall provide guests with the opportunity to provide feedback on the service provided to guests with disabilities. Guests can fill out our comment cards, speak to us verbally at the front desk or by phone, email us or they can write us a letter.

### Submitting Feedback

Scott Collens General Manager  
705 – 325 -2256 or 1 800 567 - 3376  
4432 Fern Resort Rd.  
RR 5, Orillia, ON L3V 6H5  
[scottac@fernresort.com](mailto:scottac@fernresort.com)  
[www.fernresort.com](http://www.fernresort.com)

## **Training**

Training will be provided to all employees who deal with the public and those who are involved in the development and approval of customer service policies, practices, and procedures.

### Training Provisions

As reflected in Ontario Regulation 429/07, regardless of the format, training will cover the following:

- instructions on how to interact and communicate with people with various types of disabilities
- instructions on how to interact with people with disabilities who:
  - o use assistive devices
  - o require the assistance of a guide dog, service dog, or other service animal
  - o require the use of a support person (including the handling and 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 our services
- Fern Resorts policies, procedures, and practices pertaining to providing accessible customer services to guests with disabilities.

### Training Schedule

Fern Resort will provide training as soon as practicable. Training will be provided to new employees who deal with the public or act on our behalf during their orientation and existing employees as able to in each department. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

### Training Record

Fern Resort will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

### **Notice of Availability and Format of Documents**

Fern Resort shall notify guests that the documents related to the Accessibility Standards for Customer Service are available upon request or on the web site. Notification will be given by posting the information on the web site and it will be available at the front desk upon request.