



Accessibility for Ontarians with Disabilities Act, 2005

Shangri-La Hotel, Toronto: Accessibility Standards and Policies for Customer Service

Effective Date: December 10, 2013

PURPOSE

Shangri-La Hotel, Toronto (“Shangri-La”) is committed to the removal and prevention of barriers to accessibility, and to providing accessible goods and services to its employees, tenants, 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 Shangri-La’s 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

This Customer Service Accessibility Standard Policy (“the Policy”) applies to all employees of the Shangri-La Hotel who work in Ontario. This policy also applies to other (out of province) Shangri-La employees and any third parties (e.g., contractors) who Shangri-La engages to provide a service to Ontarians on its behalf.

This Policy also applies to tenants, contractors, and vendors of Shangri-La, however this Policy does not establish or override their policies, practices and procedures relating to the provision of their goods and services to the public or other third parties while on Shangri-La premises. Each tenant, contractor, and vendor will be responsible for establishing their own policies, practices and procedures.

POLICY

At Shangri-La, we expect everyone to be treated with courtesy, made to feel welcome, and have their need for accommodation, if any, respected. Shangri-La will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following core principles:

1. The goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.
2. 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.
3. Persons with disabilities are given an opportunity equal to that given to others to obtain, use, and benefit from the goods and services.

RESPONSIBILITY

Shangri-La employees who directly provide services to the public and to other third parties (e.g., other businesses) will receive training on how to understand and comply with this Policy. Additionally, all 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
- f. Provide record keeping documentation demonstrating compliance when it is requested (customer feedback forms, corrective action taken, etc)

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

PROCEDURE

1. Communication

When communicating with a person with a disability, Shangri-La 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. Shangri-La will 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 Shangri-La's premises to which the public and/or tenants have access, subject to health and safety restrictions.

Shangri-La 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

Persons with disabilities who are accompanied by a guide dog or other service animal may access Shangri-La premises with the service animal, provided that access by the public is allowed to such areas of the premises and the animal is not otherwise excluded by law. If the service animal is excluded by law, alternate means will be suggested to provide access to the service for the person with a disability.

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.

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

Persons with disabilities who are accompanied by a support person are entitled to have that person with them when entering and while on Shangri-La premises. If a customer with a disability is accompanied by a support person, Livingston will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

Please note that tenants and vendors on Shangri-La premises may have their own policies, practices and procedures in relation to the admission of service animals and support persons.

4. Temporary Disruptions

If there is a planned or temporary service disruption on Shangri-La's premises or properties, which are used by persons with disability completely or in part, Shangri-La 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 Shangri-La employees are responsible for taking reasonable steps to report such disruption in a timely fashion through appropriately identified channels.

5. Training and Awareness

Shangri-La is 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 Shangri-La's behalf, and those who are involved in developing and approving customer service policies, procedures and practices. Training will be provided as soon as practicable after employees are assigned their applicable duties. Training will also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

Shangri-La's training will include:

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

6. Customer Feedback

Shangri-La strives to meet and exceed customer expectations and we welcome feedback on the delivery of our services to persons with disabilities. Such feedback can be provided through the via telephone, in writing, by person, or email as follows:

Mr. Richard Cooke, General Manager, slto@shangri-la.com

Shangri-La will review the feedback and endeavours to provide a response in a timely manner. Should a customer have a less than satisfactory experience, the employee who receives the form should complete the corrective action form attached and escalate the incident to the appropriate

manager/supervisor. Customer Service feedback forms should be made readily available and accessible to persons with a disability.

7. Documentation

Documentation relating to Shangri-La's policies, practices and procedures under this Policy is available upon request and can be provided in an accessible or alternative format if requested.

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.

ASSISTIVE DEVICES means:

Equipment that people with disabilities utilize to assist in their daily lives at home, work, school, etc.

Common assistive devices include (but are not limited to) items such as laptop computers, automatic door openers, accessible elevators, lifts, walkers, hearing aids, personal oxygen tanks, wheeled walkers, forearm crutches, wheelchairs, magnifiers, audio book playback machines, speech generation devices, communication boards, white canes, etc.

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.

DISABILITY means:

(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 coordination, 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 a 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

SERVICE ANIMAL means:

an animal is a service animal for a person with a disability,

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

(b) 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 animals assist persons with a wide variety of disabilities, including for example:

- autism,
- vision loss
- deaf, oral deaf, deafened or hard of hearing
- mental health disabilities
- physical disabilities
- epilepsy or other seizure disorders

SUPPORT PERSON means:

In relation to a person with a disability, another person who accompanies him or her in order to help with the communication, mobility, personal care or medical needs or with access to goods or services.