



Accessible Customer Service Policy

Purpose

OMT SPA Inc. o/a The Spa at the Old Mill strives to provide our services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and facilities.

This policy establishes our commitment to accessible customer service under the Accessibility for Ontarians with Disabilities Act, 2005 and the customer service standard requirements under Ontario Regulation 191/11, The Integrated Accessibility Standards Regulations.

Communication and Feedback

We will communicate with people with disabilities in ways that take into account their disability and in a manner that ensures that we are respectful of them as individuals.

All customers, including persons with disabilities, may provide feedback about *The Spa at the Old Mill's* service and goods in any one of the following ways including, but not limited to,; verbally to any member of staff; in writing at the Front Desk/Concierge both in *The Spa* itself, or in *The Old Mill* or by sending us written correspondence – letter/email or any other manner of their choosing. *The Spa at The Old Mill* will also endeavor to accommodate all requests for other accessible formats for people with disabilities. These requests may be made to any staff member of *The Spa*.

All feedback will be directed to the Spa Director as well as the President. Customers will be contacted within one week of receipt of their feedback.

Assistive Devices

We will ensure that staff members are trained in and familiar with various assistive devices we have on site and that may be used by customers with disabilities while accessing our services and goods.

Service Animals

We welcome all our customers with disabilities and their service animals. In general, service animals are allowed into the public areas of *The Spa at the Old Mill*. *See the Spa Director for more information.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that individual accompany them to any public area on our premises. All charges for the support person, including, but not limited to room rate(s), food & beverage, catering and use of our facilities, will be the listed rate(s) at the time. All customers will be notified of this through our web site, calling *The Old Mill Inn & Spa* direct, various printed materials (pamphlets, advertising) and notices posted internally, where applicable.

Notice of Disruptions

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (elevators, access to conference/meeting rooms, exits), *The Spa at The Old Mill* will notify customers promptly. Customers will be notified through the use of clearly posted notices throughout *The Spa* as well as on our website and will include information about the reason for the disruption, the approximate length of time and advise if there are any options or alternatives available to all of our customers. This information may also be given when calling *The Spa at the Old Mill* direct.

Employment

For potential and successful applicants, accommodations are available upon request, related to any employment materials or the employment process during the interview and selection period.

The Spa Director will ensure that all employees are kept informed of current policies (and subsequent modifications/changes to policies) used to support employees with disabilities.

We will ensure that individual accommodation plans – emergency evacuation procedures; return to work, etc. are created through our development process.

We will ensure that the accessibility needs of employees are taken into account when also considering performance management, career development and advancement.

Training

Training is ongoing at *The Spa at The Old Mill* in the interests of continuous improvement and quality assurance.

Training is mandatory for all employees at all levels of positions, in every instance involving government legislation and company policies that affect persons with a disability.

Training is conducted throughout the year and is reviewed on a semi-annual basis by the President and the Spa Director.

Policies

Modifications and/or changes to this policy, our Accessible Customer Service Plan and other practices, policies and procedures of *The Spa at the Old Mill* are made on an ongoing basis in keeping with our outstanding customer service vision.

The policies and plans are reviewed on an annual basis as well as on an “as needed” timeline.

All of *The Spa at the Old Mill*'s procedures, policies and service reflect and promote the dignity and independence of people with disabilities.

For more information regarding our AODA policies and training of employees please contact the Spa Director at 416 232-3701 or by email at spa.accessibility@oldmilltoronto.ca.