

The Victoria Inn is committed to meeting its current and ongoing obligations under the Manitoba Human Rights Code respecting nondiscrimination. The Victoria Inn understands that obligations under the Accessibility for Manitobans Act, 2013 (AMA) and its accessibility standards do not substitute or limit its obligations under the Manitoba Human Rights Code or obligations to people with disabilities under any other law. The Victoria Inn is committed to complying with both the Manitoba Human Rights Code and the AMA. The Victoria Inn is committed to excellence in serving all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive devices

People with disabilities may use their personal assistive devices when accessing our facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our facilities. We will ensure that our staff are trained and familiar with various assistive devices that we have on site or that we provide that may be used by customers with disabilities while accessing our facilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will work with the person with a disability to determine what method of communication works for them. If there are any disruptions in service at our facility that will affect individuals with disabilities every effort will be made to provide an alternative so service may still be provided. Any disruptions will be posted.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

Training

The Victoria Inn will provide accessible customer service training to all employees.

They will be trained on accessible customer service within 30 days of being hired.

Training will include:

- purpose of the Accessibility for Manitobans Act, 2013 and the requirements of the customer service standard.
- Victoria Inn's policies related to the customer service standard.
- how to interact and communicate with people with various types of disabilities.
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- how to use the equipment or devices available on-site or otherwise that may help with providing services to people with disabilities.

Staff will also be trained when changes are made to our accessible customer service policies.

Feedback process

The Victoria Inn welcomes feedback on how we provide accessible customer service. Guest feedback will help us identify barriers and respond to concerns.

Guests can provide feedback in the following ways:

- Hotel guests can fill out an email survey that will be provided to them.
- General Managers at the properties can be emailed directly.
- In person: Guests can speak with any of our associates regarding their concerns.

All feedback, including complaints, will be reviewed by the General Manager and customers can expect to hear back from the General Manager regarding their concerns. The Victoria Inn will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Availability of policy

The Victoria Inn will have our Manitoba Accessibility Policy available to all employees and the public upon request. A copy will be kept on hand at the front desk of all our hotels. The Victoria Inn will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the

format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Modifications to this or other policies

Any policies of the Victoria Inn that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.