

Picton Harbour Inn

Accessibility Policies

Policies

It is the policy of Picton Harbour Inc. to provide inclusive accessibility to all public access areas of our facilities.

We will strive to accommodate the needs of all customers, to be sensitive to their needs and to anticipate any barriers to complete accessibility. We will make every reasonable effort to provide our customer with service that complies with the 4 principles set out: independence, dignity, integration and equal opportunity.

Where an unanticipated barrier is identified, personnel will work with the customer to provide an acceptable alternative solution.

If accessibility is temporarily unavailable, we will post a notice on our website and post a notice on the door of the affected facility.

Personnel of all of our facilities will be trained in the requirements of the AODA. Personnel will be trained to be aware of accessibility challenges, both visible and invisible, and to provide service that respects the customer's dignity.

Front Desk

Mobility Challenges

- Be sure guests can access the check-in area or provide an acceptable alternative. (Access to Picton Harbour Inn rooms and restaurant may be difficult for some guests with mobility issues. Our Staff will be happy to assist you. Please call ahead to allow us to be prepared to assist you in the best manner for your situation.)

- Chairs are placed in Front Desk reception area to allow a comfortable area to wait and/or complete the check in/ check out procedure for guests who are unable to stand for a period of time.

Vision Challenges

Magnifying glasses and/or large print versions of the documents (registration card/ passport/invoice) can be made available to any customer who would like it.

FD personnel can write the Room # in large print on the passport to make it easier for the customer. This may also be useful for the invoice total.

Hearing Challenges

Personnel should be sensitive to a guest's inability to clearly hear their directions.

Be prepared to speak more loudly and slowly and to write the information for the customer if this makes it easier for them.

Be sure that the guest can see your lips when you are speaking.

Mental Challenges

Mental challenges may be more difficult for personnel to identify. It is important to accommodate the guest's challenge while still allowing them to receive the service with dignity. It is best to always provide the information that the guest needs in a slow, orderly logical manner so that it can be easily followed by anyone. Where possible point to a printed explanation. Be prepared to repeat the information for the customer (as many times as necessary) until they are comfortable that they understand.

Restaurant

Mobility Challenges

Direct customer to the best entrance for access.

Prepare seating to accommodate assistive devices.

In some cases it may be best to store mobility devices away from the table so all personnel should be aware of this location and attentive to the customer's need for its return.

Service Dogs

In restaurants – Service dogs will be accommodated in the restaurants.

In guest rooms – Service dogs will be accommodated in Guest Rooms. Using Designated accessibility rooms first.