

Disability Policy and Procedures

This is the statement of general policy and arrangements for:		ASTLEY BANK HOTEL LIMITED
Stath Georgiadis- General Manager		has overall and final responsibility for health and safety
All Staff		have day-to-day responsibility for ensuring this policy is put into practice
Statement of general policy	Responsibility of: Name/Title	Action/Arrangements
<p>Astley Bank Hotel recognises its responsibilities and legal obligations in ensuring, as far as is reasonably possible, that people with disabilities are afforded equal opportunities with respect to employment and to receiving our services, and are not discriminated against for a reason relating to their disability.</p> <p>To this end, as a service provider, Astley Bank Hotel will take reasonable steps to:</p> <ul style="list-style-type: none"> develop procedures and practices that enable those with disabilities to make use of our services; provide auxiliary aids or services that will assist disabled people to use our services; provide the service by an alternative method where physical barriers make it impossible or difficult for disabled people to use our service. <p>As an employer, Astley Bank Hotel will take reasonable steps to ensure:</p> <ul style="list-style-type: none"> recruitment processes and terms of employment do not discriminate for reasons related to disability; opportunities offered for promotion, transfer, training or other benefits are the same for all employees; a disabled person is not put at a disadvantage because of their disability (e.g. provide specialist equipment, reorganise the working environment). <p>Responsibilities</p> <p>Every member of the Astley Bank team is expected, and encouraged, to show consideration towards disabled colleagues and guests, and to help implement this policy and related procedures. Discrimination on the grounds of disability will not be tolerated by Astley Bank Hotel. If any member of staff has any queries about this policy, please contact the General Manager.</p>	<p>General Manager All Staff</p>	<p>Services to Guests</p> <p>The accessibility of Astley Bank Hotel will be reviewed regularly, and reasonable steps to improve accessibility will be taken. When identifying reasonable steps, the following will be considered:</p> <ul style="list-style-type: none"> whether taking particular steps would be effective in overcoming the difficulty that disabled people face in gaining access to our hotel; the extent to which it is practicable for Astley Bank Hotel to take the steps; financial and other costs of making the adjustment; the amount of disruption caused by taking the steps; the extent of our financial and other resources; money already spent by Astley Bank Hotel on making adjustments; the availability of financial or other assistance. <p>Any changes will be incorporated into a plan, and into Astley Bank Hotel's maintenance programme, where appropriate, and implemented according to a realistic timescale.</p> <p>Auxiliary aids that facilitate access to disabled guests include:</p> <ul style="list-style-type: none"> external and internal ramps; vibrating pillow; large-print hotel information document or hotel menus, on request <p>On induction, staff will be provided with this policy and procedures related to disability and made aware of issues relating to the Equality Act 2010, and the legal obligations of Astley Bank Hotel and its staff.</p> <p>Staff will not discriminate on the basis of disability and will not treat a guest (or colleague) less favourably for reasons of disability.</p> <p>Staff are encouraged to:</p> <ul style="list-style-type: none"> be aware that disabilities take a variety of forms and are not always visible; face guests directly and, if possible, avoid covering their mouth or wearing a mask when speaking to ask the guest or, where appropriate, the person accompanying the guest if they understand the information given to them, and be prepared to use other forms of communication for those with communication difficulties (e.g. write things down if guests have hearing difficulties); move from behind the reception desk, as the desk is not at a level that is comfortable for wheelchair users to see staff or to lean on the desk;

- offer assistance to guests, where necessary, when they are negotiating steps to the entrance or within the hotel, or have difficulty moving around the hotel (but not to assume that all disabled guests will want assistance);
- familiarise themselves with the hotel's emergency evacuation procedures and how disabled guests are helped from the premises;
- avoid cluttering the hotel with obstacles such as bags or boxes;
- treat all guests with dignity and respect and bear in mind that disabled guests have a right to good service, just like anyone else.

Responsibilities to Employees

Recruitment

- All person specifications, job descriptions and advertisements will clearly outline the genuine essential requirements of the post;
- All applicants will be assessed on their individual merits;
- Reasonable adjustments will be made in the recruitment and selection process, as required;
- The discussion of support requirements to enable an applicant with a disability to fulfil the duties of the post will take place after those involved in recruitment have taken the decision to appoint the applicant. The offer of employment to the applicant may be conditional on the nature of the disability and the reasonableness of any adjustments that may be required to be made.

Employment

- Training and development opportunities for promotion are offered equally to all employees;
- Reasonable adjustments that will help a disabled employee fulfil the functions of their position and avoid putting them at a disadvantage will be discussed with the employee and put into action.