

# Nottawasaga Resort & Conference Centre

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**“Accessibility  
has increased  
our business.”**

*Sylvia Biffis, Director of  
Convention Sales*

## Our Side of The Story

Providing accessible customer service is a priority at the Nottawasaga Inn Resort and Conference Centre. Located in Alliston, Ontario, the Nottawasaga Resort is the only resort in Canada to offer 45 holes of golf, 70,000 sq feet of indoor recreation, an arena with two NHL size ice surfaces, an international regulation size soccer field and the convenience of a full service, accessible resort.

“We are a family owned business and we see accessibility as a big priority.” says Sylvia Biffis, Director of Convention Sales. “We have a clientele that want assurance that when they visit our resort we offer full accessibility. Paying attention to accessibility and accessible customer service is also good for business. When people visit, and their needs are met, they are impressed and they return.”

Nottawasaga makes communication between all departments and attention to detail essential. From the point of customer contact a daily log sheet is kept which notifies all departments about any special needs a guest might have. This includes dietary, housekeeping, food and beverage, maintenance etc. Customers, staff, and community organizations are involved whenever

## Our Quick Tips

- Market Your Accessibility
- Buddy Up & Partner With a Disability Organization

possible to determine what extra assistance can be offered to a guest and how to improve.

Sylvia describes one example involving a repeat guest with mobility issues who travels with his

family. “When travelling, this guest often requires two rooms to accommodate their needs for space for a wheelchair. Our staff learned about this and before their next visit we completely renovated and reconfigured an accessible suite to ensure there was enough space to accommodate this guest, and any future guests that travel with children and require extra space to navigate a wheelchair.”

Also, to better serve guests with hearing loss or who are deaf, the Nottawasaga Resort has teamed up with the Canadian Hearing Society (CHS). They now have a staff member that has learned ASL (American Sign Language), and the front desk keeps a list of other languages staff speak so they can help a guest.

To ensure consistency across all departments Nottawasaga provides each employee with a handbook containing tips about how to serve guests with special needs. Explains Sylvia: “Our booklet is currently being updated to include new requirements under the AODA customer service standard. Accommodation is why we are in this industry. Even if we cannot fully meet a guest’s needs we are always striving to help people feel more comfortable and make the best effort we can.”



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