

Integrated Accessibility Standard Regulation – Multi-year Accessibility Plan

Category: General Requirements

Component	Deadline	Requirement	Gaps	Action(s)	Who
			Yes or No		
1. Establishment of Accessibility Policies	1-Jan-2014	<p>Sec. 3(2) Shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities</p> <p>Sec. 3(3) Prepare one or more written documents describing its policies</p>	Yes	A third party, Workplace Safety & Prevention Services was contracted to complete the statement of commitment, policy on the Integrated Accessibility Standards Regulation.	Victoria Higginbotham
2. Accessibility Plans	1-Jan-2014	<p>Sec. 4(1) Large organizations shall establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirement under this Regulation.</p>	Yes	A third party, Workplace Safety & Prevention Services was contracted to complete a multi-year accessibility plan.	Victoria Higginbotham
3. Self-Serve Kiosk	1-Jan-2014	<p>Sec. 6 Large and small organizations shall have regard to the accessibility for persons with disabilities when</p>	No	All Best Westerns Fallsview self-serve kiosks are accessible	Victoria Higginbotham

			designing, procuring or acquiring self-serve kiosks			
4.	Training	1-Jan-2015	Sec. 7 Every obligated organization shall ensure training is provided on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to person with disabilities	Yes	All employees and volunteers, all persons who participate in developing the organization policies; and all other person who provide goods, services or facilities on behalf of the organization will be trained. Training will be on the requirements of the integrated accessibility standards and will be appropriate to the duties of the individual being trained. Employees will also be trained on the Ontario Human Rights Commissions videos, <i>Working Together: The Code and AODA</i> . In additions, employees will be trained on the relevant IASR information and the organization's Multi-Year Accessible Plan	Human Resources Department
5.	Accessibility Report	1-Jan-2015	Sec. 86.1 Organizations shall file the accessibility report according to the following schedule: every three years in the case of large organizations, due date December 31, 2014	Yes	The Accessibility Report will be filed shortly	Victoria Higginbotham

Category: Information & Communication

Component	Deadline	Requirement	Gaps	Action(s)	Who
			Yes or No		
1. Feedback from Customers & Employees	1-Jan-2015	Sec. 11 Receiving and providing feedback in an accessible format	Yes	Best Western Fallsview currently receives feedback via e-mails and surveys. Customers can also call the hotel or speak to the front desk to provide input. Information about the availability of an accessible	Guest Assistance Manager/Front Office Manager

				<p>format will be noted in the body of survey requesting feedback or when the client calls in.</p> <p>No feedback is currently solicited from employees. If employees are asked for feedback in the future, they will be notified about the availability of accommodation and/or accessible formats to participate in the process</p>	
2.	Accessible Formats and Communication Supports	1-Jan-2016	<p>Sec. 12 Information about their goods and services or facilities</p>	<p>Yes</p> <p>Best Western Fallsview currently use some Marketing materials; brochures etc. Some of these are not available in an accessible format at this point in time</p> <p>Best Western Fallsview, upon request provides or arrange for the provision of accessible formats for persons with disabilities. The availability of accessible formats and communication supports will be communicated through the “one pager” on AODA posted at the reception or on the organization’s website and in the welcome package provided to all guests.</p> <p><i>“If you require an accessible format of any documents used during your visit to our facilities, please notify the person you will be meeting.”</i></p>	<p>Guest Assistance Manager/ Front Office Manager</p>
			<p>Sec. 12 Communication Supports</p>	<p>Yes</p> <p>Communication supports will be provided in a timely manner which takes into account the person's needs. The cost to provide this service shall not be incurred by the customer/client. The customer/client will be consulted with to determine the suitability of a communication support.</p> <p><i>“If you require communication support to participate in a meeting or an event, please notify the front desk”.</i></p>	<p>Guest Assistance Manager/Front Office Manager</p>
3.	Unconvertible Information	1-Jan-2016	<p>Sec. 12 Examples: blue prints or x-rays</p>	<p>No</p> <p>Best Western Fallsview are able to convert all guest information at</p>	

					this point in time.	
4.	Meeting requests in a timely manner	1-Jan-2016	Sec. 12 HTML, MS Word, accessible electronic formats	No	In some cases Best Western Fallsview will be able to provide the information or communication supports quickly. In other cases we will require more time due to the complexity or internal capacity of the organization. At most, customers/clients will receive accessible documents or communication supports within 2-3 business days.	Guest Assistance Manager/Front Office Manager
5.	Posting Requirements	1-Jan-2016	Sec. 12 Public must be notified about accessible formats & communication supports	Yes	Best Western Fallsview will notify the public about the availability of accessible formats and communication supports via AODA posting at the Front desk and/or on our website.	Victoria Higginbotham
6.	Emergency Procedures / Plan or Public Safety Information	1-Jan-2012	Sec. 13 If publicly available must also provide in an accessible format. i.e.: evacuation procedures, floor plans, Health & Safety information	Yes	Any emergency procedures/plan or public safety information Best Western Fallsview makes publically available will be made available in an accessible format upon request. The following AODA statement will be posted at the front desk and in the welcome package for all guests, <i>"If you require assistance in the event of an emergency evacuation, please notify us"</i> . The format is dependent upon the request of the individual.	Guest Assistance Manager/Front Office Manager
7.	Accessible Websites & Web Content	1-Jan-2014	Sec. 14 Applies to new internet websites & content WCAG 2.0 (World Wide Web Consortium web content accessibility guidelines at Level AA)	Yes	Best Western Fallsview is currently working on updating their website to make it compliant with the WCAG 2.0 Level AA standard	Marketing Department

	1-Jan-2021	Sec. 14 All internet websites and web content	Yes	Best Western Fallsview Graphic Designer and Web developer will update the internet website and web content by the scheduled due date	Marketing Department
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Category: Employment

Component	Deadline	Requirement	Gaps	Action(s)	Who
			Yes or No		
1. Recruitment, Assessment and Selection	1-Jan-2016	Sec. 22 Notify employees and public about availability of accommodation(s) for applicants in the recruitment process	Yes	<p>Best Western Fallsview conducts their own recruitment, assessment and selection. We also use job fairs, job banks, Bullhorn, etc. When posting positions, information about the availability of assistance will be added in the advertisement.</p> <p>When conducting a telephone pre-screen the availability of assistance will be made known verbally to the candidate.</p> <p>Internal postings will also contain information on the availability of assistance to participate in the recruitment, assessment and selection process. Best Western Fallsview will ensure they are meeting the requirements under AODA's Employment Standard when communicating the availability of assistance for applicants in the recruitment process.</p> <p>Best Western Fallsview is proud to provide employment assistance during the recruitment process. A one-liner will be added to the job posting <i>“Should you require any assistance, please indicate this on your application/cover letter and we will work with you to meet your accessibility needs. For any questions, suggestions or required documents regarding accessibility in a different format, please contact via phone the Human Resources Department”</i></p>	Human Resources/ Hiring Manager
Recruitment, Assessment and Selection	1-Jan-2016	Sec. 23 Notify applicants who have been invited to	Yes	Best Western Fallsview will notify applicants when they are called for an interview about the availability of assistance during the selection process. This will be done by phone when booking an interview date	Human Resources/ Hiring Managers

		participate in a recruitment, assessment or selection process that accommodations are available		and time. All potentially hiring Managers will be communicated about this requirement		
	1-Jan-2016	Sec. 24 Offers of Employment - notify successful applicant of policies for accommodating employees with disabilities	Yes	Best Western Fallsview will notify the successful applicant(s) of their policies for assisting employees with disabilities. All potentially hiring Managers will be communicated about this requirement	Human Resources	
	1-Jan-2016	Sec. 25 Informing Employees of Supports - all employees must be informed of policies used to support employees with disabilities (existing employees, new hires and when there is a change to the policy)	Yes	Best Western Fallsview will inform all employees of their policies for supporting employees with disabilities. Notification will posted on the Employee Communication Board	Human Resources	
2.	Accessible formats and communication supports for employees	1-Jan-2016	Sec. 26 Must provide in an accessible format information needed to perform the job and information which is generally available to employees in the workplace	Yes	Best Western Fallsview will, upon request, consult with an employee with a disability, to determine which accessible format or communication support they require to perform the duties of their job.	Human Resources

3.	Workplace emergency response information	1-Jan-2012	Sec. 27 Provide individualized workplace emergency response information ; prepare for the specific needs employees with disabilities may have in emergency situations	Yes	<p>Best Western Fallsview will create an individualized workplace emergency response plan for employees who have a disability and require assistance(s)/supports to evacuate their workplace in an emergency. The employee communication board will be used to communicate this requirement to staff.</p> <p>With the employee's consent, the person designated to provide assistance to the employee will be provided with the necessary information to assist the employee with the disability.</p>	Human Resources
4.	Documented individual accommodation plans	1-Jan-2016	Sec. 28 Develop and document individual accommodation plans for employees with disabilities; employee involvement, outside medical or expert evaluation; review frequency	Yes	<p>Best Western Fallsview will create an individual assistance plan for any employees, who have communicated their disability to Best Western Fallsview.</p> <p>With the employee's consent, the person designated to provide assistance to the employee will be provided with the necessary information to assist the employee with the disability.</p> <p>There may be times when Best Western Fallsview will initiate a dialogue to offer assistance to employees who are clearly unwell or perceived to have a disability. The employee will be included in the development of the plan. Best Western Fallsview may seek outside medical or other expert evaluations in order to provide appropriate supports at the expense of Best Western Fallsview.</p> <p>The plan will be reviewed when there is a change in the employee's disability or job.</p>	Human Resources
5.	Return to Work process	1-Jan-2016	Sec. 29 Develop and have in place a RTW process for employees who have been absent from work due to a disability and require	Yes	<p>Best Western Fallsview have a return to work process in place. They will modify their current Return to work process to include employees who have been absent from work due to a non-occupational disability and require disability-related assistance in order to return to work.</p> <p>The return to work process will be documented. If an individual's injury is covered by the return to work provisions of the Workplace</p>	Human Resources

			disability-related accommodations to return to work		Safety and Insurance Act, then that Act's return to work process would apply	
6.	Performance Management	1-Jan-2016	Sec. 30 Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, during the performance management process in respect to employees with disabilities	Yes	Under the AODA, the term performance management means activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success. Best Western Fallsview will consider the accessibility needs of employees with disabilities in the area of performance management.	Human Resources /Managers
7.	Career Development and Advancement	01-Jan-16	Sec. 31 Includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an org. that may be higher in pay, provide greater responsibility or be at a higher level in the org. or any combination of them and, for both additional responsibilities and	Yes	Best Western Fallsview will take into account the assistance required by employees with disabilities to succeed elsewhere in the organizations or to take on new responsibilities within their current position. If the employee has an individual assistance plan in place, the plan will be updated to reflect the changes in their new responsibilities.	Human Resources

			employee movement, is usually based on merit or seniority, or a combination of them			
8.	Redeployment	01-Jan-16	<p>Sec. 32 Reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization</p>	Yes	<p>In the event that Best Western Fallsview initiates a redeployment process, it will consider the accessibility needs of employees with disabilities when moving them to other positions within the organization. If the employee has an individual assistance plan, the plan will be reviewed and updated to reflect the changes in their new responsibilities.</p> <p>If an employee with a disability is laid off, an Employment Ontario Service provider will be enlisted to assist with a job search. The following service providers are in Niagara:</p> <p>Niagara Employment Help Centre. Ontario Employment Services 6100 Thorold Stone Rd Unit 7, Niagara Falls, ON L2J 1A3 Tel: 905-358-0021</p> <p>YMCA of Niagara. St Catharines - Bunting Rd. 285 Bunting Rd, St Catharines, ON L2M 7T9 Tel: 905-684-3500</p> <p>Niagara Centre for Independent Living. 122 Queenston St, St Catharines, ON L2R 2Z3 Tel: 905-684-7111</p>	Human Resources