



Accessibility Policy – Integrated Standards

INTENT

This policy is intended to outline how the Quality Inn & Conference Centre Kingston Central and Comfort Suites Kingston Central will meet the requirements of the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005.

Quality Inn & Conference Centre Kingston Central and Comfort Suites Kingston Central is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

INTEGRATED ACCESSIBILITY STANDARDS

CUSTOMER SERVICE (See Accessible Customer Service Policy)

INFORMATION & COMMUNICATION

Emergency Information, Feedback, Accessible Formats, and Communication Supports

- Publicly available emergency information will be provided to customers in an accessible way upon request.
- Upon request, we will ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports:
 - In a timely manner that takes into account the disabled person's needs
 - At a cost not exceeding the regular cost charged to other persons
 - Consulting with the person making the request on the suitability of an accessible format or communication support
- Notify the public about the availability of accessible formats and communication supports via website (where applicable)

Accessible Website and Content

- We will ensure that new websites and any existing websites where web content is being significantly changed will conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A increasing to Level AA
- At that time, we will ensure that we provide guidelines to all staff to ensure public documents and media are readily available in alternate accessible formats
- We will expand corporate awareness of the requirements for compliance with Information & Communication Standards

EMPLOYMENT STANDARDS

Recruitment & Selection Process

- Ensure that applicants are notified about the availability of accommodation for applicants with disabilities in the recruitment process by posting information in our job postings or on our website
- We will ask job applicants when they are selected for an interview or to participate further in the selection process if they require accommodation and if so, will consult with the individual making the request to arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs.
- We will notify the successful candidates of our policies for accommodating employees with disabilities by including this information with the new hire package and reviewing the information with them.
- Ongoing review of employment practices to ensure no barriers to those with disabilities

Information for Employees

- We will notify our staff about our policies for supporting employees with disabilities and any changes to these policies through department meetings and the use of memos from management.
- We will ensure new employees are notified of these policies at the time of hire through the new hire orientation process.
- We will ensure that when asked for it, we will provide workplace information in an accessible format in a way that meets the needs of the individual. Workplace information means information that employees need to perform their jobs and/or general information that is available to all employees at work.

Workplace Emergency Response Information

- We will ensure that we provide individualized workplace emergency response information to disabled employees if individualized information is necessary based on the type of disability, and if we are aware of the need for such accommodation.
- We will ensure that this information is provided as soon as possible after becoming aware of the need for such accommodation.
- We will ensure that, if the disabled employee agrees, this information is shared with someone who has been designated to assist the disabled person
- We will ensure that if the disabled person moves to a different work location that this individualized plan is review and revised, if needed.

Process to Accommodate Employees

- We will ensure that we develop individual accommodation plans for employees with disabilities that clearly outline the things that we need to or are going to do to accommodate them.
- We currently have a Return to Work plan in place. If an employee is absent from work due to a disability, we will follow the current practices in place for returning employees to work as soon and as safely as possible.

Career Development & Performance Management

- We will ensure that we take into account the accessibility needs of employees with disabilities when providing career development and engaging in performance management conversations.