



*Quality Inn & Conference Centre Kingston Central and Comfort Suites  
Kingston Central (Referred to as the Employer)*

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

Multi Year Accessibility Plan  
December 2020 – December 2025

## Multi Year Accessibility Plan

In 2005, the Ontario government passed the Accessibility for Ontarians with Disabilities Act (AODA) with the goal to make Ontario completely accessible by 2025. The Integrated Accessibility Standards Regulations (IASR), under the AODA, requires that effective January 1, 2013 that we establish, implement, maintain, and document a multi-year accessibility plan which outlines the hotel's strategy to prevent and remove barriers for persons with disabilities and to meet our requirements under the IASR.

Under the AODA, the following accessibility standards set certain requirements that are applicable to the The Employer:

- Customer Service
- Information and Communication
- Employment

This multi-year plan will outline our strategy to prevent and remove barriers to address our current and future requirements under the AODA. In accordance with the requirements set out in the IASR, we will:

### STATEMENT OF COMMITMENT

The Employer 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.

### CUSTOMER SERVICE

Since December 2011, we have been in compliance with the Accessible Customer Service Regulation under the AODA and will continue to comply with that regulation on an ongoing basis.

### *Actions Taken:*

- Ensured that everyone on behalf of the Employer who deals with the public or who is involved in the development of policies and practices, has been trained to communicate and provide accessible customer service to all customers and guests, including those with disabilities
- Ensuring that our staff are aware of and trained on how to use of any assistive devices that we have onsite that may be used by someone with a disability when accessing our hotel.
- Ensure that the training that we provide is tracked and recorded
- Although we have a No Pet policy, we ensure that customers and guests accompanied by a service animal in areas of the hotel that are open to the public, are accommodated.
- Ensuring that if a customer or guest is accompanied by a support person, then the support person is accommodated. For example, if the support person is assisting another guest who is participating at a hotel event involving food & beverage, but not taking part in the event themselves, they will not be charged the fee to attend the function.
- Notifying all guests and customers in the event of a disruption of service, planned or unexpected, which may interfere with persons with disabilities from accessing our goods & services? For example, the elevators are out of order for repairs.
- Continue to welcome and appreciate feedback from persons with disabilities via multiple communication channels (i.e. verbal, email, written).

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<b>Compliance Deadline:</b>	<b>December 31, 2012</b>
<b>Completion Date:</b>	<b>December 31, 2011</b>

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## GENERAL

### TRAINING

The Employer will provide training to all employees and third parties who provide goods and services on behalf of the hotel on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities.

#### *Action to be Taken:*

- Develop appropriate training on Human Rights and other requirements of the IASR and ensure that it is provided to all staff as soon as practical on an ongoing basis
- Keep and maintain training records including dates, times, and who participated
- Ensure that training is provided on any changes to any of the policies on an ongoing basis

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**Compliance Deadline:** *January 1, 2015*

**Completion Date:** *January 1, 2015*

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### INFORMATION & COMMUNICATION

#### *Our Commitment:*

We are committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

#### *Action Taken – Emergency Information:*

- Publicly available emergency information will be provided to customers in an accessible way upon request.

#### *Action to be Taken – Feedback, Accessible Formats and Communication Supports:*

- 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 in-room directories.

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**Compliance Deadline:** *January 1, 2016*

**Completion Date:** *January 1, 2016*

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#### *Action to be Taken – Accessible Website and Web 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

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**Compliance Deadline Level A:** *January 1, 2014*

**Compliance Deadline Level AA:** *January 1, 2021*

**Completion Date:** *N/A*

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## EMPLOYMENT

The Employer is committed to fair and accessible employment practices.

### *Actions to be Taken:*

#### 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 accommodation is required 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.

#### Performance Management and Career Development

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

#### 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.

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**Compliance Deadline:**

**January 1, 2016**

**Completion Date:**

**January 1, 2016**

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