

Accessibility Plan and Policies for Courtyard by Marriott Ottawa

This 2023-28 accessibility plan outlines the policies and actions that **Courtyard by Marriott Ottawa** will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Courtyard by Marriott Ottawa is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

Courtyard by Marriott Ottawa is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Courtyard by Marriott Ottawa will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Courtyard by Marriott Ottawa will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**: - On going training

- Training will be given within the first 15 days of employment by the Hotel Controller or the Department Manager
- Acknowledgment form will be signed and kept in the employee's file in the Controller's office.

Kiosks

Courtyard by Marriott Ottawa will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by **January 1, 2023**: - No self-service Kiosks

- At the current time, there is no plan to add kiosks in the hotel however if this changes in the future, we would ensure that any kiosk is designed with accessibility in mind

Information and communications

Courtyard by Marriott Ottawa is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Courtyard by Marriott Ottawa's current websites are conformed with WCAG 2.0. Should we decide to add a new website, we will ensure that all new websites and content on those sites conform with WCAG 2.0, Level A going forward.

Courtyard by Marriott Ottawa will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**: - Completed

- Feedback can be provided via phone, email
- The General Manager, Guest Services Manager, or MOD will respond to any feedback received within 96 hours.

Courtyard by Marriott Ottawa will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021** - Completed

Employment

Courtyard by Marriott Ottawa is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, **Courtyard by Marriott Ottawa** will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Let the Manager and co-worker working with someone with disabilities know the person's limitations
- Clearly determine and explain the accommodation that will be done for the employee with clear expectations of performance.
- Ensure that provisions will be made to accommodate someone with a disability whether temporarily or permanent

Courtyard by Marriott Ottawa will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Work with employee's doctor to ensure return to work as early as possible
- Have doctor fill out the assessment to ensure we can find some work to facilitate safe return to work
- Review duties and accommodation with employee to make sure duties are within limitations as described by the doctor

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if **Courtyard by Marriott Ottawa** is using performance management, career development and redeployment processes:

- Performance expectations will be explained in detail at hire
- Use of job descriptions to ensure that employee knows his / her responsibilities
- Use of a training check list to ensure employee is trained on all aspect

Courtyard by Marriott Ottawa will take the following steps to prevent and remove other accessibility barriers identified:

- When a barrier is identified, we will work with the employee and the owner to accommodate as best as possible

Design of Public Spaces

Courtyard by Marriott Ottawa will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

COURTYARD OTTAWA DOWNTOWN

350 Dalhousie Street

Ottawa, ON, K1N 7E9

marriott.com/YOWCY

- Lobby area
- Bistro area
- Courtyards
- Meeting room area
- Outdoor / underground and indoor Parking
- Pool area

Courtyard by Marriott Ottawa will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For more information

For more information on this accessibility plan, please contact **Nancy Champagne** at:

- Phone: 613-244-9811
- Email: nchampagne@courtyardmarriottottawa.ca