

HUMAN RESOURCES

POLICIES & PROCEDURES



Subject:

Integrated Accessibility Standard

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PURPOSE

The following perspective has been established by the Toronto Marriott Bloor Yorkville Hotel (TMBY) to govern the provision of services with Regulation 191/11, "Integrated Accessibility Standards" ("Regulation") under the *Accessibility for Ontarians with Disabilities Act, 2005*.

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

[TMBY] is governed by this policy as well as the Accessibility Standards for Customer Service Policy and the *Accessibility for Ontarians with Disabilities Act, 2005* in meeting the accessibility needs of persons with disabilities.

COMMITMENT

TMBY 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 persons 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.

This policy will be implemented in accordance with the time frames established by the Regulation.

GENERAL PRINCIPLES

Accessibility Plan

TMBY will develop, maintain and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities. The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the company's website. Upon request, TMBY will provide a copy of the Accessibility Plan in an accessible format.

Self-Service Kiosks

TMBY will have regard for accessibility when designing, procuring or acquiring our self-serve kiosks to better serve persons with disabilities.

Training Employees and Volunteers

TMBY will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the *Human Rights Code* as it pertains to persons with disabilities, to:

- all its associates and volunteers;
- all persons who participate in developing TMBY's policies; and,
- all other persons who provide goods, services or facilities on behalf of the company

The training will be appropriate to the duties of the associates, volunteers and other persons. Associates will be trained when changes are made to the accessibility policy. New associates will be trained within 3 months of being hired however a copy of the policy will be provided to new associates during onboarding on their first day of employment. The policy will also be summarized and explained to the new associates during onboarding.

TMBY will keep a record of the training it provides. This will be kept in a binder in the Human Resources Department.

INFORMATION AND COMMUNICATIONS STANDARDS

Feedback

TMBY will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

Accessible Formats and Communication Supports

Upon request, TMBY will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

TMBY will consult with the person making the request in determining the suitability of an accessible format or communication support.

TMBY will also notify the public about the availability of accessible formats and communication supports.

Accessible Websites and Web Content

TMBY will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.

EMPLOYMENT STANDARDS

Recruitment

TMBY will notify its associates and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Recruitment, Assessment or Selection Process

TMBY will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, TMBY will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Notice to Successful Applicants

When making offers of employment, TMBY will notify the successful applicant of its policies for accommodating associates with disabilities.

Informing Associates of Supports

TMBY will continue to inform its associates of its policies (and any updates to those policies) used to support associates with disabilities, including policies on the provision of job accommodations that take into account an associate's accessibility needs due to disability. This information will be provided to new associates as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Associates

Upon the request of an associate with a disability, TMBY will consult with the associate to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other associates.

In determining the suitability of an accessible format or communication support, TMBY will consult with the associate making the request.

Workplace Emergency Response Information

TMBY will provide individualized workplace emergency response information to associates who have a disability, if the disability is such that the individualized information is necessary, and if TMBY is aware of the need for accommodation due to the associate's disability. TMBY will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the associate requires assistance, TMBY will, with the consent of the employee, provide the workplace emergency response information to the person designated by TMBY to provide assistance to the associate.

TMBY will review the individualized workplace emergency response information when the associate moves to a different location in the organization, when the associate's overall accommodations needs or plans are reviewed.

Documented Individual Accommodation Plans

TMBY will maintain a written process for the development of documented individual accommodation plans for associates with disabilities. If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

Return to Work Process

TMBY maintains a documented return to work process for its associates who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process outlines the steps TMBY will take to facilitate the return to work and will include documented individual accommodation plans as part of the process. This return to work process will not replace or override any other return to work process created by or under any other statute (ie., the *Workplace Safety Insurance Act, 1997*).

Performance Management, Career Development and Advancement & Redeployment

TMBY will take into account the accessibility needs of associates with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to associates, or when redeploying associates.

Questions about this policy

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by the General Manager.

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PREPARED: DECEMBER 2014
REVIEWED: APRIL 23, 2015

Approved:



Anup Israni, General Manager