

# MULTI-YEAR ACCESSIBILITY PLAN

## Statement of Commitment

The Courtyard Marriott Niagara Falls is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. The commitment will be integrated wherever possible and will ensure that persons with disabilities will benefit from the same goods and services, in the same place and in a similar way as other employees and customers. The Courtyard Marriott Niagara Falls is committed to ensuring that every employee and customer receives equitable treatment with respect to employment and services, without discrimination, and receives accommodation where required, in accordance with the provision of the Code and the AODA and its regulations. The Courtyard Marriott Niagara Falls will meet the accessibility needs of persons with disabilities in a timely fashion.

## MULTI YEAR ACCESSIBILITY PLAN

### Summary

The Courtyard Marriott Niagara Falls' Multi Year Accessibility Plan is a road map that describes how we will transform the property into an accessible organization.

This accessibility plan outlines the policies and actions that Courtyard Marriott Niagara Falls will put into place to improve opportunities for all persons employed by, or receiving goods, services or accommodations at the Courtyard Marriott Niagara Falls.

This document will identify our overall vision, desired outcome, and strategy to achieve accessibility by 2025 in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). This document will be reviewed and updated at least every 5 years and will be made available to the public in accessible formats upon request.

# INFORMATION AND COMMUNICATIONS

## Accessible Emergency Information

The Courtyard Marriott Niagara Falls is committed to providing our guests and customers with publicly available emergency information in an accessible way upon request.

The Courtyard Marriott Niagara Falls will take the following steps to ensure compliance with Ontario's accessibility laws by January 1, 2012

- Emergency information is available in an accessible format upon request as soon as practical in a manner mutually agreed upon.

## Website Content

The Courtyard Marriott Niagara Falls is committed to ensure websites meet the Web Content Accessibility Guidelines, as outlined in the Accessibility Standard for Information and Communications.

The Courtyard Marriott Niagara Falls will take the following steps to ensure compliance with Ontario's accessibility laws by January 1, 2014, to the extent practicable.

- All new Courtyard Marriott Niagara Falls websites will be assessed and evaluated for accessibility to ensure conformance with WCAG 2.0 Level A.

The Courtyard Marriott Niagara Falls will take the following steps to ensure compliance with Ontario's accessibility laws by January 1, 2021, to the extent practicable.

- All Courtyard Marriott Niagara Falls websites and content will conform to WCAG 2.0, Level AA.
- Conduct accessibility reviews before launch.

## Feedback

The Courtyard Marriott Niagara Falls is committed to ensuring existing feedback processes are accessible to people with disabilities upon request.

The Courtyard Marriott Niagara Falls will take the following steps to ensure compliance with Ontario's accessibility laws by January 1, 2015.

- Customer feedback processes allow for multiple types of communication such as email, telephone, comment cards on site, regular mail, or face-to-face
- All feedback is monitored and all accessibility related inquiries are forwarded to the Executive Assistant for review.

## Information Accessible to Public

The Courtyard Marriott Niagara Falls is committed to ensuring all publicly available information is made accessible upon request.

The Courtyard Marriott Niagara Falls will take the following steps to ensure compliance with Ontario's accessibility laws by January 1, 2016, to the extent practicable.

- Work with individual requests when made and meet the needs of the individual as soon as possible.
- Have the capability of getting information enlarged or produced in braille in a timely fashion

# EMPLOYMENT STANDARDS

## Workplace Emergency Response Information

The Courtyard Marriott Niagara Falls is committed to providing emergency response information for employees with disabilities in a clear and consistent way.

The Courtyard Marriott Niagara Falls will take the following steps to ensure compliance with Ontario's accessibility laws by January 1, 2012.

- Individualized workplace emergency response plans will be developed for employees with disabilities.
- Where required and with prior consent, assistance will be provided to disabled employees to assist them with evacuating the workplace.
- Emergency response information will be communicated with respective managers.
- Plan review and updates will be done on a regular basis with the employee.

## Training

The Courtyard Marriott Niagara Falls will provide training to employees, volunteers and other staff members on 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.

The Courtyard Marriott Niagara Falls will take the following steps to ensure compliance with Ontario's accessibility laws by January 1, 2015.

- All Courtyard Marriott Niagara Falls associates will be required to read and sign our AODA training guide provided during New Hire Orientation which is completed within 30 days of hire.
- The New Hire Program will be continuously updated as required to include all information regarding AODA Integrated Accessibility Standards along with the Ontario Human Rights Code.
- Written records of training will be maintained in employee's personnel file while will include; date of when training was held and employee's signature.

## Documented Individual Accommodation Plans

The Courtyard Marriott Niagara Falls is committed to documenting all emergency response information for employees with disabilities in a clear and consistent way.

The Courtyard Marriott Niagara Falls will take the following steps to ensure compliance with Ontario's accessibility laws by January 1, 2016.

- Written workplace emergency response plan procedures will be developed.
- The process for the development of documented individual accommodation plans shall include all elements as outlined in the act.

## Recruitment

The Courtyard Marriott Niagara Falls is committed to fair and accessible employment practices.

The Courtyard Marriott Niagara Falls will take the following steps to ensure compliance with Ontario's accessibility laws by January 1, 2016

- Include in all job postings that workplace accommodations will be made available to those who are disabled.

## Hiring and Selection Process – Notice to Successful Applicants

The Courtyard Marriott Niagara Falls is committed to fair and accessible employment practices and will accommodate disabilities during the hiring and selection process.

The Courtyard Marriott Niagara Falls will take the following steps to ensure compliance with Ontario's accessibility laws by January 1, 2016

- Informing applicants during the selection process that we will accommodate disabilities.
- Consult with the applicant and make any adjustments required to best suit their needs (ex. TTY Line)
- Notify successful applicants of our policies for accommodating employees with disabilities as part of their offer of employment.

## Company Awareness

The Courtyard Marriott Niagara Falls is committed to ensuring that all employees are aware of the company's AODA policy.

The Courtyard Marriott Niagara Falls will take the following steps to ensure compliance with Ontario's accessibility laws by January 1, 2016.

- All Courtyard Marriott Niagara Falls associates will be required to read and sign our AODA training guide provided during New Hire Orientation.
- The New Hire Program will be enhanced to include information regarding AODA Integrated Accessibility Standards along with the Ontario Human Rights Code.
- Associates will be made aware of any updates to AODA by different communication methods. (Newsletter, Memos, Bulletin Boards, etc.)

## Absenteeism and Return to Work

The Courtyard Marriott Niagara Falls is committed to assisting employees who have been absent because of a disability or require some form of disability-related accommodation to return to work.

The Courtyard Marriott Niagara Falls will take the following steps to ensure compliance with Ontario's accessibility laws by January 1, 2016.

- Be flexible, finding accommodations where possible that suit the company's culture and business practices.
- Create an accommodation plan with the employee to effectively return them to work.
- Review existing policies and procedures.

## Performance and Career Development

The Courtyard Marriott Niagara Falls is committed to ensuring that the specific needs of employees with disabilities

are taken into account during performance management, career development, and job changes.

The Courtyard Marriott Niagara Falls will take the following steps to ensure compliance with Ontario's accessibility

laws by January 1, 2016.

- Review and take into account employee accessibility needs when conducting a performance management review.
- Review and take into account employee accessibility needs when providing opportunities for advancement.

## **Redeployment**

The Courtyard Marriott Niagara Falls is committed to ensuring employees' needs are taken into account when they are reassigned to a different department by January 1, 2016.

- Ensure accommodation plans and employees needs are taken into account when reassigning a disabled employee.

# **PUBLIC SPACE**

## **Kiosks**

The Courtyard Marriott Niagara Falls will take the following steps to ensure that the needs of persons with disabilities

are considered when procuring or acquiring self-service kiosks by March 1, 2020.

- Project Management processes have been augmented with accessibility criteria to consider for future purchases.

## **Design of Public Space**

The Courtyard Marriott Niagara Falls will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces by March 1, 2020 Public spaces at this location may include:

- Public Outdoor Paths of Travel.
- Parking Lots
- Service Counters
- Fixed Waiting Lines and Areas with Fixed Seating