

THE CASABLANCA HOTEL

Integrated Accessibility Standard Regulation: Multi-year Accessibility Plan

Part I: General Requirements

| Component | Deadline | Requirement | Action(s) | Who |
|--|------------|--|--|-----------------|
| 1. Establishment of Accessibility Policies | 1-Jan-2014 | <p>Sec. 3(2) Shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities</p> <p>Sec. 3(3) Prepare one or more written documents describing its policies</p> | A third party, Workplace Safety & Prevention Services was contracted to complete the statement of commitment and policy on the Integrated Accessibility Standard Regulation. | General Manager |
| 2. Accessibility Plan | 1-Jan-2014 | <p>Sec. 4(1) Large organizations shall establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirement under this Regulation.</p> | Workplace Safety & Prevention Services was contracted to complete the multi-year accessibility plan. | General Manager |
| 3. Kiosks | 1-Jan-2014 | <p>Sec. 7(2) Large organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.</p> | <p>"Kiosk" means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.</p> <p>The Casablanca Hotel is not aware at this time of any kiosks being utilized. Should this change in</p> | General Manager |

THE CASABLANCA HOTEL

| | | | | | |
|----|-----------------------------|------------|---|---|-----------------|
| | | | | the future, The Casablanca Hotel will ensure it meets this requirement. | |
| 4. | Training | 1-Jan-2015 | Sec. 7 Every obligated organization shall ensure training is provided on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to person with disabilities | <p>All employees, volunteers, persons who participate in developing the organization’s policies; and all other persons who provide goods, services or facilities on behalf of the organization will be trained.</p> <p>Training will be on the requirements of the Integrated Accessibility Standard and will be appropriate to the duties of the individual being trained. Employees will also be trained on the Ontario Human Rights Code as it pertains to persons with disabilities using the Ontario Human Rights Commission’s videos, <i>Working Together: The Code and AODA</i>.</p> | General Manager |
| 5. | Accessibility Report | 1-Jan-2018 | Sec. 86.1 Organizations shall file the accessibility report according to the following schedule: every three years in the case of large organizations. | The next report will be filed before December 31, 2017. | General Manager |

THE CASABLANCA HOTEL

Part II: Information & Communications Standards

| Component | Deadline | Requirement | Action(s) | Who |
|--|------------|---|--|-----------------|
| 1. Feedback from Customers | 1-Jan-2015 | Sec. 11 Receiving and providing feedback in an accessible format | <p>The Casablanca Hotel does solicit feedback from its customers in a formal way. The Casablanca Hotel will ensure information about the availability of accessible formats and communication supports is added to the feedback processes in a way which takes into account a variety of disabilities.</p> <p>If you require accessible formats or communication supports to provide feedback, please notify us using the following contact information via email april@casablancahotel.ca, phone (905) 309 - 2323, or mail 4 Windward Drive, Grimsby Ontario L3M 4E8.</p> | General Manager |
| 2. Accessible Formats and Communication Supports | 1-Jan-2016 | Sec. 12 Information about their goods and services or facilities | The Casablanca Hotel shall upon request, provide or arrange for the provision of accessible formats for persons with disabilities. | General Manager |

THE CASABLANCA HOTEL

| | | | | | |
|-----------|--|------------|--|--|-----------------|
| | | | | The availability of accessible formats will be communicated through a posting at guest services and on our website through the multi-year accessibility plan. | |
| | | | Sec. 12 Communication Supports | Communication supports will be provided in a timely manner which takes into account a person's needs. The cost to provide this service shall not be incurred by the customer. The customer will be consulted with to determine the suitability of a communication support. | |
| 3. | Unconvertible Information | 1-Jan-2016 | Sec. 12 Examples: blue prints or x-rays | The Casablanca Hotel is not aware of any unconvertible information at this time. Should this change in the future, the accessibility plan will be amended. | General Manager |
| 4. | Meeting requests in a timely manner | 1-Jan-2016 | Sec. 12 HTML, MS Word, accessible electronic formats | The Casablanca Hotel will be able to provide the accessible documents or communication supports within ten (10) business days. | General Manager |
| 5. | Posting Requirements | 1-Jan-2016 | Sec. 12 Public must be notified about accessible formats & communication supports | The Casablanca Hotel will notify the public about the availability of accessible formats and communication supports via an AODA posting at all the guest services desk and on our website www.casablancahotel.ca . | General Manager |

THE CASABLANCA HOTEL

| | | | | | |
|----|---|------------|---|---|-----------------|
| 6. | Emergency Procedures / Plan or Public Safety Information | 1-Jan-2012 | Sec. 13 If publicly available must also provide in an accessible format. i.e.: evacuation procedures, floor plans, Health & Safety information | Any emergency procedures/plan or public safety information The Casablanca Hotel makes publicly available will be made available in an accessible format upon request. | General Manager |
| 7. | Accessible Websites & Web Content | 1-Jan-2014 | Sec. 14 Applies to new internet websites & content WCAG 2.0 A Level | The Casablanca Hotel did not create a new URL or change their existing website by more than 50%. | Not Applicable |
| | | 1-Jan-2021 | Sec. 14 All internet websites and web content (World Wide Web Consortium web content accessibility guidelines at Level AA) | The Casablanca Hotel utilizes an external web site developer. We will ensure the web developer is aware of this requirement and that our website is compliant on or before the deadline of January 1, 2021. | General Manager |

THE CASABLANCA HOTEL

Part III: Employment Standard

| | Component | Deadline | Requirement | Action(s) | Who |
|----|---------------------------|------------|--|--|-----------------|
| 1. | Recruitment and Selection | 1-Jan-2016 | <p>Sec. 22 Notify employees and public about availability of accommodation(s) for applicants in the recruitment process</p> | <p>The Casablanca Hotel utilizes a variety of methods to recruit. When posting open positions, information about the availability of accommodations will be added to the job postings.</p> <p>In addition, information about the availability of accommodations will be added the “Careers” page of our website.</p> | General Manager |

THE CASABLANCA HOTEL

| | | | | | |
|-----------|--|------------|--|--|-----------------|
| | | | | If utilizing placement agencies, The Casablanca Hotel will ensure the agency is meeting this requirement. | |
| | | 1-Jan-2016 | Sec. 23 Notify applicants who have been invited to participate in a recruitment, assessment or selection process that accommodations are available | The Casablanca Hotel will notify applicants when they are contacted for an interview about the availability of accommodations during the recruitment process. This will be done by phone or email when booking an interview date and time. | General Manager |
| | | 1-Jan-2016 | Sec. 24 Offers of Employment - notify successful applicant of policies for accommodating employees with disabilities | The Casablanca Hotel will notify the successful applicant(s) of our policies for accommodating employees with disabilities. All new hires receive written offers of employment with this information. | General Manager |
| | | 1-Jan-2016 | Sec. 25 Informing Employees of Supports - all employees must be informed of policies used to support employees with disabilities (existing employees, new hires and when there is a change to the policy) | The Casablanca Hotel will inform all employees of our policies for supporting employees with disabilities. Notification will be sent via an email, communicated during a meeting or an AODA training session. | General Manager |
| 2. | Accessible formats and communication supports for employees | 1-Jan-2016 | Sec. 26 Must provide in an accessible format information needed to perform the job and information which is generally available to employees in the workplace | The Casablanca Hotel will, upon request, consult with an employee with a disability to determine which accessible formats or communication supports they require to perform the duties of their job. | General Manager |

THE CASABLANCA HOTEL

| | | | | | |
|----|--|------------|--|---|-----------------|
| 3. | Workplace emergency response information | 1-Jan-2012 | Sec. 27 Provide individualized workplace emergency response information ; prepare for the specific needs employees with disabilities may have in emergency situations | <p>The Casablanca Hotel will create an individualized workplace emergency response plan for employees who have a disability and require accommodation(s)/supports to evacuate their workplace in an emergency.</p> <p>With the employee's consent, the person designated to provide assistance to the employee will be provided with the necessary information to assist the employee with the disability.</p> | General Manager |
| 4. | Documented individual accommodation plans | 1-Jan-2016 | Sec. 28 Develop and document individual accommodation plans for employees with disabilities; employee involvement, outside medical or expert evaluation; review frequency | <p>The Casablanca Hotel will create an individualized accommodation plan for any employee for which they have been made aware has a disability. There may be times when we may initiate a dialogue to offer assistance for employees who are clearly unwell or perceived to have a disability. The employee will be included in the development of the plan. This plan will be reviewed when there is a change in the employee's disability or job.</p> | General Manager |

THE CASABLANCA HOTEL

| | | | | | |
|----|---|------------|---|---|-----------------|
| 5. | Return to Work Process | 1-Jan-2016 | Sec. 29 Develop and have in place a RTW process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work | The Casablanca Hotel has developed and has in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The return to work process will be documented. If an individual's injury is covered by the return to work provisions of the Workplace Safety and Insurance Act, then that Act's return to work process would apply. | General Manager |
| 6. | Performance Management | 1-Jan-2016 | Sec. 30 Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, during the performance management process in respect to employees with disabilities | Under the AODA, the term performance management means activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success. The Casablanca Hotel will consider the accessibility needs of employees with disabilities in the area of performance management. | General Manager |
| 7. | Career Development and Advancement | 01-Jan-16 | Sec. 31 Includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization. | The Casablanca Hotel will take into account what accommodations employees with disabilities may need to succeed elsewhere in the business or to take on new responsibilities within their current position. If the employee has an individual accommodation plan in place, the plan will be updated to reflect the changes in their new responsibilities. | General Manager |

THE CASABLANCA HOTEL

| | | | | | |
|-----------|---------------------|-----------|---|---|-----------------|
| 8. | Redeployment | 01-Jan-16 | <p>Sec. 32 Reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization</p> | <p>In the event that The Casablanca Hotel initiates a redeployment process, it will consider the accessibility needs of employees with disabilities when moving them to other positions within the organization.</p> <p>If the employee has an individual accommodation plan, the plan will be reviewed and updated to reflect the changes in their new responsibilities.</p> | General Manager |
|-----------|---------------------|-----------|---|---|-----------------|

Part IV.I: Design of Public Spaces Standard (Accessibility Standards for the Built Environment)

| | Component | Deadline | Requirement | Action(s) | Who |
|-----------|---------------------------------|------------|---|--|-----|
| 1. | Exterior Paths of Travel | 1-Jan-2017 | <p>Sec. 80.21 Applies to newly constructed and</p> | <p>The Casablanca Hotel has not constructed or redeveloped an exterior path of travel since January 1, 2017. Should we</p> | |

THE CASABLANCA HOTEL

| | | | | | |
|----|---------------------------|-----------------|---|--|-----------------|
| | | | redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience. O. Reg. 413/12, s. 6. | construct or redevelop an exterior path of travel in the future, it will ensure it meets the accessibility requirements as outlined in Ontario Regulation 191/11. | General Manager |
| 2. | Accessible Parking | 1-Jan-2017 | Sec. 80.32 Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this Part. O. Reg. 413/12, s. 6. | The Casablanca Hotel has not constructed or redeveloped accessible parking spaces since January 1, 2017. Should we construct or redevelop an exterior path of travel in the future, it will ensure it meets the accessibility requirements as outlined in Ontario Regulation 191/11. | General Manager |
| | Component | Deadline | Requirement | Action(s) | Who |
| 3. | Obtaining Services | 1-Jan-2017 | Sec. 80.40 1. All newly constructed service counters and fixed queuing guides. | The Casablanca Hotel has not constructed or redeveloped a service counter, fixed queuing guide or waiting area since January 1, 2017. Should we construct or redevelop a service counter, fixed queuing guide or waiting area in the future, it | General Manager |

THE CASABLANCA HOTEL

| | | | | | |
|----|---|------------|---|--|-----------------|
| | | | 2. All newly constructed or redeveloped waiting areas. O. Reg. 413/12, s. 6. | will ensure it meets the accessibility requirements as outlined in Ontario Regulation 191/11. | |
| 4. | Maintenance of Accessible Elements | 1-Jan-2017 | Sec. 80.44 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces 2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. O. Reg. 413/12, s. 6. | The Casablanca Hotel has not constructed or redeveloped any of the elements covered under the Design of Public Spaces Standard. Should this change in the future, our multi-year accessibility plan will be amended and maintenance of the accessible elements will be included to comply with this section of the Regulation. | General Manager |