

DOCUMENT TITLE:	Accessibility Standards Policy	DATE:	January 2020
APPROVED BY:	Dominique Quinn	VERSION:	2.0
LOCATION:	The Albert at Bay Suite Hotel		

Statement of Commitment

The Albert at Bay Suite Hotel (AB) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating all people in a way that allows them to maintain their dignity and independence.

We believe in integration and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Accessibility Multi-Year Plan

The Albert at Bay Suite Hotel will maintain and document an Accessibility Multi-Year Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for people with disabilities.

The Accessibility Multi-Year Plan will be reviewed and updated at least once every 5 years, and will be posted on our Website. Upon request, we will provide a copy of this plan in an accessible format.

(Please refer to our AB Accessibility Multi-Year Plan)

Training

We are committed to training all of our employees and volunteers on Ontario's accessibility laws and on accessibility aspects of the Ontario Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of all levels of employees and volunteers. Revised training will be provided to all employees in the event of changes to legislation, procedures and/or practices.

Customer Service Standard

The Albert at Bay Suite Hotel is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination, as well as the AODA (Accessibility for Ontarians with Disabilities Act).

We are committed to excellence in serving all our customers, by providing our services and information so that all people, including those with disabilities, can use and benefit equally and in a manner that respects their dignity and independence.

Our AB Accessible Customer Service Policy is available in our Guest Directory, found in all of our suites, alternate formats can be requested (see section below).

Information and Communication Standard

Accessible Formats and Communication Supports

The Albert at Bay Suite Hotel is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency and safety information.

We will consult with people with disabilities to determine their information and communication needs.

Feedback Process

We will ensure existing feedback processes are accessible to people with disabilities upon request.

Website

We will meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Visit: www.albertatbay.com

Employment Standard

We are committed to fair and accessible employment practices.

Recruitment, Assessment or Selection Process

We will notify employees, potential hires and the public that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired.

Accessible Formats and Communication Supports for Employees

If needed, we will create an individual accommodation plan and/or Workplace Emergency Information for any employees who have a disability.

Return to Work

The Albert at Bay Suite Hotel maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

Performance Management, Career Development

The Albert at Bay Suite Hotel will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance reviews, providing career development and advancement to employees.

Design of Public Spaces Standard

Design of Public Spaces: We will meet all accessibility standards when building or making major changes to public spaces including:

- Accessible parking
- Service-related elements like service counters, and waiting areas.

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

For More Information

This Document and its related procedures will be reviewed as required in the event of legislative changes or company updates. We will both modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

Notice of availability of documents: Hotels will notify the public that documents related to accessible customer service, are available upon request. We will consult with the requestor to determine the suitability of the format or communication support required, this will be provided in a timely manner and at no additional cost.

For more information please contact:

Dominique Quinn, Hotel Manager
The Albert at Bay Suite Hotel | 435 Albert Street | Ottawa, ON | K1R 7X4 | 613-238-8858
www.albertatbay.com

DOCUMENT TITLE:	Accessibility Multi-Year Plan	DATE:	January 2020
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LOCATION:	The Albert at Bay Suite Hotel		

Statement of Commitment

The Albert at Bay Suite Hotel (AB) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Introduction

Our multi-year Accessibility Plan is available on our website (www.albertatbay.com) and also upon request.

We are committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, and to having the right policies, procedures, training, and structures in place to ensure we provide excellent accessible customer service, and will continue to remove and prevent accessibility barriers.

Our plan shows how our organization will play its role in making Ontario an accessible province for all Ontarians.

Past Achievements to Remove and Prevent Barriers

Customer Service

We are committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others. Below is a summary of the accessibility initiatives we have imported to date:

- Limited number of fully accessible suites
- Service Animals welcome
- Accessible self-parking
- Elevators
- Accessible Front Desk
- Guests own Assistive Device
- Hearing Impaired Kits
- Magnifying Mirrors
- Raised Seating Platforms (*for toilets*)
- Grab bars (*on tub walls*)
- Anti-Slip Rubber Mats
- Bath Benches (*2 models available*)
- Hypoallergenic Bedding (*feather pillows replaced by foam*)
- Public Washrooms: Automatic door openers
- Meeting Room Access
- Public entrance alternative
- Restaurant / Lounge Areas

Commitments

Information and Communications

- Communicating in a manner that takes into account the guest's disability.
- When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

- When we are made aware of in-house guests requiring any special needs during an emergency situation, suite numbers are flagged and guests are personally contacted and instructed to safety.

Employment

- We are committed to fair and accessible employment practices.
- We will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired.

Training

We are committed to training both new and current staff and volunteers on Ontario's accessibility laws and on accessibility aspects of the Ontario Human Rights Code that apply to persons with disabilities.

- We will provide training as soon as practicable to new employees, and continue to update current employees in excellent accessible customer service.
- Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Public Spaces

The Albert at Bay Suite Hotel will meet accessibility laws when building or making major changes to public spaces. In the case of planned or unplanned service disruptions, we will put procedures in place to ensure notice is provided explaining the reason for the disruption, estimated duration, and any alternative facilities or services available.

Public Website

Our website currently meets internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

- Visit: www.albertatbay.com

Strategies and Actions

Our multi-year Accessibility Plan is available on our website (www.albertatbay.com) and is also available upon request. This is a working document to identify the projects and programs our organization plans between now and 2021 to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities.

For More Information

This Document and its related procedures will be reviewed as required in the event of legislative changes or company updates. We will both modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

Notice of availability of documents: Hotels will notify the public that documents related to our Accessibility Plan, are available upon request. We will consult with the requestor to determine the suitability of the format or communication support required, this will be provided in a timely manner and at no additional cost.

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