



## **ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES (AODA) MULTI-YEAR ACCESSIBILITY PLAN FOR IASR**

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### **HOTEL Anndore House**

#### **INTENT**

Silver Hotel Group strives to meet the needs of its Team members and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

#### **STATEMENT OF COMMITMENT**

Silver Hotel Group (“SHG”) believes in equal opportunity and is committed to providing a barrier free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

#### **SCOPE**

This plan has been developed for Silver Hotel Group’s properties in Ontario and specifically applies to operational properties open to the general public.



COMPLETE
IN PROGRESS
NOT APPLICABLE (N/A)

ACCESSIBILITY PLAN

GENERAL REQUIREMENTS			
<b>Accessibility Requirement</b>	3. (1) Every obligated organization shall develop, implement, and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to the Regulation.		
<b>Establishment of Accessibility Policies</b>	3. (2) Organizations shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies.		
	3. (3) Organizations shall (a) prepare one or more written documents describing its policies; and (b) make the documents publicly available and shall provide them in an accessible format upon request.		
<b>Compliance Date</b>	<b>January 2014</b>		
<b>Plan to Meet Requirements</b>	Implemented statement of commitment, policy on the Integrated Accessibility Standard		
<b>Results</b>	<b>Complete</b>	<b>Responsible Authority</b>	<b>Human Resources</b>
<b>Accessibility Requirement</b>	4. (1) Large organizations shall:		
<b>Accessibility Plans</b>	(a) 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.		
	(b) Post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and		
	(c) Review and update the accessibility plan at least once every five years.		
<b>Compliance Date</b>	<b>January 2014</b>		
<b>Plan to Meet Requirements</b>	The Plan was created by the Human Resources department and reviewed by the General Manager. The Corporate Director of Operations and the Vice President of Operations will review the multi-year plan at least once every five years.		
<b>Results</b>	<b>In Progress</b>	<b>Responsible Authority</b>	<b>Human Resources &amp; Operations collaboratively</b>
<b>Accessibility Requirement</b>	6. Large and small organizations shall have regard to the accessibility for persons with disabilities when designing,		
<b>Self-Serve Kiosks</b>	procuring, or acquiring self-serve kiosks.		
<b>Compliance Date</b>	<b>January 2014</b>		
<b>Plan to Meet Requirements</b>	Depending on the Hotel, some self-service kiosks may be available for use. If this is the case, the Hotel will ensure that the self-service kiosk is accessible to people with disabilities.		
<b>Results</b>	<b>Complete</b>	<b>Responsible Authority</b>	<b>Human Resources &amp; Operations collaboratively</b>



COMPLETE
IN PROGRESS

**GENERAL REQUIREMENTS**

<b>Accessibility Requirement</b>	7. (1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to,		
<b>Training</b>	<p>(a) all Team members, and volunteers;</p> <p>(b) all persons who participate in developing the organization’s policies; and</p> <p>(c) All other persons who provide goods, services, or facilities on behalf of the organization.</p> <p>7. (2) The training on the requirements of the accessibility standards and on the <i>Human Rights Code</i> referred to in subsection (1) shall be appropriate to the duties of the Team members, volunteers, and other persons.</p> <p>7. (3) Every person referred to in subsection (1) shall be trained as soon as practicable.</p> <p>7. (4) Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis.</p> <p>7.(5) The Government of Ontario, the Legislative Assembly, every designated organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>		
<b>Compliance Date</b>	<b>January 2015</b>		
<b>Plan to Meet Requirements</b>	<p>All Team members and volunteers, all persons who participate in developing the organization policies; and all other person 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 standards and will be appropriate to the duties of the individual being trained. Team members will also be trained on the Ontario Human Rights Code and AODA.</p> <p>In addition, Team members will be trained on the relevant IASR information and the organization’s Multi-Year Accessible Plan.</p>		
<b>Results</b>	<b>In Progress</b>	<b>Responsible Authority</b>	<b>Human Resources</b>
<b>Accessibility Requirement</b>	86.1 Organizations shall file the accessibility report according to the following schedule: every three years.		
<b>Accessibility Reports</b>			
<b>Compliance Date</b>	<b>January 2015</b>		
<b>Plan to Meet Requirements</b>	Accessibility reports have been submitted for years required.		
<b>Results</b>	<b>Complete</b>	<b>Responsible Authority</b>	<b>Human Resources/Operations</b>

INFORMATION & COMMUNICATION			
<b>Accessibility Requirement</b>	11. (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.		
<b>Feedback</b>	11. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.		
<b>Compliance Date</b>	January 2015		
<b>Plan to Meet Requirements</b>	SHG currently receives feedback via email and online platforms. Guests can also contact us by phone or speak to a team member to accept feedback. It will be communicated to the public if anyone requires accessible formats or communication supports to provide us with feedback, please notify us using our contact information.		
<b>Results</b>	Complete	Responsible Authority	Human Resources
<b>Accessibility Requirement</b>	12. (1) Organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, (a) In a timely manner that takes into account the person's accessibility needs due to disability; and		
<b>Accessible formats and communication supports</b>	(b) At a cost that is no more than the regular cost charged to other persons.		
	12. (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.		
	12. (3) Every organization shall notify the public about the availability of accessible formats and communication supports.		
<b>Compliance Date</b>	January 2016		
<b>Plan to Meet Requirements</b>	SHG, upon request, provides or arranges for the provision of accessible formats for persons with disabilities. The availability of accessible formats and communication supports will be communicated through the "one pager" on AODA posted at the Guest Service Desk or on the company website. <b><i>"If you require an accessible format of any documents used during your visit to our facilities, please notify the person you will be meeting or a guest service agent."</i></b>  Communication supports will be provided in a timely manner which considers the person's needs. The cost to provide this service shall not be incurred by the guest/client. The guest/client will be consulted with to determine the suitability of a communication support. <b><i>"If you require communication support to participate in a meeting or an event, please notify the front desk"</i></b> .  Accessible formats will be determined in consultation with the individual making the request. The commitment to provide available formats are incorporated in the Policy available to the public and communicated upon request.		
<b>Results</b>	In Progress	Responsible Authority	Human Resources/ Hotel General Manager



COMPLETE
IN PROGRESS

**INFORMATION & COMMUNICATION**

<b>Accessibility Requirement</b>	13. (1) In addition to its obligations under section 12, if an organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.		
<b>Emergency Procedure, Plans or Public Safety Information</b>	(2) Organizations that prepare emergency procedures, plans or public safety information and make the information available to the public shall meet the requirements of this section by January 1, 2012.		
<b>Compliance Date</b>	<b>January 2012</b>		
<b>Plan to Meet Requirements</b>	Any emergency procedures/plan or public safety information will be available in an accessible format upon request. The format is dependent upon the request of the individual.		
<b>Results</b>	<b>Complete</b>	<b>Responsible Authority</b>	<b>Operations</b>
<b>Accessibility Requirement</b>	14. (2) Organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.		
<b>Accessible Websites and Web Content</b>	14.(4) Designated organizations for their internet websites shall meet the requirements of this section in accordance with the following schedule: 1. By January 1, 2014, <u>new</u> internet websites and web content on those sites must conform with WCAG 2.0 Level A. 2. By January 1, 2021, <u>all</u> internet websites and web content must conform with WCAG 2.0 Level AA, other than; i. success criteria 1.2.4 Captions (Live), and ii. Success criteria 1.2.5 Audio Descriptions (Pre-recorded).		
<b>Compliance Date</b>	<b>January 2021</b>		
<b>Plan to Meet Requirements</b>	SHG is working with an external organization to ensure that our websites are compliant and meeting the requirements of the regulation.		
<b>Results</b>	<b>In Progress</b>	<b>Responsible Authority</b>	<b>Marketing, Human Resources &amp; 3<sup>rd</sup> party</b>

COMPLETE
IN PROGRESS
NOT APPLICABLE (N/A)

**EMPLOYMENT STANDARDS**

<b>Accessibility Requirement</b>	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.		
<b>Recruitment, General</b>			
<b>Compliance Date</b>	<b>January 2016</b>		
<b>Plan to Meet Requirements</b>	SHG will notify applicants when they are called for an interview about the availability of assistance during the selection process. AODA accommodation requests are included in job postings and advertisements. All hiring managers will be trained and communicated to about all process requirements.		
<b>Results</b>	<b>In Progress</b>	<b>Responsible Authority</b>	<b>Human Resources</b>
<b>Accessibility Requirement</b>	23. (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. 23.(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.		
<b>Recruitment, General</b>			
<b>Compliance Date</b>	<b>January 2016</b>		
<b>Plan to Meet Requirements</b>	Candidates, selected or not, are notified on the job posting and application website that accommodations are available upon request. Applicants who request an accommodation are directed to Human Resources and can express their needs for accommodation with an HR representative. Accommodation supports will be mutually agreed upon.		
<b>Results</b>	<b>Complete</b>	<b>Responsible Authority</b>	<b>Human Resources</b>
<b>Accessibility Requirement</b>	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.		
<b>Notice to Successful Applicants</b>			
<b>Compliance Date</b>	<b>January 2016</b>		
<b>Plan to Meet Requirements</b>	SHG will notify the successful applicant(s) of the policies for assisting team members with disabilities.		
<b>Results</b>	<b>Complete</b>	<b>Responsible Authority</b>	<b>Human Resources</b>



## EMPLOYMENT STANDARDS

<b>Accessibility Requirement</b>	25. (1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that consider an employee's accessibility needs due to disability.		
<b>Informing Employees of Support</b>	25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.		
	25. (3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that consider an employee's accessibility needs due to disability.		
<b>Compliance Date</b>	<b>January 2016</b>		
<b>Plan to Meet Requirements</b>	SHG will inform all team members of their policies for supporting team members with disabilities. Team members are taught about AODA accommodations and policies through company orientations. Any changes to any AODA accommodation efforts or policies will be communicated to all team members as required.		
<b>Results</b>	<b>Complete</b>	<b>Responsible Authority</b>	<b>Human Resources</b>
<b>Accessibility Requirement</b>	26. (1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,		
<b>Accessible Formats and Communication Supports for Employees</b>	(a) Information that is needed to perform the employee's job; and (b) Information that is generally available to employees in the workplace.		
	26. (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.		
<b>Compliance Date</b>	<b>January 2016</b>		
<b>Plan to Meet Requirements</b>	When accessible formats and communication supports are requested, and in a timely manner, and in consultation with the person making the request, arrangements for accessible formats and communication supports will be made taking the persons disability needs into account at no cost to the person making the request		
<b>Results</b>	<b>Complete</b>	<b>Responsible Authority</b>	<b>Human Resources</b>



## EMPLOYMENT STANDARDS

<b>Accessibility Requirement</b>			
<b>Workplace Emergency Response</b>	<p>27. (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and the employer is aware of the need for accommodation due to the employee's disability. (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to help the employee.</p> <p>(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p> <p>(4) Every employer shall review the individualized workplace emergency response information, (a) When the employee moves to a different location in the organization;</p> <p>(b) When the employee's overall accommodations needs or plans are reviewed; and</p> <p>(c) When the employer reviews its general emergency response policies.</p> <p>(5) Every employer shall meet the requirements of this section by January 1, 2012.</p>		
<b>Compliance Date</b>	<b>January 2012</b>		
<b>Plan to Meet Requirements</b>	<p>SHG will create an individualized workplace emergency response plan for team members who have a disability and require assistance(s)/supports to evacuate their workplace in an emergency.</p> <p>With the employee's consent, the person designated to help the employee will be provided with the necessary information to assist the employee with the disability.</p> <p>On an ongoing basis, we will review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed.</p>		
<b>Results</b>	<b>Complete</b>	<b>Responsible Authority</b>	<b>Human Resources/ Hotel Operations</b>



**EMPLOYMENT STANDARDS**

<b>Accessibility Requirement</b>	28. (1) Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.		
<b>Documented Individual Accommodation Plan</b>	<p>(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.</li> <li>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</li> <li>5. The steps taken to protect the privacy of the employee's personal information.</li> <li>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> <li>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</li> <li>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</li> </ol> <p>(3) Individual accommodation plans shall,</p> <p>(a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26;</p> <p>(b) if required, include individualized workplace emergency response information, as described in section 27; and</p> <p>(c) Identify any other accommodation that is to be provided.</p>		
<b>Compliance Date</b>	<b>January 2016</b>		
<b>Plan to Meet Requirements</b>	<p>SHG will create an individual accommodation plan for any team members, who have communicated their disability. With the team member's consent, the person designated to help the team member will be provided with the necessary information to assist the team member with the disability.</p> <p>There may be times when the Hotel will initiate a dialogue to help team members who are clearly unwell or perceived to have a disability. The team member will be included in the development of the plan. The Hotel may seek outside medical or other expert evaluations to provide appropriate supports at the expense of the Hotel. The plan will be reviewed when there is a change in the team member's disability or job.</p>		
<b>Results</b>	<b>Complete</b>	<b>Responsible Authority</b>	<b>Human Resources</b>

**EMPLOYMENT STANDARDS**

<b>Accessibility Requirement</b>	29. (1) Every employer shall		
<b>Return to Work Process</b>	(a) Develop and have 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 to return to work; and (b) Shall document the process. (2) The return-to-work process shall, (a) Outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) Use documented individual accommodation plans, as described in section 28, as part of the process. (3) The return-to-work process referenced in this section does not replace or override any other return to work process created by or under any other statute.		
<b>Compliance Date</b>	<b>January 2016</b>		
<b>Plan to Meet Requirements</b>	SHG has a return-to-work process in place. Managers will modify their current return to work process to include team members who have been absent from work due to a non-occupational disability and require disability-related assistance 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 will apply.		
<b>Results</b>	<b>Complete</b>	<b>Responsible Authority</b>	<b>Human Resources</b>
<b>Accessibility Requirement</b>	30. (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.		
<b>Performance Management</b>	(2) In this section, "performance management" means activities related to assessing and improving employee performance, productivity, and effectiveness, with the goal of facilitating employee success.		
<b>Compliance Date</b>	<b>January 2016</b>		
<b>Plan to Meet Requirements</b>	SHG will take into account the accessibility needs of team members with disabilities, as applicable when conducting performance reviews.		
<b>Results</b>	<b>Complete</b>	<b>Responsible Authority</b>	<b>Human Resources</b>

**EMPLOYMENT STANDARDS**

<b>Accessibility Requirement</b>	31. (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.		
<b>Career Development</b>	(2) In this section, “career development and advancement” includes providing additional responsibilities within an employee’s current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.		
<b>Compliance Date</b>	<b>January 2016</b>		
<b>Plan to Meet Requirements</b>	SHG will take into account the assistance required by team members with disabilities to succeed elsewhere in the organization or to take on new responsibilities within their current position. If a team member has an individual assistance plan in place, the plan will be updated to reflect changes in their new responsibilities.		
<b>Results</b>	<b>Complete</b>	<b>Responsible Authority</b>	<b>Human Resources</b>
<b>Accessibility Requirement</b>	32. (1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.		
<b>Redeployment</b>	(2) In this section, “redeployment” means the 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.		
<b>Compliance Date</b>	<b>January 2016</b>		
<b>Plan to Meet Requirements</b>	If SHG initiates a redeployment process, it will consider the accessibility needs of team members with disabilities when moving them to other positions within the organization. If the team member has an individual assistance plan, the plan will be reviewed and updated to reflect the changes in their new responsibilities.  If a team member with a disability is laid off, an Employment Ontario service provide will be enlisted to assist with a job search. An Employment Ontario Service Centre will be provided at a location most convenient to the team member.		
<b>Results</b>	<b>Complete</b>	<b>Responsible Authority</b>	<b>Human Resources</b>



## DESIGN OF PUBLIC SPACES

<b>Accessibility Requirement</b>	<b>The standard applies to new spaces and buildings. It also applies to existing spaces undergoing major renovations. However, existing spaces that do not need major reconstruction do not need to comply.</b>		
<b>New Buildings &amp; Major Renovations</b>			
<b>Compliance Date</b>	<b>N/A</b>		
<b>Plan to Meet Requirements</b>	SHG will continue to comply with the requirements of the Amendments to Ontario's Building Code All construction/renovations teams are responsible for compliance of this provision.		
<b>Results</b>	<b>Not Applicable (N/A)</b>	<b>Responsible Authority</b>	<b>Maintenance/Engineering</b>
<b>Accessibility Requirement</b>	<b>Sec. 80.21</b> Applies to newly constructed and 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.		
<b>Exterior Paths of Travel</b>			
<b>Compliance Date</b>	<b>January 2017</b>		
<b>Plan to Meet Requirements</b>	SHG has not constructed or redeveloped an exterior path of travel. Should SHG 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		
<b>Results</b>	<b>Not Applicable (N/A)</b>	<b>Responsible Authority</b>	<b>Maintenance/Engineering</b>
<b>Accessibility Requirement</b>	<b>Sec. 80.32</b> 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.		
<b>Accessible Parking Spaces</b>			
<b>Compliance Date</b>	<b>January 2017</b>		
<b>Plan to Meet Requirements</b>	SHG has/has not constructed or redeveloped an exterior path of travel. Should SHG 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		
<b>Results</b>	<b>Not Applicable (N/A)</b>	<b>Responsible Authority</b>	<b>Maintenance/Engineering</b>



## DESIGN OF PUBLIC SPACES

<b>Accessibility Requirement</b>	<b>Sec. 80.40</b> 1. All newly constructed service counters and fixed queuing guides. 2. All newly constructed or redeveloped waiting areas. O. Reg. 413/12, s. 6		
Obtaining Services			
<b>Compliance Date</b>	<b>January 2017</b>		
<b>Plan to Meet Requirements</b>	SHG has/has not constructed a new service counter. AODA requires service counters be at the height of someone on a mobility device. For further guidance on this requirement the CSA B651 – 12 was referenced to ensure service counters were at least 680 mm or 27 inches in height or a clear opening. SHG has not constructed or redeveloped a fixed queuing guide or waiting area. Should the Hotel construct or redevelop a service counter, fixed queuing guide or waiting area in the future, it will ensure it meets the accessibility requirements as outlined in Ontario Regulation 191/11.		
<b>Results</b>	<b>Not Applicable (N/A)</b>	<b>Responsible Authority</b>	<b>Maintenance &amp; Engineering</b>
<b>Accessibility Requirement</b>	<b>Sec. 80.44</b> 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.		
<b>Maintenance of Accessible Elements</b>			
<b>Compliance Date</b>	<b>January 2017</b>		
<b>Plan to Meet Requirements</b>	Any accessible elements that SHG is solely responsible for have maintenance schedules as required under other legislation such as the TSSA for our elevators. Procedures for dealing with temporary disruptions have been established and communicated to associates.		
<b>Results</b>	<b>Complete/On-going</b>	<b>Responsible Authority</b>	<b>Maintenance &amp; Engineering</b>



## CUSTOMER SERVICE

<b>Accessibility Requirement</b>			
<b>Use of Service Animals and Support Persons</b>	<p>(2) If a person with a disability is accompanied by a guide dog or other service animal, the provider of goods or services shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises. O. Reg. 429/07, s. 4 (2).</p> <p>(3) If a service animal is excluded by law from the premises, the provider of goods or services shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's goods or services. O. Reg. 429/07, s. 4 (3).</p> <p>(4) If a person with a disability is accompanied by a support person, the provider of goods or services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises. O. Reg. 429/07, s. 4 (4).</p> <p>(5) The provider of goods or services may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises. O. Reg. 429/07, s. 4 (5).</p> <p>(6) If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, the provider of goods or services shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person. O. Reg. 429/07, s. 4 (6).</p> <p>(7) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare one or more documents describing its policies, practices, and procedures with respect to the matters governed by this section and, upon request, shall give a copy of a document to any person. O. Reg. 429/07, s. 4 (7).</p>		
<b>Compliance Date</b>	<b>January 2012</b>		
<b>Plan to Meet Requirements</b>			
<b>Results</b>	<b>Complete</b>	<b>Responsible Authority</b>	

**CUSTOMER SERVICE**

<b>Accessibility Requirement</b>	<p>(1) If, in order to obtain, use or benefit from a provider’s goods or services, persons with disabilities usually use particular facilities or services of the provider and if there is a temporary disruption in those facilities or services in whole or in part, the provider shall give notice of the disruption to the public. O. Reg. 429/07, s. 5 (1).</p> <p>(2) Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. O. Reg. 429/07, s. 5 (2).</p> <p>(3) Notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, by posting it on the provider’s website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 429/07, s. 5 (3).</p> <p>(4) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document that sets out the steps to be taken in connection with a temporary disruption and, upon request, shall give a copy of the document to any person. O. Reg. 429/07, s. 5 (4).</p>		
<b>Notice of Temporary Disruptions</b>			
<b>Compliance Date</b>	<b>January 2012</b>		
<b>Plan to Meet Requirements</b>			
<b>Results</b>	<b>Complete</b>	<b>Responsible Authority</b>	
<b>Accessibility Requirement</b>	<p>(1) Every provider of goods or services shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:</p> <ol style="list-style-type: none"> <li>Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise.</li> <li>Every person who participates in developing the provider’s policies, practices and procedures governing the provision of goods or services to members of the public or other third parties. O. Reg. 429/07, s. 6 (1).</li> </ol> <p>(2)The training must include a review of the purposes of the Act and the requirements of this Regulation and instruction about the following matters:</p> <ol style="list-style-type: none"> <li>How to interact and communicate with persons with various types of disability.</li> <li>How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.</li> <li>How to use equipment or devices available on the provider’s premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.</li> <li>What to do if a person with a particular type of disability is having difficulty accessing the provider’s goods or services. O. Reg. 429/07, s. 6 (2).</li> </ol> <p>(3)The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties. O. Reg. 429/07, s. 6 (3).</p> <p>(4) Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities. O. Reg. 429/07, s. 6 (4).</p>		
<b>Notice of Temporary Disruptions</b>			



COMPLETE
IN PROGRESS
NOT APPLICABLE (N/A)

	<p>(5)Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document describing its training policy, and the document must include a summary of the contents of the training and details of when the training is to be provided. O. Reg. 429/07, s. 6 (5).  (6)Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided. O. Reg. 429/07, s. 6 (6).</p>		
<b>Compliance Date</b>	<b>January 2012</b>		
<b>Plan to Meet Requirements</b>			
<b>Results</b>	<b>Complete/On-going</b>	<b>Responsible Authority</b>	