

Hilton Hotel and Suites Fallsview Multi-Year AODA Compliance Plan

In compliance with the integrated Accessibility Standards Regulation, AODA

The following action plan deliverables and activities summarize how Hilton Hotel and Suites Fallsview will address the AODA standards between January 2012 and January 2023.

Compliance Deadline: January 1st, 2013			
Legislative Requirement	Deliverable	Activity	Progress to Date
Complete online report for 2012	Status reports on the progress of plans must be created and posted on the website.	1) Create status report for the year 2012 2) Post report on Hilton Fallsview website	Complete
Customer Service Standard Policy	Create an accessibility policy to meet the Customer Service Standard Policy	1) Create a policy for service animals, communication, assistive devices etc. 2) Provide Information online 3) Provide policies in accessible format if required 4) Develop procedure to have policies regularly maintained	Complete
Customer Service Standard Training	Create a training program to meet the Customer Service Standard Policy	Ensure all the items are covered in training: 1) Consideration of a disability when communicating 2) Assistive devices 3) Service animals 4) Support persons 5) Unavailable accessible services 6) Feedback services	Complete
Individualized workplace emergency response information	Individual processes and plans developed for employees with disabilities.	1) Send huddle regarding information about AODA surveys 2) Develop an individual emergency plan for any surveys that have been completed	Complete
Emergency procedures available in accessible formats	Provide fire evacuation procedures in accessible formats and share information with the public.	1) Update emergency procedures 2) Ensure information is available in accessible format upon request 3) Post information online	Complete

2014 Compliance Plans			
Legislative Requirement	Deliverable	Activity	Progress to Date
Statement of commitment	Develop a statement that will guide Hilton's accessibility mandate.	1) Create a statement of commitment 2) Post statement online	Complete
Establishment of accessibility policies	Create an accessibility policy to meet the IASR.	1) Create integrated AODA policy 2) Provide Information online 3) Provide policies in accessible format if required 4) Develop procedure to have policies regularly maintained	Complete
Multi-year accessibility plan	Develop a three-year accessibility plan and post online.	1) Finalize three-year plan 2) Post plan online 3) Provide policies in accessible format if required	Complete
Internet sites to conform to WCAG 2.0 Level A	New public websites and web content must conform with WCAG 2.0 Level A.	1) Consult with IT team to develop plan to meet requirements	Complete

2015 Compliance Plans			
Legislative Requirement	Deliverable	Activity	Progress to Date
Reviewing	Annual review needed for Individualized workplace emergency response information, Policy, etc.	1) Review items as necessary	Complete
Training on accessibility for all employees	All employees shall be trained on accessibility and training will be performed on any changes to policies and procedures.	1) Train new employees as soon as practicable 2) Include new policies in huddles 3) Train Employees when your accessibility policies change 4) Record training and huddles for compliance	Complete
Feedback processes	Develop feedback process for persons raising concerns regarding accessibility.	1) Develop process for handling feedback 2) Provide alternatives to comment cards, Salt surveys etc. 3) Post information online	Complete

2016 Compliance Plans			
Legislative Requirement	Deliverable	Activity	Progress to Date
Reviewing	Annual review to ensure compliance with the Accessibility for Ontarians with Disability Act and any other relevant regulations.	1) Review the required items: a- Customer Service Policy b- Internal AODA Policy c- Training Programs d- IAP and Emergency Plans e- Multi-Year Plan f- All other items as necessary	Complete
Provide accessible formats and communication supports	All areas of the hotel provide accessible formats and communication supports in a timely manner, at no additional cost.	1) Identify possible formats and supports required 2) Ensure all communications can be provided in accessible formats	Complete
Notify applicants about accommodation in recruitment process	Prospective applicants are advised of the availability of recruitment related accommodations.	1) Include accommodation statement on all job postings	Complete
Notice to successful applicants of accommodation policies	New employees are informed on the accommodation policy.	1) Include policy during orientation for new employees 2) Include on Employment Contracts	Complete
Inform employees of policies supporting disability	All employees are to be advised of policies related to disability.	1) Include policy in orientation 2) Include in TM Handbook	Complete
Develop written process for individual accommodation plans	Any employee who requests for accommodations will have a written plan in their file.	1) Include the question “Do you require additional accommodations due to a disability?” on the new hire package 2) Develop an individual emergency plan for any ‘yes’ answers to the question above 3) Include that an IAP will be available upon the Employee’s request in orientation and the Employee Handbook	Complete
Develop a return to work process	Ensure RTW process meets AODA standards.	1) Review current RTW procedures and revise if necessary	Complete

<i>2016 Compliance Plans Continued</i>			
Legislative Requirement	Deliverable	Activity	Progress to Date
Include accessibility considerations in performance management	Ensure performance management systems meet AODA standards.	1) Review current performance management procedures and revise if necessary	Complete
Include accessibility considerations in career development and advancement	Ensure career development and advancement process meet AODA standards.	1) Review current career development and advancement procedures and revise if necessary	Complete
Annual Huddle	Design new training huddle for annual refresher	1) Complete huddle in September 2016	Complete

<i>2017 Compliance Plans</i>			
Legislative Requirement	Deliverable	Activity	Progress to Date
Reviewing	Annual review to ensure compliance with the Accessibility for Ontarians with Disability Act and any other relevant regulations.	1) Review the required items: a- Customer Service Policy b- Internal AODA Policy c- Training Programs d- IAP and Emergency Plans e- Multi-Year Plan f- All other items as necessary	Complete
Annual Huddle	Design new training huddle for annual refresher	1) Complete huddle in September 2017 according to huddle schedule	Complete
File Accessibility Report	File and accessibility compliance report.	1) Complete report by December 31, 2017	Complete

<i>2018 Compliance Plans</i>			
Legislative Requirement	Deliverable	Activity	Progress to Date
Reviewing	Annual review to ensure compliance with the Accessibility for Ontarians with Disability Act and any other relevant regulations.	1) Review the required items: a- Customer Service Policy b- Internal AODA Policy c- Training Programs d- IAP and Emergency Plans e- Multi-Year Plan f- All other items as necessary	Complete

<i>2018 Compliance Plans Continued</i>			
Legislative Requirement	Deliverable	Activity	Progress to Date
Annual Huddle	Design new training huddle for annual refresher	1) Complete huddle in September 2018 according to huddle schedule	Complete

<i>2019 Compliance Plans</i>			
Legislative Requirement	Deliverable	Activity	Progress to Date
Reviewing	Annual review to ensure compliance with the Accessibility for Ontarians with Disability Act and any other relevant regulations.	1) Review the required items: a- Customer Service Policy b- Internal AODA Policy c- Training Programs d- IAP and Emergency Plans e- Multi-Year Plan f- All other items as necessary	Complete
Annual Huddle	Design new training huddle for annual refresher	1) Complete huddle in September 2019 according to huddle schedule	Complete

<i>2020 Compliance Plans</i>			
Legislative Requirement	Deliverable	Activity	Progress to Date
Reviewing	Annual review to ensure compliance with the Accessibility for Ontarians with Disability Act and any other relevant regulations.	1) Review the required items: a- Customer Service Policy b- Internal AODA Policy c- Training Programs d- IAP and Emergency Plans e- Multi-Year Plan f- All other items as necessary	Complete
Annual Huddle	Design new training huddle for annual refresher	1) Complete huddle in September 2020 according to huddle schedule	Complete
File Accessibility Report	File and accessibility compliance report	1) Complete report by December 31, 2020	Complete

2021 Compliance Plans			
Legislative Requirement	Deliverable	Activity	Progress to Date
Reviewing	Annual review to ensure compliance with the Accessibility for Ontarians with Disability Act and any other relevant regulations.	1) Review the required items: a- Customer Service Policy b- Internal AODA Policy c- Training Programs d- IAP and Emergency Plans e- Multi-Year Plan f- All other items as necessary	Complete
Annual Huddle	Design new training huddle for annual refresher	1) Complete huddle in September 2021 according to huddle schedule	Complete
Accessible websites and web content	All public websites and web content posted after January 1, 2012, must conform with WCAG 2.0 Level AA other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions).	1) Consult with Marketing team to ensure compliance	Complete

2022 Compliance Plans			
Legislative Requirement	Deliverable	Activity	Progress to Date
Reviewing	Annual review to ensure compliance with the Accessibility for Ontarians with Disability Act and any other relevant regulations.	1) Review the required items: a- Customer Service Policy b- Internal AODA Policy c- Training Programs d- IAP and Emergency Plans e- Multi-Year Plan f- All other items as necessary	Complete
Annual Huddle	Design new training huddle for annual refresher	1) Complete huddle in September 2022 according to huddle schedule	Complete

<i>2023 Compliance Plans</i>			
Legislative Requirement	Deliverable	Activity	Progress to Date
Reviewing	Annual review to ensure compliance with the Accessibility for Ontarians with Disability Act and any other relevant regulations.	1) Review the required items: a- Customer Service Policy b- Internal AODA Policy c- Training Programs d- IAP and Emergency Plans e- Multi-Year Plan f- All other items as necessary	Complete
Annual Huddle	Design new training huddle for annual refresher	1) Complete huddle in September 2023 according to huddle schedule	Pending
File Accessibility Report	File and accessibility compliance report	1) Complete report by December 31, 2023	Pending

<i>2024 Compliance Plans</i>			
Legislative Requirement	Deliverable	Activity	Progress to Date
Reviewing	Annual review to ensure compliance with the Accessibility for Ontarians with Disability Act and any other relevant regulations.	1) Review the required items: a- Customer Service Policy b- Internal AODA Policy c- Training Programs d- IAP and Emergency Plans e- Multi-Year Plan f- All other items as necessary	Pending
Annual Huddle	Design new training huddle for annual refresher	1) Complete huddle in September 2024 according to huddle schedule	Pending