



Nor'Wester Hotel & Conference Centre

## AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

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### Intent

This 2019 accessibility plan outlines the policies and actions that Best Western Plus Nor'Wester Hotel and Conference Centre will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

### Statement of Commitment

Best Western Plus Nor'Wester Hotel and Conference Centre 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.

## Plan

General Requirements			
Accessibility Requirement:	Establishment of accessibility policies		Compliance Deadline: Completed
Current Barriers:	<ul style="list-style-type: none"> <li>Ongoing continuous review</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Develop and maintain policies related to accessibility</li> <li>Include a statement of commitment to accessibility</li> <li>Provide staff with accessibility training</li> <li>Make accessibility policies available to public</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>Unknown changes to laws and regulations – continue to monitor</li> </ul>		
Responsible Authority:	Human Resource Department	Results:	Future review and updates to the Best Western Plus Nor'Wester Accessibility Plan were made in consultation with persons with disabilities
Accessibility Requirement:	Procuring or acquiring goods, services or facilities		Compliance Deadline: N/A
Current Barriers:			
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li></li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li></li> </ul>		
Responsible Authority:		Results:	
Accessibility Requirement:	Designing/procuring or acquiring self-serve kiosks		Compliance Deadline: N/A
Current Barriers:	<ul style="list-style-type: none"> <li></li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li></li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li></li> </ul>		

Responsible Authority:		Results:	
Accessibility Requirement:	Training on IASR and the <i>Human Rights Code</i>		Compliance Deadline: Complete / ongoing
Current Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• All new staff will be trained on IASR and Human Rights Code upon hiring as part of their introduction training requirements.</li> <li>• All staff will have refresher training on IASR and Human Rights Code at least annually.</li> <li>• Any complaints received regarding IASR and Human Rights Code will be investigated and staff re-trained.</li> <li>• Maintain a written record of all training</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Responsible Authority:	Human Resource Department	Results:	Staff members are assigned an online module that they need to complete. Supervisor/Manager training provided to management staff. Training delivered to Human Resources. Presentation delivered to all new employees during Orientation.

### Information and Communications Standard

Accessibility Requirement:	Feedback Process		Compliance Deadline: Complete
Current Barriers:	<ul style="list-style-type: none"> <li>• Unknown on which communication method would be used by Customer</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Provide multiple methods of communication to suit a wide range of customer needs.</li> <li>• Review current methods and update as necessary to improve communications with disabled persons</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• Always changing methods of communication being created and utilized</li> </ul>		
Responsible Authority:	Management	Results:	External website updated to encourage people to give input on accessibility issues. Email <a href="mailto:employment@bwplusnorwester.com">employment@bwplusnorwester.com</a> .
Accessibility Requirement:	Accessible formats and communication supports		Compliance Deadline: Complete
Current Barriers:	<ul style="list-style-type: none"> <li>• Ever changing technology / trends</li> </ul>		

Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Arrange for accessible formats and communication supports in a timely manner taking into account the person's needs</li> <li>• At no additional cost than to any other persons</li> <li>• Check with person making the request to determine the suitable format of communication</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• Ever changing technology</li> </ul>		
Responsible Authority:	Human Resource Department	Results:	Best Western Plus Nor'Wester Hotel & Conference Centre is pleased to make its documents available formats to meet accessibility needs. Contact us: Email: <a href="mailto:employment@bwplusnorwester.com">employment@bwplusnorwester.com</a> Phone: 807-473-9123 Mail: Human Resources 2080 Highway 61, Thunder Bay ON P7J 1B8
Accessibility Requirement:	Emergency procedures, plans or public safety information	Compliance Deadline:	Ongoing
Current Barriers:	<ul style="list-style-type: none"> <li>• Visual and hearing impairment, physical / emotional impairment</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Ensure all staff are fully trained on our Fire Safety Plan and how to implement it.</li> <li>• Develop, train staff and implement power outage procedures for all departments</li> <li>• Ensure handicap accessible rooms are fully accessible, ie strobe lights and flashing phones</li> <li>• Record any guest impairment and keep current in the event that Emergency Services are necessary</li> <li>• Physically verify all impaired guests are aware of emergency and if need of any further assistance</li> <li>• Notify Fire Dept several days in advance of any large groups with impairment that might require additional resources during an emergency event</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• New technology and changing code/regulation – continue to monitor</li> </ul>		
Responsible Authority:	Human Resource Department	Results:	Accessible formats will be provided upon request. Information provided to staff at orientation.
Accessibility Requirement:	Accessible websites and web content	Compliance Deadline:	Jan 2021
Current Barriers:	<ul style="list-style-type: none"> <li>• Unknown specific customer needs</li> </ul>		

Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Make website and it's content conform to Web Content Accessibility Guidelines, with exceptions explained in IASR</li> <li>• Make our policy and commitment to accessibility available on our websites</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• Ever changing technology</li> </ul>		
Responsible Authority:	General Manager	Results:	Continuously enhancing the external website.
Accessibility Requirement:	Educational and training resources or materials		Compliance Deadline: Complete
Current Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• All training materials can be made available to suit an identified impairment.</li> <li>• HRdownloads training is written, spoken, with graphics that can be played at a rate selected by the person to suit their needs.</li> <li>• HRdownloads are always being updated to meet new laws and regulations and content</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Responsible Authority:	Human Resource Department	Results:	Available upon request.

Employment Standard			
Accessibility Requirement:	Recruitment, assessment and selection processes		Compliance Deadline: Complete
Current Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Notify individual selected applicants that upon request, accommodations are available for materials during selection process.</li> <li>• Notify successful applicants of accommodation policies when making an offer of employment</li> <li>• Suitable accommodations will be made in conjunction with candidate</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Responsible Authority:	Human Resource Department	Results:	Human Resources available to assist managers with requested accommodations.

<b>Accessibility Requirement:</b>	Informing employees of supports		<b>Compliance Deadline:</b>	Complete
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>• Being properly informed by employees</li> </ul>			
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Notify employee of accessibility policies and supports available</li> <li>• Update employees when changes are made to policies or supports</li> <li>• Support employees so they can always do their job effectively</li> </ul>			
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>			
<b>Responsible Authority:</b>	Human Resource Department	<b>Results:</b>		
<b>Accessibility Requirement:</b>	Accessible formats and communication supports for employees		<b>Compliance Deadline:</b>	Complete
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>• Unable to consult, until a request is made</li> </ul>			
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Consult with employee when a request has been made to ensure they are fully able to access information required to do their job effectively</li> </ul>			
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>			
<b>Responsible Authority:</b>	Human Resource Department	<b>Results:</b>		
<b>Accessibility Requirement:</b>	Workplace emergency response information		<b>Compliance Deadline:</b>	Complete / ongoing
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>• Being promptly informed of accommodations</li> </ul>			
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Provide emergency response information to employee as soon as aware accommodations are needed</li> <li>• Provide information to the designated person whom will assist the employee, assuming employee agrees and provides consent</li> <li>• Review emergency response plan to ensure it addresses any and all known accommodations</li> <li>• Review emergency response plan regularly, as changes are known, as accommodations change</li> </ul>			
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>			

Responsible Authority:	Human Resource Department	Results:	
Accessibility Requirement:	Documented individual accommodation plans		Compliance Deadline: Complete
Current Barriers:	<ul style="list-style-type: none"> <li>Being promptly informed of a disability</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Develop and maintain a written process to document individual accommodations (plans) for employees with disabilities</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>None</li> </ul>		
Responsible Authority:	Human Resource Department	Results:	Human Resources available to assist manager with requested accommodations.
Accessibility Requirement:	Return to work process		Compliance Deadline: Complete
Current Barriers:	<ul style="list-style-type: none"> <li>None</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Develop and maintain a return to work process for employees who have been off work because of a disability and who require related accommodations in order to return to work.</li> <li>Maintain related return to work documentation</li> <li>Update records as conditions change</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>None</li> </ul>		
Responsible Authority:	Human Resource Department	Results:	Human Resources available to assist manager with requested accommodations.
Accessibility Requirement:	Performance management process		Compliance Deadline: Complete
Current Barriers:	<ul style="list-style-type: none"> <li>None</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Account of accessibility needs and individual accommodation plans of employees when using performance management process</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>None</li> </ul>		
Responsible Authority:		Results:	

<b>Accessibility Requirement:</b>	Career development and advancement		<b>Compliance Deadline:</b>	Complete
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>			
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Account of accessibility needs and individual accommodation plans of employees when using career development and advancement processes</li> </ul>			
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>			
<b>Responsible Authority:</b>		<b>Results:</b>		
<b>Accessibility Requirement:</b>	Redeployment		<b>Compliance Deadline:</b>	Complete
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>			
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Account of accessibility needs and individual accommodation plans of employees when using redeployment processes</li> </ul>			
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>			
<b>Responsible Authority:</b>		<b>Results:</b>		

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<b>Design of Public Spaces (<i>Accessibility Standards for the Built Environment</i>)</b>				
<b>Accessibility Requirement:</b>	Make recreation trails and beach access routes accessible		<b>Compliance Deadline:</b>	Complete
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>• Rural setting, large property, limited electrical footprint and harsh winter weather</li> </ul>			
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Committed to providing public spaces that a free of barriers and accessible to all equally.</li> <li>• Committed to comply with all Public Spaces Design Standards that are reasonable for new construction projects</li> <li>• Grounds company to maintain clean and safe grounds</li> <li>• Maintenance staff to monitor and perform any emergency repairs necessary to maintain safe access</li> <li>• Clearly communicate any service interruptions</li> </ul>			



Potential Future Barriers:	<ul style="list-style-type: none"> <li>None</li> </ul>		
Responsible Authority:	Maintenance Management Department	Results:	
Accessibility Requirement:	Make outdoor public eating areas accessible	Compliance Deadline:	Complete
Current Barriers:	<ul style="list-style-type: none"> <li>None. Our outdoor eating space is spacious, single level free of obstacles</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Maintain a safe accessible exterior patio spaces for all customers to enjoy.</li> <li>Ensure walkways are clear and maintained and sufficient width for full accessibility</li> <li>Provide shade as required / requested</li> <li>Provide illumination as required</li> <li>Maintenance staff to monitor surfaces and furniture and make any necessary repairs</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>Changes is regulations</li> </ul>		
Responsible Authority:	Maintenance Management Department	Results:	
Accessibility Requirement:	Make outdoor play spaces accessible	Compliance Deadline:	N/A
Current Barriers:	<ul style="list-style-type: none"> <li></li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li></li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li></li> </ul>		
Responsible Authority:		Results:	
Accessibility Requirement:	Make exterior paths of travel accessible	Compliance Deadline:	Complete / ongoing
Current Barriers:	<ul style="list-style-type: none"> <li>Ever changing Canadian winters</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Performing continuous monitoring of exterior walkways, sidewalks, entrances, ramps and stairs</li> <li>Perform and maintain snow removal as necessary – shovelling, snow blowing, plowing, removal</li> </ul>		

	<ul style="list-style-type: none"> <li>• Perform and maintain ice removal as necessary - sanding, salting, chipping, shovelling</li> <li>• Maintain proper illumination via lighting timers and sensors</li> <li>• Continuous monitor and repair walkway surfaces</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Responsible Authority:	Maintenance Management Department	Results:	
Accessibility Requirement:	Make parking accessible	Compliance Deadline:	Complete
Current Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Accessible parking spaces are provided and maintained in accordance with City Design Standards</li> <li>• Provide and maintain adequate illumination</li> <li>• Provide signage and line painting to denoting accessible parking</li> <li>• Maintain accessible access from the designated parking spaces</li> <li>• Maintain parking surfaces in good condition</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Responsible Authority:	Maintenance Management Department	Results:	
Accessibility Requirement:	Make service counters, queuing guides and waiting areas accessible	Compliance Deadline:	Under review
Current Barriers:	<ul style="list-style-type: none"> <li>• Existing counter is full (chest) height for security of staff</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Under new construction, the front counter will be designed and constructed to accessibility standards to allow full and equal access and interaction</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• Changes to regulations and design standards at time of new construction</li> </ul>		
Responsible Authority:	Maintenance Management Department	Results:	

Accessibility Requirement:	Maintain the accessible parts of your public spaces	Compliance Deadline:	Complete
Current Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Develop, review, implement and maintain our multi-year accessibility plan</li> <li>• Service animals and support persons are allowed</li> <li>• Clearly communicate any service interruptions in an accessible format</li> <li>• Post multi-year accessibility plan on web-site or provide upon request, in an accessible format to communicate our commitment to an accessible property</li> <li>• Plan will be reviewed and updated at least every five years or as elements change</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• Changes to laws and regulations</li> </ul>		
Responsible Authority:	Management & Human Resource Department	Results:	

**\*This standard applies to public spaces that are newly constructed or redeveloped on and after the timelines established in legislation. Unplanned changes to existing public spaces to meet the standard are not required (includes emergency repairs or forced changes that were not anticipated or planned for in advance).\***

## **Review and Update**

This document was created on (November 2019) and must be reviewed and updated by (November 2024 or earlier).

Revised February 2020.