

Multi-year Accessibility Plan for Website

Category: Information & Communication

Component	Deadline	Requirement	Action(s)	Who\Department
1. Feedback from Customers & Employees	1-Jan-2015	Sec. 11 Receiving and providing feedback in an accessible format	If feedback is elicited from employees, a variety of methods will be available and employees will be notified that if they require an accessible format to notify the Capital Hill Hotel & Suites of their requirement for an accessible format.	DEPARTMENT HEADS
2. Accessible Formats and Communication Supports	1-Jan-2016	Sec. 12 Information about their goods and services or facilities	The Capital Hill Hotel & Suites shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. However, brochures produced outside the control of the corporation are not available in an accessible format at this time.	SALES
		Sec. 12 Communication Supports	Accessible formats and communication supports will be provided in a timely manner which takes into account the person's needs. The cost to provide this service shall not be incurred by the guest. The guest will be consulted with to determine the suitability of an accessible format or communication support.	SALES

3.	Unconvertible Information	1-Jan-2016	Sec. 12 Examples: blue prints or x-rays	The Capital Hill Hotel & Suites does not create/produce the brochures, manuals, etc. for the products it sells. As a result, the Capital Hill Hotel & Suites is not responsible for providing accessible formats for these items.	N/A
4.	Meeting requests in a timely manner	1-Jan-2016	Sec. 12 HTML, MS Word, accessible electronic formats	In some cases, the Capital Hill Hotel & Suites will be able to provide the information or communications quickly. In other cases we will require more time due to the complexity of the document/drawing and resources or internal capacity of the organization. At most, customers/clients will receive accessible documents within 10 business days.	SALES
5.	Posting Requirements	1-Jan-2016	Sec. 12 Public must be notified about accessible formats & communication supports	The Capital Hill Hotel will notify the public about the availability of accessible formats and communication supports via the company website (www.capitalhill.com). Alternately, the availability of accessible formats and communications will be made known during the check in of guests to the hotel.	SALES/FRONT DESK
6.	Emergency Procedures / Plan or Public Safety Information	1-Jan-2016	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 made available to guests will be available in an accessible format upon request.	FRONT DESK
7.	Accessible Websites & Web Content	1-Jan-2014	Sec. 14 Applies to new internet websites & content WCAG20 (World Wide Web Consortium web content accessibility guidelines at Level AA)	The Capital Hill Hotel & Suites did not conduct a significant refresh (more than 50% of content, design or technology) of its website or a new URL.	SALES
		1-Jan-2021	Sec. 14 All internet websites and web content	Significant changes to the website are handled by a contracted third party. The Capital Hill Hotel & Suites will ensure its website meets the WCAG AA standards by the deadline.	SALES

Category: Employment

Component	Deadline	Requirement	Action(s)	Who/Department	
1.	Recruitment, Assessment 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 Capital Hill Hotel & Suites utilizes in-house and 3rd party resources for recruitment. When third party sources (placement agencies) are utilized to fill a position, the Capital Hill Hotel & Suites will ensure they are meeting the requirements under the AODA's Employment Standard and communicating the availability of accommodations for applicants in the requirement process. This can/will be done by adding a line in the job posting, communicating this information.</p>	DEPARTMENT HEADS
		1-Jan-2016	<p>Sec. 23 Notify applicants who have been invited to participate in a recruitment, assessment or selection process that accommodations are available</p>	<p>The Capital Hill Hotel & Suites will notify applicants when they are called for an interview about the availability of accommodations during the selection process. Managers/Supervisors calling an applicant for an interview will inform them of the availability of accommodations during the recruitment process.</p>	DEPARTMENT HEADS
		1-Jan-2016	<p>Sec. 24 Offers of Employment - notify successful applicant of policies for accommodating employees with disabilities</p>	<p>The Capital Hill Hotel & Suites will notify the successful applicant(s) of their policies for accommodating employees with disabilities. Notification may take a variety of forms such as in writing, verbal and as part of the orientation process.</p>	DEPARTMENT HEADS

	Component	Deadline	Requirement	Action(s)	Who
		1-Jan-2016	Sec. 25 Informing Employees of Supports - all employees must be informed of polices used to support employees with disabilities (existing employees, new hires and when there is a change to the policy)	The Capital Hill Hotel & Suites will inform all employees of their policies for supporting employees with disabilities. Notification may take several forms such as email, staff memo or staff meetings. All new hires will be informed upon hire. Existing employees will be informed when there is a change to the policy for supporting employees with disabilities.	DEPARTMENT HEADS
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 Capital Hill Hotel & Suites will, upon request, consult with an employee with a disability to determine which accessible formats or communications supports they require to perform the duties of their job. An individual accommodation plan will be completed and the accessible formats and/or communication supports that will be provided to the employee will be noted in the plan.	DEPARTMENT HEADS
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	The Capital Hill Hotel & Suites will create an individualized workplace emergency response form for employees who have a disability and require accommodation(s)/supports to evacuate their workplace in an emergency. 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.	DEPARTMENT HEADS
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	The Capital Hill Hotel & Suites will create an individual accommodation plan for any employee for which they have been made aware has a disability. There may be times when Insert Company Name here will initiate a dialogue to offer assistance and accommodation for employees who are clearly unwell or perceived to have a disability. The employee will be included in the development of the plan. The Capital Hill Hotel & Suites may	DEPARTMENT HEADS

				seek outside medical or other expert evaluations in order to provide appropriate supports. The plan will be reviewed when there is a change in the employee's disability or job.	
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 Capital Hill Hotel & Suites shall 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 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.	DEPARTMENT HEADS
6.	f) 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 Capital Hill Hotel & Suites will consider the accessibility needs of employees with disabilities in the area of performance management.	DEPARTMENT HEADS
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 org. that may be higher in pay, provide greater responsibility or be at a higher level in the org. or any combination of them and, for both additional responsibilities and employee movement, is	The Capital Hill Hotel & Suites will take into account what accommodations employees with disabilities may need to succeed elsewhere in the organizations or to take on new responsibilities in their current position. If the employee has an individual accommodation plan in place, the plan must be updated to reflect the changes in their new responsibilities.	DEPARTMENT HEADS

			usually based on merit or seniority, or a combination of them		
8.	Redeployment	01-Jan-16	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	In the event that the Capital Hill Hotel & Suites will employ a redeployment process, it will consider the accessibility needs of employees with disabilities when moving them to other positions within the organization. If the employee has an individual accommodation plan, the plan will be reviewed and updated to reflect the changes in their new responsibilities	DEPARTMENT HEADS