



Hilton Hotel & Suites - Niagara Falls/Fallsview

AODA - 01	Integrated Accessibility Standards	October 2023	HR Manager
Policy #	Title	Reviewed/Revised	Approved by

Statement of Commitment

Hilton Hotel and Suites, Niagara Fallsview is committed to excellence in serving all Guests, including people with disabilities, and will carry out its functions and responsibilities in a hospitable manner to accommodate such individuals.

The Hilton Hotel and Suites, Niagara Fallsview is also dedicated to giving people with disabilities the same opportunity to access our goods and services, and allowing them to benefit from the same services, in the same place, and in a similar way as other Guests.

The Hilton Hotel and Suites, Niagara Fallsview will strive to ensure that its policies, practices and procedures are consistent with the following core principles as outlined in the AODA.

Dignity - goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person's importance.

Independence - Accommodating a person's disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.

Integration - Wherever possible, services will be provided in a manner that enables people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers. This may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.

Equal Opportunity Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

Scope

This Policy applies to Hilton Fallsview Team Members.

Policy Procedures

1.0 Multi-Year Accessibility Plan

Hilton Fallsview has established and implemented a multi-year accessibility plan which is available on the Hilton website Accessibility page. The purpose of this document is to outline the

Hotel's strategy to prevent and remove barriers. This plan is reviewed and updated at a minimum of every five years. Accessible format of the plan is provided upon request.

2.0 Procuring or Acquiring Goods, Services or Facilities

Hilton Fallsview incorporates accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

If Hilton Fallsview determines that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods services or facilities, it shall provide, upon request to the Purchasing Department, an explanation.

3.0 Self-Serve Kiosks

Hilton Fallsview incorporates accessibility features when designing, procuring or acquiring self-service Kiosks. Any current Kiosks will be reviewed upon updating or procuring of future self-service Kiosks.

4.0 Emergency Procedure

Hilton Fallsview prepares emergency procedures that impact the public and makes the information available to the public via the Hotel's public website.

Emergency procedures are provided in accessible formats, or with communication supports, as soon as practicable and upon request.

Once a Guest advises Front Desk of their disability, the information will be recorded in the Guest's profile. Each Guest room has a smoke detector, fire alarm (both sound and blinking), and an intercom system to alert Guests of fire and evacuation procedures.

The back of each Guest room door has a map outlining the nearest exit to use in case of emergency. Front Desk is also available to provide assistance in explaining exit routes.

If there is an immediate threat on the floor that requires evacuation, a special needs report is printed out for the Fire Department. Guests are encouraged to ask any Hilton Team Member or to dial "0" on Guest room phones or hallway phones for assistance.

5.0 Accessible Websites and Web Content

Hilton Fallsview makes 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, to websites and web content that the organization controls directly. Hilton Fallsview will do so in accordance with the following schedule:

- By January 1, 2014 (Level A)
- By January 1, 2021 (Level AA)

6.0 Individual Accommodation Procedures

6.1 Individualized Workplace Emergency Response Information

Hilton Fallsview provides individualized workplace emergency response information to Team Member who have a disability, upon request. An Emergency Plan can be requested from their Manager.

For any Team Member who wishes to disclose the need to have an emergency response plan, their Manager will work with them to complete an Emergency Evacuation Plan form.

Once the plan has been finalized, an annual review will be required to ensure effectiveness. Only members associated with the plan will receive information regarding the arrangement.

The Emergency Plan will be stored in the Team Member's file and in the department where the Team Member works. Hilton Fallsview will update the individualized workplace emergency plan when:

- The Team Member moves to a different department in the organization;
- The Team Member's overall accommodations needs or plans are reviews; and
- The Team Member moves to a different location within the Hotel

6.2 Individual Accommodation Plan (IAP)

Hilton Niagara Falls/Fallsview provides individual accommodation plans to Team Members who have a disability, upon request. Team Members are given the opportunity to request accommodations during their new hire appointment on the new hire package. They may also make a request at any time during their employment.

Once the request has been made, Human Resources or the Team Member's Manager/Supervisor will work together to fill out the Individual Accommodation Plan Form and implement an IAP.

Once the plan has been finalized, an annual review will be required to ensure effectiveness. Only members associated with the plan will receive information regarding the arrangement.

The IAP will be stored in the Team Member's file and in the department where the Team Member works. Hilton Niagara Falls/Fallsview will update the individualized workplace emergency plan when:

- The Team Member moves to a different department in the organization;
- The Team Member's overall accommodations needs or plans are reviewed; and
- The Team Member moves to a different location within the Hotel

7.0 Recruitment Processes for Persons with Disabilities

7.1 Notification to Applicants about Accommodation in the Recruitment Process

On all internal and external job postings, Hilton Fallsview will inform applicants that any requests made for accommodation during the recruitment process will be acknowledged. Hilton Niagara Falls/Fallsview will also ask during the pre-screen questions if the applicant requires any special accommodations to prevent any barriers.

7.2 Notification to Applicants Selected that Accommodations are available upon request

The Offer of Employment Letter contains information stating that accommodations may be provided to Team Members who disclose a physical or sensory disability, a learning disability, a mental health illness, or a chronic health condition, upon receipt of documentation from an appropriate health practitioner. Team Members who have temporary disabilities (e.g. broken dominant arm) are also eligible to receive accommodation services.

7.3 Notification to Successful Applicants of Accommodation policies

Individualized Accommodation Policies are taught during New Hire Orientation and Team Members are advised to talk to their Manager if accommodation is needed.

8.0 Career Development

8.1 Accessibility Considerations in Performance Management

Hilton Fallsview conducts performance reviews once the Team Member's probationary period has passed and on an annual basis. Feedback will be provided to Team Members in a way that is accessible and if applicable outlined in the IAP. Accommodations may be necessary to assist Team Members to achieve higher performance and may be discussed during performance reviews.

8.2 Accessibility in Career Development

Any developmental tools (i.e. training, feedback) will be provided to the Team Member in a way that is accessible and if applicable outlined in the IAP in effort to prevent limitations for the Team Member's opportunity for development.

8.3 Accessibility Considerations in Career Advancement

Should a Team Member receive a promotion, considerations of how the Team Member will be accommodated in the new role must be considered. Also, updates to the existing Individual Accommodation Plan (IAP) will occur if applicable.

9.0 Accessible Formats and Communication Supports

9.1 Internal

Any information that needs to be accessible for Team Members will be addressed in their Individual Accommodation Plan.

9.2 External

Hilton Hotel & Suites Niagara Falls/Fallsview's will provide accessible formats as soon as practicable, and upon request, for the Accessibility Customer Service Policy and Emergency Response Plan and other documents available to the public.

IT may provide assistance with accessible formats as requested by the Team Member handling the request.

10.0 Return to Work Process

Should a Team Member acquire a disability during employment at Hilton Fallsview, the RTW policy and process will be used to allow Team Member to return to work. Refer to the RTW Policy for more information or contact the WSIB/Health & Safety Specialist.

Communication

Requirements shall be communicated through training including orientation, learning conversations, or Job Skill Checklists. Any changes to this policy shall be communicated to all Team Members to whom it pertains.

Evaluation

This policy shall be reviewed at least annually to ensure compliance with the Accessibility for Ontarians with Disabilities Act, and any other relevant regulations.

Reference Materials

Accessibility for Ontarians with Disabilities Act, 2005

Human Rights Code, R.S.O. 1990, c. H.19.