



## Introduction and Statement of Commitment

City Cruises Gananoque has an established accessibility plan that outlines the policies and actions that will be put in place to improve opportunities for people with disabilities. This plan will be reviewed and updated every five years. City Cruises Gananoque strives to provide its goods and services in a manner that respects the dignity, independence, integration, and equal opportunity of guests with disabilities. City Cruises Gananoque believes in integration and equal opportunity. We dedicate ourselves to creating amazing experiences for all our guests and crew and strive to meet the needs of those with disabilities.

General				
STANDARD	REGULATIONS	ACTION	STATUS	COMPLIANCE DEADLINE
Establishment of Accessibility Policies	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 in the Regulation. 3. (2) Obligated 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 documents describing the policies it developed, and (b) make the documents publicly available, and shall	• Create accessibility policy, to include a statement of commitment	Complete	January 1, 2014
		• Create support persons and service animal policy	Complete	
		• Create an employee accommodation policy	Complete	
		• Post policy on company's website	Complete	
		• All policies are reviewed annually	Ongoing	



	provide them in an accessible format upon request			
Accessibility Plans	4. (1) Large organizations shall (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 requirements under the regulation; (b) post the accessibility plan on their website, and provide the plan in an accessible format upon request; (c) review and update the accessibility plan at least once every five years	<ul style="list-style-type: none"> <li>Develop a multi-year accessibility plan</li> <li>Post a multi-year accessibility plan on the website and review it every 5 years</li> <li>Review plan by December 2019</li> <li>Review plan by December 2024</li> </ul>	<p>Complete</p> <p>Complete</p> <p>Pending</p>	<p>January 1, 2014</p> <p>December 31, 2019</p>
Training	7. (1) every obligated organization shall ensure that training is provided on the requirements of accessibility standards referred to in this regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to (a) all persons who are an employee of, or a volunteer with, the organization; (b) all persons who participate in developing the organization's policies; and (c) all	<ul style="list-style-type: none"> <li>Create a training program that meets customer service standard requirements and includes information on the Ontario Human Rights Code</li> <li>Training program will be incorporated into new hire orientation</li> </ul>	<p>Complete</p> <p>Complete</p> <p>Ongoing</p>	<p>January 1, 2015</p>



	<p>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 employees, 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) Large organizations 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>	<ul style="list-style-type: none"> <li>• All crew members will be required to complete the training upon hire</li> <li>• Any changes to AODA legislation will be communicated at the manager meetings; crew members will receive additional training via pre-shift/communication TV</li> <li>• AODA training records will be maintained in the crew member's electronic file</li> </ul>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	
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Information and Communication Standard				
STANDARD	REGULATION	ACTION	STATUS	COMPLIANCE DEADLINE
Feedback	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 11. (2) the organization shall notify the public about the availability of accessible formats and communications supports with respect to the feedback process	<ul style="list-style-type: none"> <li>Create a process for providing feedback to be included in the policy</li> </ul>	Complete	January 1, 2015
		<ul style="list-style-type: none"> <li>Post information on how to provide feedback on the website (Policy contains a link with various methods of providing feedback listed)</li> </ul>	Complete	
		<ul style="list-style-type: none"> <li>Monitor and respond to any feedback</li> </ul>	Ongoing	
Accessible formats and Communication Supports	12. (1) Organizations 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) at a cost that is no more than	<ul style="list-style-type: none"> <li>Develop a documented process to determine and provide accessible formats and communication supports</li> </ul>	Complete	January 1, 2016
		<ul style="list-style-type: none"> <li>The individual making the request will be consulted</li> </ul>	Ongoing	
			Complete	



	<p>the regular cost charged to other persons</p> <p>12. (2) Organizations shall consult with the person making the request in determining the suitability of an accessible format or communication support</p> <p>12. (3) every organization shall notify the public about the availability of accessible formats and communication supports</p>	<ul style="list-style-type: none"> <li>The policy will be made available on the website</li> </ul>	Complete	
Emergency Procedure Plans or Public Safety Information	<p>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 organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request</p>	<ul style="list-style-type: none"> <li>Information will be made available in an accessible format, upon request</li> <li>Create Emergency Response plan form</li> <li>Individualized emergency response plans will be made available for crew members with disabilities</li> </ul>	<p>Complete</p> <p>Complete</p> <p>Ongoing</p>	January 1, 2014
Accessible Websites and Web Content	<p>14. (2) Organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility</p>	<ul style="list-style-type: none"> <li>Consult with IT team to develop a plan to meet Level A requirement within the identified timeframe</li> </ul>	Complete	January 1, 2014



	<p>Guidelines (WCAG) 2.0, initially at Level A and increase to Level AA, and shall do so in accordance with the schedule 14. (4) Large organizations for their internet websites shall meet the requirements of this section in accordance with the following schedule:</p> <p>1. By January 1, 2014, new internet websites and content must conform with WCAG 2.0 Level A</p> <p>2. By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA</p>	<ul style="list-style-type: none"> <li>Consult with IT team to develop a plan to meet Level AA requirement within the identified timeframe</li> </ul>	Complete	January 1, 2021
<b>Employment Standards</b>				
<b>STANDARD</b>	<b>REGULATION</b>	<b>ACTION</b>	<b>STATUS</b>	<b>COMPLIANCE DEADLINE</b>
Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process	<ul style="list-style-type: none"> <li>Add a statement to all job postings about accommodating those with disabilities</li> </ul>	Complete/ ongoing	January 1, 2016
Recruitment, Assessment, or Selection Process	23. (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to	<ul style="list-style-type: none"> <li>Applicants will be advised of the availability of</li> </ul>	Complete/ ongoing	January 1, 2016



	<p>participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used</p> <p>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 takes into account the applicant's accessibility needs due to disability</p>	<p>accommodation and will provide upon request</p> <ul style="list-style-type: none"> <li>The applicant will be consulted on an accommodation request</li> </ul>	Complete/ongoing	
Notice to Successful Applicants	<p>24. every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities</p>	<ul style="list-style-type: none"> <li>Successful applicants will be notified of the company's policy for accommodating employees with disabilities</li> <li>A clause has been added to all offers of employment</li> </ul>	Complete/ongoing  Complete	January 1, 2016
Informing Employees of Supports	<p>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</p>	<ul style="list-style-type: none"> <li>Policy is available on the intranet</li> <li>Information about workplace accommodations to be added to the orientation</li> </ul>	Complete  Complete	January 1, 2016



	<p>that take into account an employee's accessibility needs due to a disability</p> <p>25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment</p> <p>25. (3) Employers shall provide updated information to their employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability</p>	<ul style="list-style-type: none"> <li>Any change to the policy or process will be communicated via pre-shirt or Communications TVs. The orientation program will be modified to reflect the change</li> </ul>	Ongoing	
Accessible Formats and Communication Support for Employees	<p>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 provisions of accessible formats and communication supports for; (a) information that is needed in order to perform the employee's job; (b) information that is generally available to employees in the workplace</p>	<ul style="list-style-type: none"> <li>Crew members will be consulted to determine the applicable format for communications</li> </ul>	Complete/ ongoing	January 1, 2016





	26. (2) the employee shall consult with the employee making the request to determine the suitability of an accessible format or communication support			
Workplace Emergency Response Information	<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</p> <p>27. (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 provide assistance to the employee</p> <p>27. (3) employers shall provide the information required under this section as soon as practicable after the</p>	<ul style="list-style-type: none"> <li>• Create an individualize emergency response form</li> <li>• Assistance will be provided, where required and upon request of the crew member's consent</li> <li>• Individual workplace emergency response information will be reviewed on a regular and ongoing basis, as required</li> </ul>	<p>Complete</p> <p>Ongoing</p> <p>Ongoing</p>	<p>January 1, 2014</p>



	<p>employer becomes aware of the need for accommodation due to the employee's disability</p> <p>27. (4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer review its general emergency response policies</p>			
Documented Individual Accommodation Plans	28. (1) Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities	<ul style="list-style-type: none"> <li>• Develop a Return to Work and Work Accommodation policy</li> <li>• Post policy on the company intranet</li> </ul>	<p>Complete</p> <p>Complete</p>	<p>January 1, 2014</p> <p>January 1, 2017</p>
Return to Work Process	29. (1) Employer shall (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 in order to return to work	<ul style="list-style-type: none"> <li>• Return to Work and Work Accommodation policy created</li> <li>• HR to create a return to work SOP</li> <li>• Policy will be reviewed annually</li> </ul>	<p>Complete</p> <p>Complete</p> <p>Ongoing</p>	<p>January 1, 2014</p>



Performance Management	<p>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.</p> <p>30. (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</p>	<ul style="list-style-type: none"> <li>The company will take into account the accessibility needs of employees with disabilities when conducting performance management reviews or other activities</li> </ul>	Complete/ongoing	January 1, 2016
Career Development and Advancement	<p>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.</p> <p>31. (2) in this section, 'career development and advancement'</p>	<ul style="list-style-type: none"> <li>The company will take into account the accessibility needs of employees with disabilities and individual accommodation plans when providing career development and advancement</li> </ul>	Complete/ongoing	January 1, 2016



	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 of the organization or any combination of them an, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them			
<b>Design of Public Spaces</b>				
<b>STANDARD</b>	<b>REGULATION</b>	<b>ACTION</b>	<b>STATUS</b>	<b>COMPLIANCE DEADLINE</b>
Outdoor Public Eating areas – general	80.17 Obligated organization, shall ensure that where they construct or redevelop outdoor public-use eating areas that they intend to maintain, the outdoor public-use eating area meets the following requirements: 1. a minimum of 20 percent of the tables that are provided must be accessible to persons using mobility aids by having knee and toe clearance	<ul style="list-style-type: none"> <li>Design the outdoor food and beverage area to meet the necessary requirements</li> </ul>	Complete	January 1, 2016



	<p>underneath the table and in no case shall there be fewer than one table in an outdoor public use eating area that meets this requirement</p> <p>2. the ground surface leading to and under tables that are accessible to persons using mobility aids must be level, firm and stable</p> <p>3. tables that are accessible to persons using mobility aids must have clear ground space around them that allows for a forward approach to the tables</p>			
Exterior Paths of Travel	80.22 Obligated organizations, shall ensure that any exterior paths of travel that they construct or redevelop intend to maintain the requirements set out by the regulations	<ul style="list-style-type: none"> <li>Ensure that any redeveloped paths of travel meet the necessary requirements</li> </ul>	Complete	January 1, 2016
Maintenance of Accessible Elements	80.44 Obligated organizations shall ensure that their multi-year accessibility plan includes the following: <ol style="list-style-type: none"> <li>procedures for preventative and emergency maintenance of accessible elements in public spaces as required</li> <li>Procedures for dealing with temporary disruptions when accessible</li> </ol>	<ul style="list-style-type: none"> <li>Preventative maintenance program to be used to document, action and track maintenance items</li> <li>Develop a Service Disruption procedure, and form. Procedure and form</li> </ul>	Complete  Complete	January 1, 2017



	elements under this Part are not in working order	<p>will be posted on company intranet</p> <ul style="list-style-type: none"> <li>• Notice of disruption will be posted when there is a service disruption</li> </ul>	Ongoing	
<b>Compliance</b>				
<b>STANDARD</b>	<b>REGULATION</b>	<b>ACTION</b>	<b>STATUS</b>	<b>COMPLIANCE DEADLINE</b>
Accessibility Reports	86.1 (3) organizations shall file the accessibility report required under 14 (1) according to the following schedule: 3. in the case of large organizations every three years following the report that was due on December 31, 2014	<ul style="list-style-type: none"> <li>• Complete and submit AODA Compliance Report</li> <li>• Complete and submit AODA Compliance Report</li> <li>• Complete and submit AODA Compliance Report</li> </ul>	<p>Complete</p> <p>Complete (deadline moved from December 31, 2020)</p> <p>Complete</p>	<p>December 31, 2017</p> <p>June 30, 2021</p> <p>December 31, 2023</p>