

**Chelsea Hotel, Toronto**

# **Multi-Year Accessibility Plan**

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## **Introduction**

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Introduced in 2005, the AODA is Ontario's vision to becoming barrier-free by 2025. Ontario is the first Canadian Province to pass a law to improve accessibility in the areas that impact the daily lives of people with disabilities. Chelsea Hotel, Toronto is dedicated to working towards full compliance with all standards under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. This Regulation establishes the accessibility standards for each of information and communications, employment, transportation, the design of public spaces and customer service.

This Multi-Year Accessibility Plan outlines our policies, achievements and actions that Chelsea Hotel, Toronto has already put into place to improve opportunities for our guests and colleagues with disabilities. The Plan also identifies the Hotel's plan in continuing to prevent and remove barriers and meet the requirements under this Regulation. The Hotel's Plan will be provided on both our Chelsea Hotel website and made available in an accessible format upon request. This Plan will be reviewed and updated on an annual basis.

## **Our Commitment**

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The Chelsea Hotel, Toronto is committed to ensuring that we serve guests with disabilities in the same manner as all guests – consistent with the principles of independence, dignity, integration and equal opportunity. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under *the Accessibility for Ontarians with Disabilities Act*.

## **Chelsea Hotel Accessibility Team**

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In August 2016, the Hotel established an internal Accessibility Team with each member representing a department and/or a group of departments. Meeting regularly, the Team works together ensuring that our Hotel not only complies with the AODA but also meets the needs of our guests and colleagues. The Team also hosted two Accessibility Weeks in 2017 (January & October) in the colleague area for the Hotel team. The goal of Accessibility Week is to expand our colleagues' awareness of accessibility so they can continue to ensure our guests have a great stay at the Chelsea.

## **Partnership with Accessibility Professionals of Ontario**

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Since 2012, the Chelsea Hotel, Toronto has partnered with accessibility consultants [Accessibility Professionals of Ontario \(APO\)](#). At APO, every one of their team members is a person living with a disability and have spent their lives overcoming barriers. Through their knowledge and expertise, APO provides guidance and solutions in removing and preventing barriers for all persons with disabilities who visit our Hotel.

APO also provides the Hotel with random Mystery Shops. The Mystery Shopper is a person who has a disability and is not known to the Hotel staff ensuring anonymity. The Mystery Shopper evaluates their experience from the reservation booking to check out and then provides documented feedback of their experience. The feedback is then reviewed by our internal Accessibility Team; recognition is given to colleagues who provided exceptional service and suggested improvements are made to improve our guest experience.

## **GAP: Guest Accessibility Package Program**

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Implemented in May 2015, the 'Closing the GAP' program is for hotel guests with disabilities and was developed by Accessibility Professionals of Ontario. GAP stands for Guest Accessibility Package. This detailed package encompasses information specific to our Hotel, its amenities and surroundings in a way that speaks to persons with disabilities. Two versions exist: one version for Hotel Guests and another version for Sales & Catering clients. The Hotel provides the GAP package in various formats: print, large print, electronic text and through our Accessibility tab found on our Home page on our website [www.chelseatoronto.com/en/accessibility/](http://www.chelseatoronto.com/en/accessibility/).

The Hotel, Accessibility Professionals of Ontario and Kerry's Place Autism Services have also worked together to develop the first Guests with Autism Comfort Package. This package includes social scripts to help with the understanding of the working of the Hotel and its amenities; and "Fidget Kits" to help with sensory issues that affect some individuals with Autism. These kits are available at our Front Desk and Family Fun Zone. Due to the nature of Autism Spectrum Disorder, the package may not be suitable for everyone. We hope that the package will both increase awareness, and provide some relief to those that need it, making our guest's stay with us as enjoyable as possible.

## **Accessible Customer Service**

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The Chelsea Hotel, Toronto is committed to excellence in serving all customers, including persons with disabilities and will carry out its functions in a manner which delivers an accessible customer service experience. We will carry out our functions and responsibilities in the following areas:

- The implementation of policies, practices and procedures to service guests with disabilities.
- Using best possible efforts to ensure that our policies, practices, and procedures are consistent with the core principles of independence, dignity, integration and equal opportunity.
- Ensure training is ongoing and that these policies, practices and procedures with respect to serving guests disabilities are training during New Colleague Orientation.

- Making the Hotel's Accessible Customer Service Policy available on our Hotel website. For our colleagues, sharing the policy in our Colleague Handbook and on the Hotel's internal Management & Shared drives.
- Ensuring communication between Chelsea Hotel, Toronto and our guests or the public is conducted in a manner that takes into account an individual's disability.
- Providing complimentary assistive devices to our guests (wheelchairs, Alert Master/Alarm Clock, TTY communication device, phone amplifiers, bed shakers, door knockers, bath benches with back/without back, raised toilet seat with handrails and bed rails).
- Ensuring that all colleagues, in particular those who would supply assistive devices to our guests to use while staying with us are trained on the use and operation of the devices.
- Welcoming guests with service animals to our Hotel; including hotel rooms and areas open to the public unless otherwise excluded by law. Guests who have an accompanying service animal and have booked a room will be exempt from any charges related to pet cleaning costs. A dog relief area is available outside of our Elm Street doors behind T|Bar restaurant.
- When a person with a disability is accompanied by a support person they will not pay an additional person charge when staying in the same room (single occupancy rate). When a person with a disability is accompanied by a support person and we do not have an accessible room with 2 beds, we will offer the second room at a special support person's rate. If the room with one bed can fit a cot, and the person with the disability agrees, the cot will be complimentary. Support person who are staying in their own room are responsible to pay full price for any incidental charges. Guests will be informed of this while making a reservation.
- Providing guests with notice in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities, by:
  - Placing signage at the point of disruption
  - At the main entrance and/or nearest the accessible entrance to the service disruption
  - Including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available
  - Contacting in-house guests and advising them of the disruption and alternatives available.
- Feedback regarding our guests stay and/or use of our facilities and services are welcomed through multiple communication channels and in accordance with the guest's preferred method of communication. A response and/or acknowledgement from the Hotel will be provided within 24 hours of receiving the feedback.

**Required legislative compliance: January 1, 2012**

**Status: Completed**

## **Accessible Emergency Information for Guests**

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The safety of all of guest is a priority. In our GAP package we note to guests that they should register with our Front Desk if there would require assistance in the event of an emergency. Our Hotel staff are fully equipped and trained on policies, practices and procedures as it pertains to their specific roles and responsibilities in any emergency. Our 24-hour Security team members are fully trained in First Aid, CPR and AED (Automated Defibrillator). The Hotel also has a 24-hour Maintenance team who provide preventive maintenance and emergency repairs.

### **Fire Alarm & Fire Alarm Accessibility Devices**

The Hotel is equipped with strobe lights in the hallways and inside designated guestrooms, which automatically activate with the fire alarm. All of the Chelsea Hotel's elevators have the ability to be easily placed on service to assist our guests with disabilities.

The Hotel prints a guest list sorted by room number and one sorted alphabetically by name, along with an accompanying list identifying guests with disabilities and the nature of accommodations that may be required in the event of an emergency or evacuation procedure. These lists are updated every 8 hours.

During a fire alarm, a designated Hotel staff member will call each guest on the Accessibility List. They will inform the guest of the details on the alarm situation and inquire as to the guest's well-being. For the guests who are on the designated evacuation floors the staff member will inform the guest where to locate the nearest emergency exit and inquire if he/she needs assistance to safely evacuate the building. Should the guest require assistance, the colleague can contact our in-house 24-hour Security.

When the Hotel is made aware of a group reservation involving people with disabilities, we contact the Toronto Fire Department 3 days prior to the group's arrival to make them aware of the potential for special assistance requirements.

### **Power Failure**

In the event of a power failure, the Hotel is equipped with emergency lighting in stairwells, corridors and hallways. The Hotel has two generators that will supply power to designated emergency elevators. The Hotel has rooms available that can provide power even during an outage for maintaining needed personal equipment such as oxygen tanks, etc. A Hotel colleague will contact each guest on the Accessibility List to inform them of the situation and ask if any assistance is required. If assistance is required Security will then be contacted. This information (and more) can be found in our GAP package.

**Required legislative compliance: January 1, 2014**

**Status: Completed.**

## **Workplace Emergency Response Information**

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The Hotel will provide individualized workplace emergency response information to colleagues who have a disability, if the disability is such that the individualized information is necessary and the Hotel is made aware of the need for accommodation due to the colleague's disability. With the colleague's consent, the Hotel will provide the workplace emergency response information to the person designated by the Hotel to provide assistant to the colleague. Additionally, a review of the individual workplace emergency response information will be reviewed:

- should a colleague move to a different location in the organization,
- when overall accommodation needs or plans are reviewed, and
- when the employer reviews its general emergency response policies

The individualized plan will be provided as soon as practicable after the Hotel becomes aware of the need for accommodation due to the colleague's disability.

**Required legislative compliance: January 1, 2014**

**Status: Completed**

## **Website Accessibility**

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The Chelsea is aware of the WCAG standards and that every effort is being made to ensure that new, or significantly refreshed digital content, meets these standards.

An 'Accessibility' tab has been placed the footer of our Hotel website allowing a browser to access the Hotel's accessible information regardless of the page they are viewing.

The Hotel will ensure that our website content will comply with the WCAG 2.0 Level AA by the compliance deadline (January 1, 2021)

**Required legislative compliance: January 1, 2014**

**Status: Completed**

## **Training**

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The Hotel provides training on how to serve guests with disabilities to colleagues, and anyone else who interacts with the public, or develops policies, practices, and procedures. All new colleagues hired after the Accessible Customer Service compliance deadline (January 1, 2012) are trained within 90 days of hire as part of our standardized onboarding program. We will ensure that third party representatives have acknowledged the training requirements of the legislation. Colleagues will be trained on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities. They will also be policies,

practices and procedures as it pertains to their specific roles and responsibilities and will be updated as necessary. If any changes are made to this policy or the requirements, training will be provided. Training dates and colleagues who attended are recorded.

Training will include the following:

- The purposes of the accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use the various types of assistive devices available for use at The Chelsea Hotel Toronto.
- What to do if a person with a disability is having difficulty accessing any of the goods and services offered by The Chelsea Hotel Toronto.
- The Chelsea Hotel Toronto's policies, practices and procedures relating to the Accessible Customer Service Standard that is referred to in the Regulation and on the Human Rights Code as it pertains to persons with disabilities.

**Required legislative compliance: January 1, 2012**

**Status: Completed. *Note: training is ongoing as required***

## **Information and Communication**

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Chelsea Hotel, Toronto will provide and receive information and communications in multiple formats and in a timely matter that are accessible to people with disabilities. Communication will be conducted in a manner that takes into account an individual's disability. An understanding shall be reached on how it is best to communicate with a person with a disability on a case by case basis. This may include, but not limited to, the following methods: verbal, written, digital (email, text), hand gestures. Training on how to interact and communicate with people with various types of disabilities is included in the Accessible Customer Service training.

**Telephone communication:** The Hotel is committed to providing accessible telephone communication. This will be done through training in Accessible Customer Service, and the management and staff are expected to communicate with all customers by speaking clearly, directly and using plain language. When available and appropriate, technological aides will be used to assist with communication. When clear and precise communication over the telephone is not possible, alternative arrangements will be made.

**Feedback:** Feedback regarding our guests stay and/or use of our facilities and services are welcomed through multiple communication channels and in accordance with the guest's preferred method of communication. This may include:

- Face to face with any colleague or manager
- By telephone with any colleague or manager
- Email comments
- Guests can provide feedback by emailing: [cstor.comments@chelseatoronto.com](mailto:cstor.comments@chelseatoronto.com)
- By mail, memory stick or diskette
- Experience surveys & online reviews

A response and/or acknowledgement from the Hotel via the above methods will be provided within 24 hours of receiving the feedback.

**Required legislative compliance: January 1, 2012-14**

**Status: Completed**

**Additional actions that has been taken**

- GAP package available in various formats: print, large print, electronic text and through our Accessibility tab on our Hotel website
- Autism Comfort Packages available through our Front Desk and Family Fun Zone
- Braille stickers placed in elevators identifying floor buttons
- Large print and braille menus are available at all of our dining facilities
- All menus are available and in the Accessible Dining and Food section of Guest Accessibility Package
- Added motion control access to washroom entrance (near Monarch's) on lobby level & 2<sup>nd</sup> Floor banquet washrooms
- Added motion control access to banquet washroom entrances on 3<sup>rd</sup> floor
- *First quarter 2018:* Braille stickers will be placed on hotel room doors identifying room number

## **Employment Standard**

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Ontario's Accessibility Standard for Employment is about making accessibility a regular part of our human resources practices. The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in regards to the entire employment cycle from recruitment to the conclusion of employment. The Hotel is fully committed to fair and accessible employment practices and policies and will notify colleagues and the public about the availability of accommodation for applicants and current colleagues with disabilities. Specifically, the Hotel will:

## **Recruitment**

- Add an accommodation statement on every internal/external job posting notifying applicants that the Hotel will accommodate the needs of applicants with disabilities throughout all stages of the selection process.
- If a selected applicant requests an accommodation and self-identifies as requiring accommodation, the Hotel's hiring managers and Human Resources team are trained to consult with the applicant in arranging for the provision of a suitable accommodation during the interview process.
- Notify successful applicants of the policies for accommodating employees with disabilities when making offers of employment. An accommodation statement has been added to all job offer letters and job descriptions and is recapped during the onboarding process.

## **Support for all colleagues**

Communicating accommodation policies and support for all colleagues is done through various communication channels including, but not limited to, trainings and workshops, newsletters, emails, eBuzz news and team meetings. Additionally, the Hotel will provide updated information to its colleagues should there be a change to existing policies on the provision of job accommodations that take into account a colleague's accessibility needs due to disability.

## **Accessible Format**

When a colleague with a disability requests, the Hotel will consult with the colleague to provide or arrange for the provision of accessible formats and communication supports for:

- information that is needed in order to perform their job; and
- information that is generally available to our colleagues in our workplace.

The Hotel will consult with the colleague making the request in determining the suitability of an accessible format or communication support.

## **Individual Accommodation Plan (IAP)**

The Hotel has developed and implemented a written process for providing documented individual accommodation plans for colleagues with disabilities. The process will include the following elements:

- The manner in which a colleague requested accommodation can participate in the development of the IAP
- The means by which the colleague is assessed on an individual basis
- Requesting an evaluation by an outside medical or other expert, at the Hotel's expense, to determine if accommodation can be achieved and if so, how to achieve accommodation

- Unionized colleagues may request the participation of a representative from their bargaining agent, where represented, or another representative from the workplace where the employee is not represented by a bargaining agent
- Ensuring a high level of privacy of colleague's personal information.
- The frequency with which the IAP will be reviewed and updated and the manner in which it will be done
- Proving a reason for denial if applicable
- Providing the accommodation plan in a format that takes into account the colleagues' needs

### **Return to Work (RTW)**

A Return to Work process for colleagues who have been absent from work due to a disability and require disability-related accommodation in order to return to work. Disability claims management is an active process intended to minimize the impact of impairment resulting from injury, illness, or disease on the individual's capacity to participate competitively in the work environment. It is a proactive and collaborative process that enables joint responsibility to achieve the outcome of a safe and timely return to work.

The management of a RTW program is a collaborative effort between the Human Resources Department, the injured worker's supervisor and the injured worker themselves. Regular communication and progress reporting will be established on a case by case basis with the Hotel and the injured colleague. The type, frequency and method of communication will be tailored to meet the unique needs of the colleague.

### **Performance Management, Career Development and Advancement, Redeployment**

Chelsea Hotel, Toronto will take into account the accessibility needs and/or individual accommodation plans of colleagues when:

- Using performance management processes
- Providing career development and advancement information
- Using redeployment procedures

**Required legislative compliance: January 1, 2016**

**Status: Completed**

## **Transportation**

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While not applicable to our organization, the Hotel (through its Guest Accessibility Package) provides a list of accessible transportation that our guests may find useful. This includes information about the Toronto Transit Commission, Wheel-Trans, Go Transit and Alternative Accessible Transportation.

## **Design of Public Spaces**

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The Chelsea Hotel, Toronto is committed to providing public spaces that are free from barriers and accessible to people we serve. The Hotel will comply with the Design of Public Spaces Standards with respect to public spaces that are newly constructed or redeveloped.

The Hotel also has a 24 /7 Maintenance team who monitor and arrange emergency repairs when accessible elements are not in working order and/or when there is a temporary disruption. In the event of a service disruption, we will notify our guests of the service disruptions and alternatives available. Our working partner Accessibility Professionals of Ontario has performed a Build Environment Accessibility Audit of the Hotel which includes preventative measures and solutions in our moving forward in our Accessibility Plans.

**Required legislative compliance: January 1, 2017**

**Status: In progress**