



## **AODA Multi-Year Accessibility Plan**

### **Introduction**

Bellamere Winery and Event Centre (hereafter Bellamere) is committed to working towards full compliance with all standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) as they are introduced. In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities. This Multi-Year Accessibility Plan outlines the policies, and actions that Bellamere has put in place to improve opportunities for people with disabilities. The current plan covers a five-year period (2018-2022) and will be updated as needed.

### **Statement of Commitment**

Bellamere is committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act. We are committed to continue developing, implementing and maintaining policies governing how the organization achieves or will achieve accessibility through meeting this Regulation. To facilitate this commitment, we will establish, maintain and document a multi-year accessibility plan that will be reviewed and updated to identify progress made in addressing barriers. This plan will also be posted on the Bellamere website.

### **Customer Service Accessibility Standard**

Bellamere will continue to use all reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities and others, is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.

- Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.
- Bellamere employees, when communicating with a person with a disability, will do so in a manner that takes into account the person's disability.

The following measures have been implemented by Bellamere:

- Senior management has authority to present and/or revise practices and procedures as required.
- The Accessible Customer Service Policy was published on our website.
- The Accessible Customer Service Policy was incorporated into Bellamere's new hire training systems which ensures that every new employee experiences a detailed and guided overview of our policy and requires a commitment by signature from all new hires.
- AODA policy review will take place annually.
- Training on AODA Customer Service has been provided and will be given to:
  1. Every person who deals with members of the public or other third parties on behalf of the provider whether the person does so as an employee, agent, volunteer or otherwise.
  2. Every person who participates in developing the provider's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.
- New employees must complete training within two (2) weeks of employment.
- Completion of training of all employees is tracked and recorded.
- Comments relating to our programs and services with regard to customer service are welcomed and appreciated. Bellamere maintains many feedback channels including email, website form, facebook, instagram, phone, etc.
- A process is in place to ensure that all feedback collected from clients, staff or the general public is reviewed and analyzed to identify any issues with customer services and to ensure appropriate actions are taken.
- Any person with a disability who is accompanied by a support person or by a service animal will be allowed to enter Bellamere's premises with his or her support person and service animal. At no time will a person with a disability who is accompanied by a support person or service animal be prevented from having access to his or her support person and/or service animal while on our premises, where permitted by law. Bellamere may be unable provide a service animal access to certain areas due to regulatory requirements such as kitchen and food preparation areas. This should have no bearing on the standard customer experience as these areas are not open to the public.

## **Integrated Accessibility Standards Regulation (IASR)**

### **a. Accessible Emergency Information**

Bellamere is committed to providing customers and clients with publicly available emergency information, plans or public safety information in an accessible way upon request, this information will also be available to the public. Bellamere will continue to provide employees with disabilities with individualized emergency response information when necessary and as soon as practically possible. If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent the workplace emergency response information will be given to the designated employee providing the assistance. Bellamere has created a process for documenting issues of accessibility and recording and providing accommodation for individualized accessible emergency response information. Bellamere will continue to review the individualized workplace emergency response plans when necessary, such as when the location of the employee changes.

### **b. Training**

Bellamere will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties and needs of employees, volunteers and other staff members and every person who deals with the public on behalf of Bellamere, including third parties such as employees, agents, volunteers and management. In addition, employees may also have to be trained on one or more of the standards; information and communications, or employment, as it relates to the duties and responsibilities of their position.

Bellamere has taken the following steps to ensure employees were provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

- Developed a process that determines and ensures the correct training is delivered on the requirements of the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code.
- Provided educational or training resources or materials in an accessible format that takes into account the accessibility needs of a person with a disability.
- Ensured new employees and volunteers complete training within two (2) weeks of employment.
- Maintain a database of the training participant's names, test scores and dates of completion.

## **Information and Communications Standards**

Bellamere is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. We strive to achieve the most effective and efficient access to information for everyone.

Bellamere has undertaken the following plans to ensure compliance with this standard:

- Management ensures that essential company information is accessible to persons with disabilities.
- A feedback process has been established that is accessible, alternate formats are also available such as telephone, email, regular mail and in-person. These processes have been communicated to the public and are available on our website.
- Our website has been designed to be user friendly for people with a range of needs.
- Bellamere has ensured that websites and content on those sites conform to World Wide Web Consortium Web Content Accessibility Guidelines WCAG 2.0, Level A, and we commit to conform to WCAG 2.0, Level AA by January 1, 2021.

Bellamere will take the following steps to ensure compliance with this standard:

- Continue to assess accessibility of existing website organization and content.
- Consult with persons requesting alternative formats.
- Ensure that internet websites and web content conforms to WCAG 2.0 Level A.
- Post a notice on the website and on premises that information is available in a variety of accessible formats.
- Establish a plan and familiarize staff with sources and time-frames for formatting that is not feasible to do in-house. ie. captioning, video-description, conversion to Braille or audio and any other web formatting.

## **Employment Standards**

Bellamere is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We have taken the following steps to notify the public and employees that, when requested Bellamere will accommodate people with disabilities throughout the hiring process.

### **a. Recruitment**

Bellamere is committed to ensuring that our recruitment and assessment processes are fair and accessible. All supervisors and other employees involved in staffing of any type are required to complete the AODA Employment Standard training module available online.

Bellamere has taken the following steps to ensure compliance with this standard:

- Specify that accommodation is available for applicants with disabilities in recruitment material and with regards to interviews and assessments.
- When making offers of employment, notify successful applicant of policies for accommodating employees with disabilities.
- Inform employees of policies supporting employees with disabilities. Provide this information to new employees as soon as practicable after hiring.
- Provide updated information on accommodation policies to employees when changes occur.
- Consult with employee to determine suitability of format or support.

#### b. Documented Individual Accommodation Plans

Bellamere is committed to producing and providing documented individual accommodations that include the following:

- Participation of the employee requiring the individual accommodation plan.
- Requesting outside medical evaluation to determine if accommodation can be achieved and how to achieve.
- Ensuring a high level of privacy.
- Providing regular review and updates.
- Providing reason for denial if applicable.
- Providing Individual Accommodation Plans in a format that takes into account the needs of the employee.
- And if required, including individualized workplace emergency response information.

#### c. Return to Work

Bellamere is committed to developing and putting in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. Bellamere has developed and maintains a return to work process for our employees who have been absent from work due to a disability and require disability related accommodations in order to return to work. The process includes steps Bellamere takes to facilitate the return to work process & uses the documented individual accommodation plans. For further details on the return to work process, employees can refer to the General Policies and Procedures Manual.

#### d. Performance Management, Career Development & Redeployment

Bellamere is committed to ensuring the accessibility needs of employees with disabilities are taken into account with regards to performance management, career development and

redeployment processes. Bellamere will review and update the General Policies and Procedures Manual to include the following elements:

- Policies that support addressing the accessibility needs of employees with disabilities, as well as taking into account individual accommodation plans when using performance management processes.
- Policies that support addressing the accessibility needs of employees with disabilities, as well as taking into account individual accommodation plans when providing career development and advancement opportunities.
- Policies that support addressing the accessibility needs of employees with disabilities, as well as taking into account individual accommodation plans when redeploying employees with disabilities. For further details on Individual Accommodation Plans, Recruitment, Performance Management, Career Development & Redeployment, as well as the Return to Work process, employees can refer to the General Policies and Procedures Manual.

### **Design of Public Spaces**

Bellamere will establish plans to meet the Accessibility Standards for the Design of Public Spaces when applicable in the building or modifying public spaces under Bellamere's control. Bellamere will take appropriate measures to prevent service disruptions to accessible parts of its public spaces, such as the access to owned offices and facilities. In the event of a service disruption, we will notify the public of the service disruptions and alternatives available.

### **Contact Details**

For more information on this accessibility plan, please contact:

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Standard and accessible formats of this document are available free upon request.