

Multi-Year Accessibility Plan



Part I: General Requirements

Section	Initiative	Description	Action	Status	Compliance Date
3	Establishment of Accessibility Policies	<p>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 this Regulation.</p> <p>3. (2) Large Organizations shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies.</p>	<p>The Niagara Falls Convention Centre in Niagara (NFCC) is dedicated to the development, implementation and maintenance of policies governing its commitment to meeting the requirements under the Accessibility Standards.</p> <p>The NFCC has an Accessibility policy that takes into account the requirements for Customer Standards and the Integrated Accessibility Standards.</p>	Complete	January 1, 2014
4	Accessibility Plans	<p>4. (1) Large organizations shall,</p> <p>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 this Regulation;</p> <p>b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>c) review and update the accessibility plan at least once every five years.</p>	<p>A copy of the NFCC's Accessibility Plan is posted on its company website. A copy of the Company's Accessibility Plan will be provided in an accessible format upon request.</p> <p>Requests can be made as follows:</p> <p>Email: info@fallsconventions.com</p> <p>Telephone: 905-357-6222</p> <p>In writing to: Niagara Falls Convention Centre 6815 Stanley Avenue Niagara Falls, ON L2G 3Y9</p> <p>Information will be provided upon request in other form that takes into account the requestor's disability.</p> <p>The NFCC's Accessibility Plan will be consistently under review until all objectives are carried out. Thereafter, the NFCC will review and update its Accessibility Plan at least once every five years.</p>	Complete	January 1, 2014

Part I – General Requirements

Section	Initiative	Description	Action	Status	Compliance Date
7	Training	<p>7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to,</p> <p>a) all persons who are an employee or a volunteer;</p> <p>b) all persons who participate in developing the organization's policies; and</p> <p>c) all other persons who provide goods, services or facilities on behalf of the organization.</p>	<p>The NFCC will ensure that training is provided on the requirements of the Accessibility Standards referred to in this Regulation and on the Human Rights Code to all newly hired and existing staff within a reasonable time.</p>	Complete	January 1, 2015
		<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>The NFCC will provide training in respect of any changes to the policies described in section 3 in an ongoing basis.</p>		January 1, 2015 (ongoing thereafter)
		<p>7. (5) The Government of Ontario, the Legislative Assembly, every designated public sector organization and every large organization 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>	<p>The NFCC will keep a record of the training provided under this section with respect to the elements contained in Section 5.</p>		January 1, 2015 (ongoing thereafter)

Part II: Information and Communications Standards

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	<p>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.</p> <p>11. (2) The organization shall notify the public about the availability of accessible formats and communications supports with respect to the feedback process.</p>	The NFCC has established a process where feedback is welcomed and encouraged. Accessible formats are available and this is communicated on the Company website.	Complete	January 1, 2015
12	Accessible Formats and Communication Support	<p>12. (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons.</p> <p>12. (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>The NFCC has established a policy and processes around providing or arranging for the provision of accessible formats and communication supports for persons with disabilities in accordance with the elements cited in the description.</p> <p>The NFCC will work collaboratively with the person making the request in determining the most appropriate format of the communication support.</p> <p>The NFCC has utilized its Company Website to post this information to the public regarding the availability of communication supports.</p>	<p>Complete</p> <p>Complete</p> <p>Complete</p>	<p>January 1, 2015</p> <p>January 1, 2015</p> <p>January 1, 2015</p>

Part II: Information and Communications Standards

Section	Initiative	Description	Action	Status	Compliance Date
13	Emergency Procedure, Plans or Public Safety Information	13.(1) If an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	The NFCC will create an individual emergency evacuation plan for any employee or member of the public who discloses that they require accommodation. The plan will be amended and such amendments and roles will be communicated with staff in the event that an emergency evacuation is required.	Complete	January 1, 2012
14	Accessible Websites and Web Content	14. (2) Designated public sector organizations and large organizations shall make 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, and shall do so in accordance with the schedule set out in this section.	<p>The NFCC is working towards achieving the guidelines in conforming to the WCAG 2.0 Level AA by January 1, 2021 with the exception of:</p> <ul style="list-style-type: none"> i. success criteria 1.2.4 Captions (Live), and ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded). 	In Progress	<p>January 1, 2021</p> <p>All internet websites and web content must conform with WCAG 2.0 Level AA, other than,</p> <ul style="list-style-type: none"> - Success Criteria 1.2.4 Captions (Live) - Success Criteria 1.2.5 Audio Descriptions (Pre-Recorded)

Part II: Information and Communications Standards

Section	Initiative	Description	Action	Status	Compliance Date
15	Educational and Training Resources and Materials Etc.	<p>15. (1) Every obligated organization that is an educational or training institution shall do the following, if notification of need is given:</p> <p>1. Provide educational or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person with a disability to whom the material is to be provided by,</p> <p>i. procuring through purchase or obtaining by other means an accessible or conversion ready electronic format of educational or training resources or materials, where available, or</p> <p>ii. arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources or materials cannot be procured, obtained by other means or converted into an accessible format.</p> <p>2. Provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities.</p>	<p>The NFCC has established a policy and processes around providing or arranging for the provision of accessible formats for educational or training resource materials for persons with disabilities in accordance with this regulation.</p>	Complete	January 1, 2013

Part III – Employment Standards

Section	Initiative	Description	Action	Status	Compliance Date
22	Recruitment, General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	The NFCC ensures that this information is communicated to employees and the public regarding the availability of accommodation for applicants with disabilities throughout the recruitment process.	Complete	January 1, 2016
23	Recruitment, Assessment, or Selection Process	23. (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. 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.	The NFCC notifies applicants throughout the entire recruitment process that accommodation is available upon request. The NFCC will work in collaboration with the individual in providing or arranging for the provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs. If a selected applicant requests an accommodation, the NFCC will 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.	Complete	January 1, 2016
24	Notice of successful applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities	When making an offer, the NFCC will notify the successful applicant of its policies for accommodating employees with disabilities.	Complete	January 1, 2016
25	Informing Employees of Supports	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 that take into account an employee's accessibility needs due to disability.	The NFCC's policies used to support its employees with disabilities are available to employees on the Corporate Server and are provided to new employees upon hire within a reasonable time.	Complete	January 1, 2016

Part III: Employment Standards

Section	Initiative	Description	Action	Status	Compliance Date
25	Informing Employees of Supports	<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 its 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>	<p>This information will be available upon the new employee receiving training after they commenced employment.</p> <p>The NFCC will notify employees about updated information within policies and provisions of job accommodations that take into account an employee's accessibility needs due to disability.</p>	<p>Complete</p> <p>Complete</p>	<p>January 1, 2016</p> <p>January 1, 2016</p>
26	Accessible Formats & Communication Supports 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 provision of accessible formats and communication supports for,</p> <p>a) information that is needed in order to perform the employee's job; and</p> <p>b) information that is generally available to employees in the workplace.</p> <p>26. (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>The NFCC's Accessibility Policy outlines the actions to be taken should an employee with a disability request any form of information. The NFCC will consult with the employee in determining the suitability of an accessible format or communication support in utilizing the most effective form of communication for that employee.</p>	Complete	January 1, 2016

Part III: Employment Standards

Section	Initiative	Description	Action	Status	Compliance Date
27	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 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,</p> <p>a) when the employee moves to a different location in the organization;</p> <p>b) when the employee's overall accommodations needs or plans are reviewed; and</p> <p>c) when the employer reviews its general emergency response policies.</p>	<p>The NFCC has an internal Emergency Evacuation Plan. Employees who require accommodation will have an alternate plan developed and communicated with them.</p>	<p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Complete</p>	<p>January 1, 2012</p> <p>January 1, 2012</p> <p>January 1, 2012</p> <p>January 1, 2012</p>

Part III: Employment Standards

Section	Initiative	Description	Action	Status	Compliance Date
28	Documented individual accommodation plans	28. (1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	The NFCC's Accessibility Policy outlines the company's process for the development of documented individual accommodation plans for employees with disabilities.	Complete	January 1, 2016
		<p>28. (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee's personal information. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. 	The NFCC's Individual Accommodation Plan outlines process includes the elements outlined in Section 28 (2) and 28 (3) with respect to the development of documented individual accommodation plans.	Complete	January 1, 2016

Part III: Employment Standards

Section	Initiative	Description	Action	Status	Compliance Date
29	Return to Work Process	29. (1) Every employer, other than an employer that is a small organization, (a) 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; and (b) shall document the process.	The NFCC has established a policy which documents its return to work process for its employees who have been absent from work due to a disability and require disability related accommodations.	Complete	January 1, 2016
		29. (2) The return to work process shall, (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use documented individual accommodation plans, as described in section 28, as part of the process.	The NFCC's return to work procedure meets the requirements under this section.	Complete	January 1, 2016
		29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.	The NFCC's return to work procedure does not replace or override any other return to work process created by or under any other statute.	Complete	January 1, 2016
30	Performance Management	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.	The NFCC will 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.	Complete	January 1, 2016
31	Career Development and Advancement	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	The NFCC will take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans when providing career development and advancement to its employees with disabilities.	Complete	January 1, 2016