



Waterloo Inn

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CONFERENCE HOTEL

***ACCESSIBILITY PLAN***

***EFFECTIVE JANUARY 1<sup>st</sup>, 2014***

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## EXECUTIVE SUMMARY

Barriers are obstacles that prevent people with disabilities from doing the kinds of things many of us do without thinking. A standard is an agreed way of doing something. Accessibility standards are the rules that we, as a business in Ontario, must follow and wish to identify, remove and prevent barriers to accessibility.

Further, increasing accessibility will help prepare Ontario for the future. As the population ages, the number of people with disabilities will increase. Visitors and tourists along with their friends and family will need to travel, shop, use programs, services and information and to access buildings, parks and other places in a way that is accessible to them.

It is important to understand that information about a disability is personal and private and must be treated confidentially. In most cases it will not be necessary to ask for proof of a disability. Through implementing the Customer Service Standard, accessibility will simply become part of every day service delivery.

Ontario has five accessibility standards in place under the Accessibility for Ontarians with Disabilities Act (AODA):

- Customer Service
- Employment
- Information and Communications
- Transportation
- Design of Public Spaces

The Waterloo Inn Conference Hotel is in compliance with the following requirements:

- (1) Customer Service Standard:  
All requirements under the Customer Service Standard have been met.
- (2) Employment Standard:  
All related “Workplace Emergency Response Information”.  
**Note:** The hotel will have to meet further requirements under this Standard in the years to come.
- (3) Information and Communication Standard:  
All related “Emergency Information”. This has been met.  
**Note:** The hotel will have to meet further requirements under this Standard by January 1st, 2021. All internet websites and web content must conform to WCAG 2.0 Level AA and we must make accessible all web content published on our website after January 1<sup>st</sup>, 2012.

We must now comply with the upcoming requirements under the Integrated Accessibility Standard Regulation Ont. Reg. 191/11 which became law on June 3<sup>rd</sup>, 2011. We must be in compliance by January 1<sup>st</sup>, 2014 with the following:

**General Requirements:**

- Accessibility Policies
- Multi-Year Accessibility Plans

**We must:**

- Establish, implement and maintain accessibility policies
- Establish, implement and maintain a multi-year accessibility plan outlining the hotel's strategy to meet the requirements set under the Regulation
- Formally document our policies and then make our documents publicly available (in an accessible format upon request)
- Post our accessibility plan on our website, provide our plan in an accessible format upon request and review and update our accessibility plan at least once every five years.

We must be in compliance by January 1<sup>st</sup>, 2021 with the following:

**Information and Communication Standard:**

- Accessible Website and Web Content

**We must:**

Make our Internet and Intranet websites and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0. We are able to first conform to Level A and increase to Level AA in accordance to the schedule set out in the Regulation.

If we launch a new public website or our existing site undergoes a significant refresh, the site and any of its web content published after January 1, 2012, must conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, **Level A**.

By January 1, 2021, all internet websites and web content must conform to WCAG 2.0 **Level AA** and we must make accessible all web content published on our website after January 1<sup>st</sup>, 2012.

This is the first version of the multi-year accessibility plan prepared by the Waterloo Inn Conference Hotel:

For the purpose of accessibility planning, the Waterloo Inn Conference Hotel uses the same definition of disability as the **Ontario Human Rights Code**. In the Accessibility for Ontarians with Disabilities Act “disability” means:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997;

The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go. A few examples follow:

- (a) A person with arthritis has a disability that over time may increase in severity.
- (b) A person with a brain injury has a disability that is not visible.
- (c) A person with multiple sclerosis has a disability that causes him/her to experience periods when the condition does not have an effect on his/her daily routine and other periods when it does.

A “barrier” is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. An example of each of the different kinds of barriers is shown below:

<b><u>Barrier Type</u></b>	<b><u>Example</u></b>
Physical/Architectural	A hallway or door that is too narrow for a wheelchair or scooter
Informational/Communicational	Print that is too small to be read by a person with low vision
Attitudinal	An assumption that a person who has a speech impairment cannot understand what is being said to them
Technological	A website that does not support screen-reading software
Policy/Practice	A practice of announcing important messages over an intercom that people with hearing impairments cannot hear clearly, or at all

## **1. AIM**

This plan summarizes:

- The measures that the Waterloo Inn Conference Hotel has taken in the past to improve accessibility; and
- The measures that the Waterloo Inn Conference Hotel will take in upcoming years to identify, remove and prevent barriers to people with disabilities who stay, work in or visit the hotel.

## **2. OBJECTIVES**

This plan will:

- Review the legislative background and current standards related to accessibility in Ontario;
- Outline the Waterloo Inn Conference Hotel's mission and commitment as to the hotel's commitment to accessibility planning;
- Review efforts at the hotel in previous years to remove and prevent barriers to people with disabilities;
- Describe the process by which the Waterloo Inn Conference Hotel will continue to identify, remove and prevent barriers to people with disabilities;
- Describe the measures the Waterloo Inn Conference Hotel will take in upcoming years to remove and prevent identified barriers to people with disabilities;
- Outline how the Waterloo Inn Conference Hotel will review and maintain this accessibility plan and how the plan will be made available to the public;
- Provide a list of related policies and procedures.

## **3. LEGISLATIVE BACKGROUND AND CURRENT STANDARDS:**

The Accessibility for Ontarians with Disabilities Act (2005) is aimed at creating a barrier free Ontario by 2025. Accessibility plans are a means to build on past progress and accomplishments and to reach new heights by meeting the new accessibility standards and requirements under the AODA (2005).

The purpose of the more expansive AODA legislation is to develop, implement and enforce standards of accessibility for all Ontarians.

#### **4. DESCRIPTION OF THE WATERLOO INN CONFERENCE HOTEL:**

The Waterloo Inn Conference Hotel is located at 475 King Street North in the north end of the City of Waterloo. It is a full-service hotel and includes 155 guestrooms, 18 function/meeting rooms, complimentary wireless high-speed access throughout the hotel, complimentary shuttle service to and from local offices, ample complimentary parking and easy access to the Expressway. The hotel also offers an indoor salt water swimming pool, sauna and whirlpool, exercise facilities, RUSHES our four star restaurant and Trader's Exchange Lounge . Our Business Centre will supply you with Internet access, faxing, photocopying, courier service, administrative and/or IT support. Some of these services are subject to a fee.

#### **MISSION:**

The mission of the Waterloo Inn Conference Hotel is to create a safe and inviting atmosphere for all our guests, clients and staff to provide them with unsurpassed service, product quality and hospitality. We strive to build and maintain strong relationships with all our stakeholders.

#### **COMMITMENT:**

In fulfilling our mission, the Waterloo Inn Conference Hotel endeavors at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to ensuring people with disabilities have the same opportunity to benefit from the way we provide goods and/or services to others. People with disabilities should not have to make significantly more effort to access or obtain service. They should also not have to accept lesser quality or more inconvenience.

#### **ACCESSIBILITY POLICY:**

In order to ensure that the Waterloo Inn Conference Hotel maintains its compliance with the requirements of the Integrated Accessibility Standards Regulation (IASR), we shall on an annual basis review all of our Policies and Procedures to ensure that they are current and up to date. Modifications to the Policies and Procedures will be implemented should any conditions have changed upon review of the documents.

In addition, any time a renovation or lay out of the facility takes place a full review of the proposed renovation or lay out change will be done to ensure that the pending change will be in compliance with the requirements of the Legislation.

To ensure that all staff are knowledgeable of the Policies and Procedures and our commitment to facilitating the needs of the disabled guest or staff person, initial training will be covered in the orientation of the new employee and, an annual mini training session will be held with all staff who may interface with the guest or staff to ensure that they are current in their understanding of our requirements under the Legislation.



## 5. RECENT BARRIER REMOVAL INITIATIVES

During the last several years, there have been a number of informal initiatives at the Waterloo Inn Conference Hotel to identify, remove and prevent barriers to people with disabilities including the following:

TYPE OF BARRIER	AREA	DESCRIPTION OF BARRIER	STRATEGY FOR REMOVAL/PREVENTION	YEAR COMPLETED
Physical	Guestrooms	The guestrooms were built in the 1970's and 1980's and were not designed with barrier free accessibility in mind. The rooms had to be completely renovated.	Two (2) guestrooms have been completely renovated and were made fully accessible.	1 in 2007 1 in 2012
Physical	Guestrooms	The guestrooms were built in the 1970's and 1980's and were not designed with barrier free accessibility in mind. The rooms had to be completely renovated.	Two (2) guestrooms have been renovated and have been made partially accessible with the only exception being the bathtub is not accessible	2012/2013
Communicational	Guestrooms	The guestrooms did not have telephones that would enable persons with a hearing loss to make or receive telephone calls	The hotel purchased two (2) TTY's, TeleTypewriters, to enable persons with a hearing loss to make or receive telephone calls. With a TTY, the conversation is typed rather than spoken and direct communication is possible with anyone who has a similar device	2011
Communication	Guestrooms	Anyone with a hearing loss would not have heard the fire alarm.	Strobe lighting has been installed in five (5) guestrooms in order to provide fire alarm recognition to persons with hearing loss. Guests who identify themselves with a hearing loss will be assigned to these guestrooms	2011
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Communication	Guestrooms	The guest with a hearing loss was not able to hear anyone at the door, the telephone or the alarm clock	Hotel accessibility kits for persons with a hearing loss were purchased which allows the guest to be alerted visually via a strobe and bed shaker to three (3) key areas: the doorbell, telephone and alarm clock. The main unit, which is also an alarm clock, is connected wirelessly to a doorbell placed on the door by the guest and to a telephone transmitter which is attached to the phone jack by the guest	2011
Physical	Guestrooms	To accommodate anyone using a wheelchair to be able to check who is at their door	A second peep hole and a Fire Plan Drawing were installed on the back of the guestroom doors in both fully accessible rooms and both partially accessible rooms, in order that they would be at the proper height for someone in a wheelchair	2012 and 2013

**6. BARRIER REMOVAL INITIATIVES - FIVE YEAR ACCESSIBILITY PLAN**

**Barriers and Opportunities to be addressed:**

**December 20th, 2013**

TYPE OF BARRIER	AREA	DESCRIPTION OF BARRIERS	STRATEGY FOR REMOVAL/PREVENTION	YEAR TO COMPLETE
Physical	Guestrooms	In non-accessible guestrooms, the washroom doors open from the outside in (from the left to the right). Therefore, we cannot accommodate a wheelchair in the washroom in a non-accessible guestroom	<p>If the fully accessible and partially accessible guestrooms were occupied, the swing clear door hinges widen a doorway two (2) inches to allow easier passage through the full width of the doorway frame. This would help either the support person and/or the person with a walker or in a wheelchair, from the bedroom to the bathroom.</p> <p>Install swing clear door hinges on washroom doors in a number of guestrooms. Swing clear door hinges swing the door completely clear of the opening <b>OR</b> install sliding doors.</p>	2014
Physical	Washrooms on Viennese Ballroom Level	The main entry washroom doors open from the outside in (from the left to the right). Therefore, we cannot accommodate a wheelchair in the washrooms in this location.	Install swing clear door hinges on main entry washroom doors on both the men's and ladies washrooms on the Viennese Ballroom level. Swing clear door hinges swing the door completely clear of the opening.	2014
Physical	Washrooms on Viennese Ballroom Level	To assist the guest with opening the main entry washroom door.	Install an automatic door opener on the main entry washroom door on both the men's and ladies washrooms in this location.	2014

Physical	Washrooms on Regent Room Level	The main entry washroom doors open from the outside in (from the left to the right). Therefore, we cannot accommodate a wheelchair in the washrooms at this location.	Install swing clear door hinges on the main entry washroom doors on both the men's and ladies washrooms on the Regent Room level. Swing clear door hinges swing the door completely clear of the opening.	2014
Physical	Washrooms on Regent Room Level	To assist the guest with opening the main entry washroom door.	Install an automatic door opener on the main entry washroom door on both the men's and ladies washrooms in this location.	2014
Physical	Washrooms in Meeting Rm. Corridor	The main entry washroom doors open from the outside in (from the left to the right). Therefore, we cannot accommodate a wheelchair in the washrooms at this location.	Install swing clear door hinges on the main entry washroom doors on both the men's and ladies washrooms in the Meeting Room Corridor. Swing clear door hinges swing the door completely clear of the opening.	2014
Physical	Washrooms in Meeting Rm. Corridor	To assist the guest with opening the main entry washroom door.	Install an automatic door opener on the main entry washroom door on both the men's and ladies washrooms in this location.	2014
Physical	Guestrooms	Lamps in the guestrooms have twist switch mechanisms. People with disabilities might take off bracing, take off an artificial limb, plug in an electric wheelchair or scooter to charge or put on a machine to help them breathe. If they have to get out of bed to turn off a light, it handicaps them and puts them in an unsafe situation. Light is important and control of light should be within easy reach.	In guestrooms designated as fully accessible and partially accessible, install a lamp on each bedside table within easy reach from the bed and with a very easy push button switch or chain on the lamps. Pull chains are good and touch lamps are excellent.	2014

Communicational	Rushes Entrance at the back of the hotel	There is no signage indicating there is no wheelchair access.	Have signage installed in the Convention Lobby and outside the Rushes' entrance at the back of the hotel indicating there is no wheelchair access. Signage should be in and out. Signage must be clear and within sightlines of the average person either walking or in a wheelchair.	2014
Physical	Guestrooms	Telephone on work desk creates a barrier for a person with a mobility problem if called while in bed	In guestrooms designated as fully accessible and partially accessible, place telephone on the bedside table	2014
Physical	Guestrooms	The height of the toilet in fully accessible and partially accessible guestrooms can create issues for persons with mobility problems	Provide commode chair in the fully accessible and partially accessible guestrooms.	2014
Physical	Guestrooms	Turn knobs on doors are hard to turn for persons with various disabilities	Replace turn knob on doors with lever door handles in fully accessible and partially accessible rooms.	2014
Physical	Guestrooms Meeting Rooms	A person in a wheelchair who has a visual impairment would never reach the room number in their present location.	Room signage will be installed on guestroom doors and meeting room doors at wheelchair height with Braille under it.	2015
Physical	Guestrooms	Plastic key cards can be difficult for guests to use if they have no grip or have weak hands or arthritic fingers.	The staff will be prepared to help a guest who cannot open the door by themselves. A guest should never have to ask a stranger in a hallway to help them with their door keycard.	On-going
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Physical	Guestrooms	Providing a place for the guest with a disability to place articles prior to getting into bed	A chair will be placed near the bed in the fully accessible and partially accessible guestrooms but should not interfere with access to the bed. It can hold a bathrobe or anything else that cannot be hung up and might be needed. A chair can also hold prosthesis or a brace, etc.	2014
Physical		For easy use for the guest with a disability.	In the fully accessible and partially accessible rooms, TV remotes will be kept near the bed and not near the television. They will have large buttons that are easy to see. The present remotes will be replaced with a universal control that is very good for anyone with visual impairments or for simply changing channels in the dark.	2014
Physical	Parking Lot	There is no elevated signage for handicap parking; therefore, signage would not be visible on the ground when covered with snow.	Install " <b>Handicap Parking</b> " signs on poles in the parking lot on the South side of the hotel.	2014
Technological	IT Department	Web content is not fully accessible for use with screen readers and other adaptive technologies	When the hotel launches a new public website or our existing website undergoes a significant refresh, the site and any of its web content published after January 1 <sup>st</sup> , 2012 must conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A. By January 1 <sup>st</sup> , 2021, all internet websites and web content must conform to WCAG 2.0 Level AA and we must make accessible all web content published on our website after January 1 <sup>st</sup> , 2012.	January 1 <sup>st</sup> , 2014 through to January 1 <sup>st</sup> , 2021

Communicational	Rushes Restaurant and Traders Exchange	A large print menu is a must for those with visual impairment and should always be offered by the hostess. Some people cannot lift glasses and require a cup with a handle.	To assist the visually impaired when eating in Rushes or Trader's Exchange, the staff member will offer to read the menu. A small number of menus will be prepared in a large font each time the menus for these two locations change. Always be prepared to replace a glass, with a cup with a handle.	On-going
Communicational	Guestrooms	To assist a person with a hearing loss to watch television	Closed captioning on our in-room televisions is available. Please request the closed captioning feature be turned on when making your reservation.	On-going
Physical	Guestrooms	The guestrooms were built in the 1970's and 1980's and were not designed with barrier free accessibility in mind.	Two (2) more guestrooms will be renovated to become fully accessible.	2017
Physical	Guestrooms	The guestrooms were built in the 1970's and 1980's and were not designed with barrier free accessibility in mind.	Two (2) more guestrooms will be renovated to become fully accessible.	2018

## **7. SELF-SERVICE KIOSKS:**

A point of sale interactive electronic device is available in both our Rushes Restaurant and Traders Exchange Bar. These devices enable guests with a disability to complete their purchase at their table utilizing their credit and/or debit cards. As well, our Front Desk is equipped with a point of sale interactive electronic device.

In addition, staff members are available at all times to assist individuals who are having any difficulty in completing their transaction.

Consideration will be given in the future, when renewing or purchasing new point of sale devices, to accessibility features that could be built into our kiosks to better meet the needs of our customers and clients. We will strive to include accessibility features where possible and consider the accessibility needs, preferences and abilities of the widest range of users.

Additionally, the Waterloo Inn Conference Hotel web site enables people to reserve accommodations on line using a credit card to secure their reservation.

## **8. COMMUNICATION OF THE PLAN:**

The Waterloo Inn Conference Hotel will make its Statement of Commitment, Accessibility Policy and Five-Year Accessibility Plan available to the public by posting same on our website.

Additionally, we will provide these documents in an accessible format such as large print, email or facsimile, upon request.

Many computers can generate documents using very large print. One suggestion would be to send the computer generated document as a PDF file so the person receiving the document can make the view as large as is required. As well, photocopy machines can often enlarge a document.

A five-year Accessibility Plan has been prepared for the Waterloo Inn Conference Hotel. Information regarding this Accessibility Plan and hard copies are available at the Waterloo Inn Conference Hotel through the office of the President and Managing Director, upon request. A copy will be provided to any person who requests one and it will be provided in an accessible format on request.

**“WE ARE ACCESSIBLE – PLEASE ASK US”**

**December 20<sup>th</sup>, 2013  
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