



Ontario Tourism Marketing Partnership Corporation

**Multi-Year Accessibility Plan
2015/16 – 2020/21**

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Multi-Year Accessibility Plan
2015 – 2020**

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Introduction

Under the [Ontarians with Disabilities Act, 2001 \(O.D.A\)](#) a multi-year plan is required to outline ongoing and future strategies for identifying and removing barriers to accessibility. The multi-year plan is to be made available to the public.

The Ontario Tourism Marketing Partnership Corporation (OTMPC) 2015/16 - 2020/21 Multi-Year Accessibility Plan provides a framework and direction that supports and strengthens our commitment and efforts in accordance with the *Ontarians with Disabilities Act, 2001* and under the [Accessibility for Ontarians with Disabilities Act, 2005 \(A.O.D.A.\)](#).

The OTMPC will continue to train and provide resources and tools for our staff to deliver a service that meets the needs of people with disabilities while delivering exceptional customer service.

The OTMPC will review and update this plan at least once every five years.

Statement of Commitment

As an Agency of the Government of Ontario, the Ontario Tourism Marketing Partnership Corporation (OTMPC) is committed to our vision, mission and values. The OTMPC is committed to being an inclusive, accessible and engaging organization for all. We will continue to review our business practices and policies and engage staff, consumers and stakeholders to improve accessible service delivery.

Accessibility Standards for Customer Service

The OTMPC is committed to making our corporate operations head office site, Ontario Travel Information Centre locations, and consumer and tourism partner websites accessible to all visitors, stakeholders and consumers including people with disabilities. In order to achieve this, the OTMPC has implemented the following measures:

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services available on our premises. We will ensure that staff members are trained and familiar with various assistive devices that may be used by visitors, customers and partners and fellow employees with disabilities while accessing our goods and services. It is our policy to allow people with disabilities to use their personal assistive devices to access our services.

Communication

We will communicate with people and strive to maintain a workplace and visitor, consumer environment that is mindful and respectful of those with disabilities. We train staff to communicate and interact in a sensitive fashion with all visitors, consumers and partners respectfully and to provide an accessible environment to persons with disabilities while they are visiting the OTMPC corporate operations head office site and Ontario Travel Information Centre locations.

Disruption of Services

The Ontario Tourism Marketing Partnership Corporation will provide visitors, consumers and partners with notice in the event of a planned or unexpected disruption on-site and on our websites. The notice will include information about the reason for the disruption, its anticipated duration, and a description of alternate facilities or services, if available.

Service Animals and Support Persons

The Ontario Tourism Marketing Partnership Corporation is committed to welcoming people with disabilities who are accompanied by a service animal on our premises. We will also ensure that all staff, volunteers and others dealing with the public are properly trained on how to interact with people with disabilities and their service animals. The OTMPC also welcomes people with disabilities who are accompanied by a Support Person. A Support Person accompanying a visitor with a disability will be granted free admission to an OTMPC paid event where a fee is required, upon making declaration and/or through the presentation of appropriate documentation.

Telephone Services

We are committed to providing fully accessible telephone service to our visitors, consumers and partners. We train staff to communicate with them over the telephone in clear and plain language and to speak clearly and slowly.

Websites

The Ontario Tourism Marketing Partnership Corporation is committed to making our consumer and partner websites accessible to visitors, consumers and partners. We will continue to update our websites with new resources and accessible information as they become available. Please contact us if there are materials that you are having difficulties accessing, and we will work with you to provide the information to you in a format that meets your needs. By achieving compliance with applicable Web Content Accessibility Guidelines (WCAG), visitors, consumers and partners will receive web information in accessible formats.

Integrated Accessibility Standards Regulation

Accessible Emergency Information

The OTMPC has implemented a comprehensive emergency response plan for all staff and visitors. Employees with disabilities are requested to self-identify if they require assistance to evacuate in the event of an emergency. Managers are required to work with these employees to create individualized emergency evacuation procedures. The OTMPC is committed to providing employees, visitors, and on-site service providers with publicly available emergency information in an accessible format upon request.

Employment

OTMPC is committed to fair and accessible employment practices.

Recruitment and Selection Process

We notify the public and staff that, when requested, the OTMPC will accommodate people with disabilities throughout the recruitment process. The following has been implemented to remove barriers from the hiring process:

- OTMPC job ads follow ministry guidelines set out to remove barriers. Ads are written in plain language and include information for applicants on how to request accommodation or assistance. OTMPC Human Resources and Management staff respond to requests from applicants in a timely manner.
- The OTMPC notifies applicants selected to participate in the interview process that accommodations are available upon request. Any form of accommodation is made in consultation with the applicant. New employees are provided with information on the OTMPC's employee accommodation processes in their written offer of employment.

Return to Work Process

The OTMPC has developed and implemented a process for creating individual accommodation plans and return-to-work plans for employees that have been absent due to a disability. Return-to-work and accommodation plans are developed in conjunction with information provided by the employee and the employee's medical practitioner.

Feedback Processes

The OTMPC will review feedback processes annually to ensure feedback is accessible and is meeting visitor needs.

The OTMPC provides a number of ways for the public to provide feedback on its programs and services. These feedback options include the ability to comment on the OTMPC's customer service for visitors with disabilities, such as:

- OTMPC websites
- Telephone
- Facsimile
- Canada Post
- In person to front-line staff and management

Once feedback is received, the following actions are taken to respond:

- The feedback is directed to the appropriate person for action.
- The feedback is assessed for appropriate action. All comments, questions and concerns will be responded to in a timely manner. If you would like to be responded to by a particular method, such as email or telephone, please specify your preference when you leave your comment.

Information and Communications

The OTMPC is committed to meeting the communication needs of people with disabilities. The OTMPC will take the following steps to ensure information is made accessible upon request:

- Consult with the person making the request to determine the suitability of the accessible format or communication support.
- Follow best practices and guidelines set out by the OPS for creating accessible documents.
- Provide or arrange for the provision of accessible formats and communication supports in a timely manner.

Procurement

The Ontario Tourism Marketing Partnership Corporation is committed to integrating accessibility considerations into its procurement policies, procedures and practices except where it is not practicable to do so. An explanation will be provided upon request when it is decided not to incorporate accessibility features. The OTMPC will consider the needs of people with disabilities when designing, procuring or acquiring tourist information facilities, self-service kiosks and structures required for consumer/trade events. The OTMPC follows purchasing guidelines set out by the OPS including ensuring tourist

information facilities, self-service kiosks and structures required for consumer/trade events have accessibility features built into the design by consulting with key stakeholders and vendors on accessibility products to be purchased.

Training

The OTMPC will continue to provide training to employees, on Ontario accessibility laws and on the Human Rights Code as it relates to persons with disabilities. All staff are trained as soon as practicable upon assignment of duties as per section 7(3) of the Integrated Accessibility Standards Regulation.

Courses include:

- IASR Module 1: Integrated Accessibility Standards Regulation (IASR) in the OPS
- IASR Module 2: Integrated Accessibility Standards Regulation (IASR) Information and Communications Standards (e-learning)
- IASR Module 3: Integrated Accessibility Standards Regulation (IASR) Employment Standards (e-learning)
- May I Help You? Module 1: Welcoming Customers with Disabilities (e-learning)
- May I Help You? Module 2: Ten Things You Need to Know about Accessible Customer Service (e-learning)
- Working Together - The OHRC and the AODA (video)

Accessible Website and Web Content

OTMPC's consumer and partner websites – ontariotravel.net and tourismpartners.com, are accessible for people with disabilities by conforming to international standards for website accessibility known as WCAG 2.0 Level A, in accordance with the Regulation, including providing text alternatives and easy navigation, in accordance with Section 14 of the Accessible Information and Communications Standards.

By January 1, 2021, the OTMPC will conform with WCAG 2.0, Level AA, in regards to web content for ontariotravel.net and tourismpartners.com.

The website and web content that OTMPC controls directly or through a contractual relationship that allows for modification of the product, are included in this timeline, where practicable.

Design of Public Spaces

The OTMPC will meet the Accessibility Standards for the Design of Public Spaces when building new or making major modifications to public spaces.

Public spaces include:

OTMPC corporate office site (in collaboration with Infrastructure Ontario and Property Manager);

Ontario Travel Information Centres (OTICS):

- Nine (9) Centres are leased through Infrastructure Ontario and all are AODA compliant, and
- Two (2) – Bainsville and Tilbury – are located in ONroute facilities where AODA compliance is overseen by Infrastructure Ontario in conjunction with the Ministry of Transportation;

Paths of travel such as sidewalks, ramps, stairs, accessible parking, and service-related elements such as service counters, access doors, public restrooms and public areas.

The following is in place at the OTMPC corporate office site: automatic doors to the street entrance and office entrance, elevator access to each floor of the OTMPC corporate office.