



Standards Of Accessibility under Accessibility for Ontarians with Disabilities Act

Larco Hospitality (and its Hotels operating in Ontario) is committed to working towards full compliance with the current standards of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). In doing so, we are committed to providing quality services in a manner that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons 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 (the “AODA”).

The Multi-Year Accessibility Plan outlines the policies, achievements, and actions that the Hotels have taken and the work underway to improve opportunities for people with disabilities.

Our multi-year accessibility plan is available in accessible formats upon request.

General Requirements

Larco Hospitality will develop, implement, and maintain policies which govern how each hotel will achieve accessibility measures as required through the AODA. We are committed to meet the accessibility needs of persons with a disability in a timely manner.

Accessibility Plan

We will develop, maintain, and document an Accessibility Plan outlining the company’s strategy to prevent and remove barriers and to improve opportunities for persons with disabilities.

The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the company’s website. Upon request, we will provide a copy of the Accessibility Plan in an accessible format.

Training

We will ensure that training is provided on the requirements of the AODA and the Human Rights Code as it relates to persons with disabilities. Training will be provided in a way that best suits the duties and responsibilities of associates and leaders. Larco Hospitality, will provide training to the following individuals:

- all its associates;
- all individuals who participate in developing the Hotel’s accessibility policies; and
- all other persons who provide goods, services, or facilities on behalf of the company.

Associates will also be trained when changes are made to the accessibility policies.



Customer Service

We are 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.

Assistive Devices

We are committed to serving people with disabilities, who use assistive devices to obtain, use, or benefit from our goods and services. At no time will anyone using an assistive device be denied access to their device while using the facilities of the hotel, unless there is a pre-existing law prohibiting the use of the device.

Service Dogs or Animals

We are committed to welcoming people with disabilities who are accompanied by a service animal in all areas of our hotel that are open to the public except, where the animal is otherwise excluded by law. In these instances, appropriate alternatives will be offered. We will also ensure that all associates, volunteers, and others dealing with the public are trained in how to interact with people with disabilities who are accompanied by a service animal.

Support Persons

We welcome guests who are accompanied by a support person, when the support person has been hired or chosen by the person with a disability to accompany them to assist in accessing goods or services and/or for the purpose of providing support with mobility, personal assistance, and/or communication. Individuals who are accompanied by a support person are encouraged to inform relevant Hotel associates of their participation.

Design of Public Spaces

Public areas within our hotels currently meet the required Accessibility Standards for the design of public spaces. Larco Hospitality will establish plans to continue to meet the Accessibility Standards for the design of public spaces when building or making major modifications to public spaces. We will take appropriate measures to prevent service disruptions to public area accessibility. In the event of service disruption, we will notify the public of the service disruption and alternative accessibility available for obtaining goods and services.

Notice of Disruption

We will provide guests with notice in the event of a planned or unexpected disruption in our hotel as it relates to facilities or services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.



Information & Communications

Larco Hospitality is committed to meeting the communication needs of people with disabilities. Where appropriate, we will consult with people with disabilities to determine their information and communication needs.

Accessible Formats and Communication Support

Upon request, the Hotel will provide or arrange for the provision of accessible formats and communication supports for individuals with disabilities in a timely manner. There will be no additional charge for accessible formats.

Larco Hospitality will consult with the person with the making the request to determine the suitability of an accessible format or communication support.

Emergency Procedures, Plans, or Safety Information

We are committed to providing guests and clients with publicly available emergency information in an accessible format upon request. We will also provide associates with disabilities with individualized emergency response information when necessary.

If you are a person with a disability checking into the Hotel, we ask that you notify the guest service agent upon check-in.

Feedback

Larco Hospitality will ensure that its feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible communications and supports, upon requests.

Employment

Larco Hospitality is committed to fair and accessible employment practices. This section outlines requirements for the accommodation of persons with disabilities during the recruitment process and throughout the course of employment with the Hotel.

Recruitment

Larco Hospitality will notify its associates and the public about the availability of accommodation for applicants with disabilities in its recruitment and assessment processes and when people are hired. This will be indicated in the job postings.

We will 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. If a selected applicant requests an accommodation, we 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. When making offers of employment, we will notify the successful applicant of its policies for accommodating employees with disabilities.



Informing Associates of Supports

We will inform our associates of our policies used to support associates with disabilities, including policies on the provision of job accommodations that take into account an associate's accessibility needs due to disability.

This information will be provided to new associates as soon as practicable after commencing employment and shall be updated for all associates whenever there is a change to existing policies.

Accessible Formats and Communications Supports for Associates

The Hotel will inform its associates of policies developed for those with a disability. This information will be provided to new associates as soon as practicable after they begin their employment. Any changes to policies will be communicated through communication channels or through formats that consider the associate's disability.

Workplace Emergency Response Information

The Hotels will provide individualized workplace emergency response information to associates who have a disability, if the disability is such that the individualized information is necessary, and if the Hotel is aware of the need for accommodation due to the associate's disability. We will provide this information as soon as practicable after becoming aware of an accommodation request.

Where the associate requires assistance, and following receipt of consent of the associate, the Hotel will provide the workplace emergency response information and accommodation support needs to the person designated by the Hotel to help the Associate in the event of a workplace emergency. We will review the individualized workplace emergency response information if the associate moves to a different location or position within the organization, and when the Associate's overall accommodations needs or plans, or the Hotel's general emergency response policies are reviewed or revised.

Return to Work Processes

Larco Hospitality maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations to return to work. The process shall outline the steps Four Seasons will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

Performance Management, Career Development and Advancement & Redeployment

Larco Hospitality will consider the accessibility needs of associates with disabilities and the documented Individual Accommodation Plan during all performance management, career development and advancement, and redeployment processes.



Transportation

While our hotels are not primarily in the business of transportation, we periodically provide or arrange for transportation services for guests. Accessible transportation or equivalent services are provided (upon request) for persons with disabilities and is provided at no additional cost. Individuals must contact the Guest Services department or the Event's Coordinator to request this accommodation.