



Marriott on the Falls Hotel & Milestones Grill + Bar - Accessibility Policies and Multi-year Accessibility Plan

Statement of Commitment

The Marriott on the Falls Hotel and Milestones Grill + Bar are committed to giving people with disabilities the same opportunity to access our services, allowing them to benefit from the same services, in the same place and in a similar way as other clients. We are committed to treating people in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and Ontario's accessibility laws.

Multi-Year Accessibility Plan:

The Marriott on the Falls and Milestones Bar+Grill have developed and will continue to maintain its multi-year accessibility plan. The plan will be reviewed and updated at least once every five years and will be made available to the public and in accessible format upon request.

The Multi-Year Accessibility Plan outlines our organization's strategy to prevent and remove barriers so that individuals with disabilities have full and equal access to our goods, services and accommodations in accordance with the standards developed under the Accessibility for Ontarians with Disabilities Act (AODA) in the following areas:

1. Training

The Marriott on the Falls and Milestones Grill + Bar are committed to providing training in the requirements of Ontario accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. Training will be provided in a way that best suits the duties of the employees, volunteers and other persons who provide goods, services, or facilities on behalf of Marriott on the Falls and Milestones Grill + Bar.

The Marriott on the Falls and Milestones Grill+Bar takes the following steps to ensure employees are provided with the training required to the Ontario accessible laws by January 1, 2015.



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Training will be provided as part of the General Orientation process for new hires and be provided within 30 days of their hire date. The training will include the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the customer service standard.
- How to interact with guests with disabilities who use an assistive device or require the assistance of a service animal or support person.
- Records of the training will be maintained in employee's H.R. file which will include: date when training was held, employee's signature along with trainer's signature.

In addition, training will also be provided following any changes to the Accessibility for Ontarians with Disabilities Act (AODA) and Ontario's accessibility laws.

2. Information & Communication

When providing information to, or communicating with, a person with a disability, the Marriott on the Falls and Milestones Grill + Bar will provide, on request, the information and communication in an accessible format or with a communication support. We will work in consultation with the person with the disability to provide them with the information in a manner that takes into account the person's disability

- Accessible Websites and Web Content – The Marriott on the Falls and Milestones Grill+Bar is committed to meeting their websites and web content to conform with World Wide Consortium Web Content Accessibility Guidelines (WCAG 2.0) Level AA by January 1, 2014.
- Feedback Process – Whether our guests are traveling on business or taking a much needed vacation, our mission is to always deliver exceptional guest experiences to all our guests. The Marriott on the Falls and Milestones Grill + Bar welcomes guest feedback on our efforts to ensure accessible customer service to people with disabilities. We invite guests to speak to any of our employees or managers or contact us by telephone, by mail, by email or by website survey submission.

The Marriott on the Falls and Milestones Grill + Bar will continue to ensure that its Guest feedback is accessible to Guests with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

3. Self-Service Kiosks

The Marriott on the Falls and Milestones Grill + Bar are committed to incorporating accessibility features for guests and employees with disabilities when designing, procuring or acquiring self-service kiosks, such as a debit machine by January 1, 2014.



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4. Workplace Emergency Response

By January 1, 2015, the Marriott on the Falls and Milestones Grill + Bar will provide individualized workplace emergency response information to employees who have disability, if the disability is such that the individualized information is necessary and if Marriott on the Falls and Milestones Grill + Bar is aware of the need for accommodation, we will provide this information as soon as practicable following the request for the information in alternate format due to the employee's disability.

Where the Employee requires assistance, Marriott on the Falls and Milestones Grill + Bar will, with the consent of the Associate, provide the workplace emergency response information to the person designated by Marriott on the Falls and Milestones Grill + Bar to provide assistance to the employee.

Marriott on the Falls and Milestones Grill + Bar will review the individualized workplace emergency response information when the employee moves to a different Department, when the employee overall accommodations needs for plans are reviewed and when Marriott on the Falls and Milestones Grill + Bar reviews its general emergency response plan.

5. Employment

Recruitment

The Marriott on the Falls and Milestones Grill + Bar are committed to fair and accessible employment practices. By January 1, 2016, we will ensure that we accommodate people with disabilities by providing accessibility across all stages of the employment cycle.

- **Recruitment General** - The Marriott on the Falls and Milestones Grill + Bar shall post on their internal and external job vacancy postings of the availability of accommodations for applicants with disabilities in its recruitment process.
- **Recruitment, Assessment or Selection Process** - Job applicants individually selected by the Marriott on the Falls and Milestones Restaurant Grill + Bar for an interview and/or testing shall be notified that accommodations for materials to be used in the assessment/selection processes are available, upon request. We shall consult with the applicant who requests an accommodation in a manner that takes into account the applicant's disability.



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- Notice to Successful Candidate - Successful applicants will be notified by Marriott on the Falls and Milestones Grill + Bar of its policies for accommodating employees with disabilities as part of their offer of employment

Return to work process -The Marriott on the Falls and Milestones Grill + Bar will have in place by January 1, 2016 a documented return to work process for employees returning to work due to disability an requiring disability-related accommodations. This return to work process will outline the steps that Marriott on the Falls and Milestones Grill + Bar shall take to facilitate the return to work.

Performance Management and Career Development and Redeployment - The Marriott on the Falls and Milestones Grill + Bar by January 1, 2016 will take into account the accessibility needs of its employees with disabilities as well as any individual accommodations plans when providing career development, performance management and when considering redeployment.

6. Design of Public Spaces

The Marriott on the Falls and Milestones Grill + Bar will incorporate accessibility requirements under the IASR when building or redeveloping a public space identified under Accessibility Standard for the Design of Public Spaces on or after January 1, 2017.

For more information, questions, or concerns on this Accessibility Plan or to request communication in an accessible format, please contact:

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