



ACCESSIBILITY POLICY AND PROCEDURE

Policy Statement

OMT Hospitality Inc., o/s Old Mill Toronto, thereafter, referred to as OMT Hospitality Inc. OMT Hospitality Inc. is committed to ensuring equal access and participation for all its current employees, job seekers, customers, vendors, visitors, and other people who access our facility. Any person with special needs will be warmly welcomed and treated equally.

OMT Hospitality Inc. understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

OMT Hospitality Inc. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Purpose

To address the accessibility requirements of Regulation 429/07 – Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005.

This policy has been prepared to outline what the organisation must do to comply with the regulation and with the goal of developing standards that would provide and improve accessibility for people with disabilities.

Scope

This policy applies to all the employees.

Policy and Procedure Guidelines

OMT Hospitality Inc. shall use all reasonable efforts to ensure that its policies, practices, and procedures are consistent with the following principles:

- a) The goods and services must be provided in a manner that respects the dignity and independence of persons with disabilities.



- b) The provision of goods and services to persons with disabilities and others must be integrated unless an alternate measure is necessary, to enable a person with disability to obtain, use, or benefit the goods or services. The alternate measure may be temporary or permanent.
- c) Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

Commitment

OMT Hospitality Inc. is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities 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 and Ontario's accessibility laws.

OMT Hospitality Inc. is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

Training

OMT Hospitality Inc. is committed to training all staff members in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) All persons who participate in developing the organization's policies; and
- b) All other persons who provide goods, services, or facilities on behalf of the organization

Training of our employees on accessibility relates to their specific roles.

Training includes:

- a) Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards.



- b) Human Rights Code.
- c) Our policies related to the Customer Service Standards.
- d) How to interact and communicate with people with various types of disabilities.
- e) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- f) How to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities. These include assistive devices for mobility, hearing, and visual aids.
- g) Alternative steps if a person with a disability is having difficulty in accessing our organization's goods, services, or facilities.

Method of Training

We train every person at the time of onboarding – orientation or as soon as practicable after being hired and provide training in respect of any changes to the policies.

Training Resource – <http://accessforward.ca> (all four modules – Customer service, General Requirements, Information and Communications, and Employment Standards), and <https://www.aoda.ca/free-online-training/> or <https://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services, or facilities. Where assistive devices are available in our building our staff will be trained in how to use them.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services, or facilities.

We ensure that our staff members are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services, or facilities.



Communication

We communicate with people with disabilities in ways that consider their disability. This may include the following:

- a) Use of assistive devices (hearing and visual).
- b) Accessible formats of our electronic and print literature.
- c) Any other ways of communication as requested by the disabled individual.

OMT Hospitality Inc. will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirement in accordance with the Ontario's accessibility laws.

Customer Service

OMT Hospitality Inc. is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

To eradicate the barriers to accessibility we offer the following:

- a) Accessible formats available for our communication and information brochures.
- b) Employees are trained to speak clearly and slowly with the persons of disabilities.
- c) Keep record of persons of disability present on-site, to be used in case of emergency evacuation.
- d) Any other possible accommodations as requested by the disabled customers in-advance to maintain their dignity and independence.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter, or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.



A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- a) College of Audiologists and Speech-Language Pathologists of Ontario
- b) College of Chiropractors of Ontario
- c) College of Nurses of Ontario
- d) College of Occupational Therapists of Ontario
- e) College of Optometrists of Ontario
- f) College of Physicians and Surgeons of Ontario
- g) College of Physiotherapists of Ontario
- h) College of Psychologists of Ontario
- i) College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services, or facilities:

- a) Explain why the animal is excluded.
- b) Discuss with the customer another way of providing goods, services, or facilities.

Service animals are to be in the same area as the owner. Staff members are not permitted to pet or attend the service animals. It is sole responsibility of the owner of the service animal.

Emotional support animals do not qualify as service animals under the AODA legislation. Hence will be prohibited by the facility.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

When dining in along with the support person, customer as well as the support person will be charged based on the food order or buffet cost.

In certain cases, this organization might require a person with a disability to be accompanied by a support person for the health or safety reasons of:



- a) The person with a disability
- b) Others on the premises

Before deciding, this organization will:

- a) Consult with the person with a disability to understand their needs.
- b) Consider health or safety reasons based on available evidence.
- c) Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be made publicly available in the following ways:

- a) Website
- b) Reception Area

Feedback Process

OMT Hospitality Inc. welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback regarding the way our organization provides goods and services to people with disabilities can be made in the following ways:

In person or by Mail
21 Old Mill Road, Toronto, Ontario, M8X 1G5

Telephone
416.236.2641

Fax
416.236.2749

21 Old Mill Road, Toronto, ON M8X 1G5
(T) 416.236.2641 (F) 416.236.2749
www.oldmilltoronto.com



Email

accessibility@oldmilltoronto.com

All feedback, including complaints, will be handled in the following manner:

- a) Feedback will be directed to the concerned department.
- b) Customers can expect to hear back within Seven (7) business days.

OMT Hospitality Inc. ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of Availability of Documents

OMT Hospitality Inc. notifies the public that the documents related to accessible customer service, are available upon request by posting a notice on the official website and reception area.

OMT Hospitality Inc. will provide these documents in an accessible format or with communication support, upon request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Self-service Kiosks

OMT Hospitality Inc. will incorporate accessibility features for the people with disabilities when designing, procuring, or acquiring self-service kiosks.

Information

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) In a timely manner, taking into account the person's accessibility needs due to disability;
and
- b) At a cost that is no more than the regular cost charged to other persons.



We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) An explanation as to why the information or communications are unconvertible; and
- b) A summary of the unconvertible information or communications.

Employment

OMT Hospitality Inc. notifies employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) Information that is needed to perform the employee's job; and
- b) Information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is aiding that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.



We will review the individualized workplace emergency response information:

- a) When the employee moves to a different location in the organization.
- b) When the employee's overall accommodations needs or plans are reviewed; and
- c) When the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for the employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of all the employees.

Design of Public Spaces

We will meet accessibility laws when building or making major changes to public spaces. Our public spaces include:

- a) Outdoor public eating areas, only when outdoor events are booked.
- b) Service-related elements like reception area, lobby, fixed queueing lines and waiting areas.

We put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.