



## **MULTI-YEAR ACCESSIBILITY PLAN**

**DECEMBER 2023 – DECEMBER 2025**

### **INTRODUCTION**

OMT Hospitality Inc. o/s Old Mill Toronto, thereafter, referred to as OMT Hospitality Inc. strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

OMT Hospitality Inc. is committed to fulfilling the accessibility standards established by the Integrated Accessibility Standards Regulation (IASR), created under Accessibility for Ontarians Disability Act (AODA) 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every five (5) years.

### **Section 1. Past Achievements to Remove and Prevent Barriers**

OMT Hospitality Inc. has introduced and implemented specific projects and programs to improve accessibility for people with disabilities and to meet requirements of the *Accessibility for Ontarians with Disabilities Act*.

OMT Hospitality Inc. has completed the following accessibility initiatives.

#### **1.1 CUSTOMER SERVICE**

- a) OMT Hospitality Inc. takes pride in welcoming and extending excellent customer service to all people without any discrimination. All people with disability are treated equally and respectfully.
- b) Updated Accessibility Policy and review of guidelines in accordance with the Accessibility Standards for Customer Service.
- c) Created emergency procedures to ensure customers with varying abilities are assisted during facility emergencies.



- d) We have been open to feedback from our customers that assisted in identifying areas where we can improve our compliance with accessibility legislation. Customer feedback is taken seriously and responded within seven (7) business days.
- e) Fire safety plan to ensure timely assistance and support is available to all disabled individuals on site.
- f) Maintaining adequate supply of Wheelchairs, walkers, and crutches.

## **1.2 INFORMATION AND COMMUNICATIONS**

- a) OMT Hospitality Inc. staff take every measure to ensure communication methods are used in accordance with the comfort level and need of the disabled customer.
- b) Customers are encouraged to connect in-person, via phone or email to request personalized accommodations. Staff members do their best to ensure the request is taken care of before their arrival. In the event the requested accommodation is not possible, alternatives are communicated to the customers that are best suited to their needs.

## **1.3 EMPLOYMENT**

- a) Accommodations are being made available for all current disabled employees.
- b) Recruiting process is neutral. No discrimination is prevalent against disabled individuals. They are offered equal opportunities.

## **1.4 SELF-SERVICE KIOSKS**

OMT Hospitality Inc. does not offer self-service kiosks. In the public area we offer an ATM Machine, which follows AODA legislation.

## **1.5 TRAINING**

- a) All employees are provided AODA training.
- b) Restaurant members are trained on understanding and communicating the special needs of the customers.
- c) Department heads are trained in offering reasonable accommodations to all disabled staff members.



## 1.6 DESIGN OF PUBLIC SPACES

- a) Public spaces in the facility are in compliance with the accessibility law.
- b) Every effort is made to identify and implement changes according to customer feedback and the legislation.
- c) Fire alarms are installed in the public areas.
- d) Proper signages are installed throughout the facility according to the accessibility legislation.

## Section 2. Strategies and Actions

Below are the projects and programs that OMT Hospitality Inc. plans to accomplish to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* and to remove and prevent barriers to people with disabilities.

### 2.1 CUSTOMER SERVICE

OMT Hospitality Inc. is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others.

ACTION TO BE TAKEN	TIMELINE
We continue to improve our compliance with accessibility legislation by offering an accessibility friendly environment and space.	On-going
Persons with disability are welcome to bring the service animals and support persons; Incorporated in Accessibility Policy.	On-going
Provide accessible customer service feedback process through multi-format feedback mechanisms that include, forms, phone, and email.	April 30, 2024
Provide accessible invoices to all our customers and, upon request, provide invoices in an alternative format.	On-going

### 2.2 INFORMATION AND COMMUNICATIONS



OMT Hospitality Inc. is committed to making our information and communications accessible to people with disabilities.

ACTION TO BE TAKEN	TIMELINE
Assisted devices will be offered to the customers in need, to promote respectable and independent environment. Where a customer has their own assisted device, they would be able to use it if it doesn't possess any environmental or health hazards.	On-going
Our digital resources and the print materials are designed to assist and support people with disability. All resources are available free-of-cost, extending equality among all customers.	On-going
Website redesign with software equipped with scanning tool to assess accessibility functionality to meet WCAG 2.0 Level AA compliance prior to publishing content.	Currently in progress – we are in Phase 3
Web submission and communication for service disruption, the reason, and its anticipated duration posted on the Accessibility webpage.	On-going

### 2.3 EMPLOYMENT

OMT Hospitality Inc. is committed to fair and accessible employment practices.

ACTION TO BE TAKEN	TIMELINE
We plan to introduce “Accessibility Recruiting and Onboarding Program” for potential future employees.	Dec 31 <sup>st</sup> 2025
A specialized program will be introduced for the employees who are returning to work after disability.	Dec 31 <sup>st</sup> 2025
Job opportunities/postings to promote hiring of the disabled individuals who can do the specific job with reasonable accommodations.	Ongoing
Career development and assessment – Forms are available in accessible format. Equal growth opportunities are provided to the disabled staff members.	Dec 31 <sup>st</sup> 2025

### 2.4 SELF-SERVICE KIOSKS

OMT Hospitality Inc. is committed to incorporating accessibility features/considering accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks.



## 2.5 TRAINING

OMT Hospitality is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

ACTION TO BE TAKEN	TIMELINE
All new employees will be provided AODA training within 30 days of hiring.	Dec 31, 2024
Fully accessible telephone services through training of our employees to communicate over the telephone in clear and plain language and to speak clearly and slowly.	On-going
Designated employees will be trained on the use of the assisted devices.	On-going

## 2.6 DESIGN OF PUBLIC SPACES

OMT Hospitality Inc. will meet accessibility laws when building or making major changes to public spaces.

ACTION TO BE TAKEN	TIMELINE
Every effort will be made to identify and implement changes according to customer feedback and the legislation.	On-going
Update Building Emergency plan that includes emergency procedures, including fire evacuation procedures for employees and customers with disabilities.	Dec 31, 2024

OMT Hospitality Inc. will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

## CONCLUSION

In conclusion, OMT Hospitality Inc. is committed to creating an environment that is inclusive of all individuals and ensures equal opportunity among its team to achieve success in their employment endeavours and customer to experience an exceptional customer service.



## **CONTACT INFORMATION**

For more information on this accessibility plan, please contact:

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Our accessibility plan is publicly posted on our official website at

<https://www.oldmilltoronto.com/>

Standard and accessible formats of this document can be requested at no cost by submitting request via:

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