



# **GBH Annual Accessibility Status Report**

## **Customer Service Standard Regulation**

- Since 2011, Great Blue Heron Casino has remained in compliance with the Ontario Regulation 429/07, Accessibility Standards for Customer Service.
- GBH has an accessible feedback process to respond to inquiries and suggestions from the public by mail, e-mail, fax, in person and by telephone.

## **Integrated Accessibility Standards Regulation (IASR)**

### **Accessibility policies**

- GBH has posted information for the public on our web page.

### **Accessibility plans**

- The GBH Multi Year Accessibility Plan outlines our strategy to prevent and remove barriers to accessibility.

### **Procuring or acquiring goods, services or facilities**

- GBH is committed to incorporating accessibility criteria and features when procuring or acquiring goods, services, or facilities except where it is not practicable to do so.

### **Self-service kiosks**

- GBH is committed to incorporating accessibility features into self service kiosks, where practicable to do so.

### **Emergency procedures and plans**

- Emergency procedures and plans that are prepared by GBH and made available to the public will be made available in an accessible format as soon as practicable, upon request.

**Websites and web content**

- New GBH web sites being developed after January 1, 2012 are being evaluated for accessibility to ensure they meet WCAG 2.0 Level A conformance.
- GBH web sites that have had a significant refresh after January 1, 2012 are being evaluated for accessibility to ensure they meet WCAG 2.0 Level A conformance.

**Workplace emergency management**

- Where GBH is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee.

**Information and Communications**

- GBH is committed to provide communications support, publications and information to the public in accessible formats upon request.
- GBH is committed to making company information and communications accessible to persons with disabilities.

**Employment**

- GBH is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.
- As of 2010, approximately 1000 employees completed the AODA Customer Service Training Program module.
- GBH's New Hire Orientation training program was updated to include the AODA IASR and will be enhanced whenever new training programs are required under the AODA.

## **Design of Public Spaces**

- GBH is committed to the accessibility requirements of the IASR Design of Public Spaces.