

# Great Blue Heron Casino Multi-Year Accessibility Plan



Advocating Accessibility  
For  
GBH Customers & Employees

**Accessibility**  
**is more than a word**  
**it is a**  
**Commitment**



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## **Great Blue Heron Casino**

### **Multi-Year Accessibility Plan**

#### **Executive Summary**

Great Blue Heron (GBH) Casino's Multi-Year Accessibility Plan is a road map that describes how we will transform the GBH into an accessible organization. This Plan documents our approach to building and achieving an accessible organization.

This accessibility plan outlines the policies and actions that GBH will implement to improve opportunities for all. The contents were developed in consultation with the OLG Accessibility, Communications and Legal Departments and people with disabilities.

In this document, you will find important background information about accessibility at GBH. You will also find three key sections detailing our approach to building an accessible organization:

- The overall vision, desired outcomes, and strategy that will lead to achieving accessibility by 2025
- Key focus areas for immediate results: What we are doing to get results over the next few years
- Compliance with the Accessibility for Ontarians with Disabilities Act (AODA): Our approach to compliance with Ontario's accessibility legislation and highlights of key successes

#### **Commitment to persons with disabilities**

GBH is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

## **GBH and the OLG Accessibility Department**

GBH is striving to achieve our obligations under the AODA. We are also coordinating our efforts with the OLG's Accessibility Department to ensure that we both meet our obligations under the AODA.

OLG's Accessibility Department will work in conjunction with GBH by:

- Providing GBH with Braille formats, upon request
- Ensuring we have a solid working relationship, which ensures best practices, experiences, initiatives, tools, guides and training programs are shared and implemented

## **Accessibility & GBH – Strategic Roadmap**

In 2005, the government of Ontario passed the AODA, which requires that Ontario be an accessible province by 2025. To help government, public, private and not-for-profit organizations identify, prevent, and remove barriers to accessibility; the AODA contains the following accessibility standards:

Customer service

Information and communications

Employment

Transportation

Design of Public Spaces (formerly The Built Environment)

The accessibility standard for Customer Service came into force in 2008. GBH implemented the AODA Customer Service Standard requirements by January 1, 2010. The next three standards – Information and Communications, Employment and Transportation – have been combined into the Integrated Accessibility Standards Regulation (IASR). The IASR is now law and the requirements will be phased in over time. The standard for the Built Environment has been combined with the IARS and is now referred to as the Design of Public Spaces Standard.

## **Accessible Emergency Information**

GBH is committed to providing our customers and clients with publicly available emergency response information in an accessible way upon request. We will also provide individualized emergency response plans for employees with a disability, when necessary.

## **Training**

GBH will provide standardized training to all employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

GBH took the following steps to ensure employees were provided with the training needed to meet Ontario's accessible laws by January 1, 2014:

- All GBH employees were required to complete a training module and signed acknowledgement for the AODA IASR prior to December 2013
- GBH's new hire orientation program includes AODA Customer Service and IASR training and will be enhanced as required to include any other future AODA training requirements

## **Kiosks**

GBH will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring, or acquiring self-service kiosks by January 1, 2014:

- Kiosk business requirements documentation includes accessibility features and functions checklists
- GBH Procurement processes will be enhanced with an accessibility compliance statement outlining the accessibility expectations

## **Information and communications**

GBH is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

GBH will take the following steps to make all new websites and content on those sites conform to WCAG 2.0, Level A by January 1, 2014, to the extent practicable:

- All new GBH websites are assessed and evaluated for accessibility to ensure conformance with WCAG 2.0 Level A
- All GBH web content is assessed and evaluated for accessibility conformance

GBH will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015, to the extent practicable:

- GBH customer feedback processes allow for multiple types of communication such as email, fax, in person, telephone, or regular mail
- Accessibility related inquiries are forwarded to the Accessibility Representative for review and resolution

GBH will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016, to the extent practicable:

- All GBH employees will receive training on the AODA IARS by December 2013.
- GBH will request Braille documents from OLG when required
- The GBH restaurant offer menus in large print and Braille

GBH will take the following steps with respect to our websites, to the extent practicable:

- Ensure all web sites are WCAG 2.0 Level A compliant by January 1, 2014
- Identify accessibility features and functions during planning stages; review web content in order to identify all accessibility non-compliance prior to launch
- Ensure all web sites are WCAG 2.0 Level AA compliant by January 1, 2021

## **Employment**

GBH is committed to fair and accessible employment practices and will take the following steps to notify applicants and employees that accommodations will be provided, upon request.

- Review existing policies and procedures and where necessary, augment processes for people with disabilities
- The GBH New Hire Orientation training program includes Customer Service AODA training and IASR training and will be enhanced as required to include any other future AODA training requirements

GBH will take the following steps to develop and implement a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Review existing policies and procedures and if necessary, augment processes for people with disabilities on the development of accommodation plans and return to work processes

The following steps will be taken to ensure the accessibility needs of employees with disabilities needs are taken into account during performance management, career development, and redeployment processes:

- Review existing policies and procedures amend where necessary

## **Design of Public Spaces (formerly the Built Environment)**

GBH will meet the Accessibility Standards for the Design of Public Spaces when building new structures or during major renovations to public spaces. Public spaces include:

- Outdoor paths of travel, such as sidewalks, ramps, stairs, curb ramps, rest areas
- Accessible off street parking
- Service-related elements such as service counters, fixed queuing lines and waiting areas

## **Disruption in Service**

- a. Employees will provide advance notice, when possible, if services such as elevators, escalators, and accessible washrooms are unavailable.
- b. When a disruption occurs unexpectedly, notice is provided as soon as possible.

## **GBH's Accomplishments**

### **Accessibility training**

GBH successfully delivered and continues to deliver Customer Service and IASR training to all existing and new employees. By working in conjunction with the OLG's Accessibility Department we were able to adopt their training program.

### **Awards**

The Customer Service training program that we adopted from the OLG was awarded the prestigious Silver Canadian Award for Training Excellence for the program "Accessible Customer Service E-Learning Program" from the Canadian Society for Training and Development (CSTD) in 2010.

### **For more information**

For more information on this accessibility plan, please contact GBH at:

- Phone: 1-905-985-4888 or 1-888-294-3766
- Email: [accessibilityrepresentative@gbhcasino.com](mailto:accessibilityrepresentative@gbhcasino.com)

Alternative accessible formats of this document are available free upon request. Please contact the Accessibility Representative to discuss how we may help you.