

Vantage Venues Multi-year Accessibility Plan

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Message from the CEO

As a multi-purpose venue, not only are all of our rooms beautifully appointed and adaptable to meet your exact needs, we are acutely aware of the accessibility issues experienced by our clients. Many of our clients experience disabilities that are not always visible such as hearing and vision loss, in addition to physical and intellectual disabilities. We are committed to serving everyone – our employees, clients, board members, stakeholders – in a way that enables them to maintain their dignity and independence. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario’s accessibility act. We are pleased to share our multi-year accessibility plan which outlines the organization’s vision for accessibility and how we plan on moving forward to ensure equal access and participation for people with disabilities.

Introduction

With 40,000 sq. ft. of world-class meeting and event space, our facilities bring together decades of expertise in event planning and a convenient location in the heart of downtown Toronto with stunning views of the city and Lake Ontario.

Vantage Venues strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization/business is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Vantage Venues is taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how Vantage Venues will play its role in making Ontario an accessible province for all Ontarians.

Section one: Past Achievements to remove and Prevent Barriers

This document includes a summary of the accessibility initiatives that Vantage Venues has completed.

Customer Service – Information and Communication

- Vantage Venues Accessibility Plan is available at Main Reception Desk
- Workplace emergency plans for employees with disabilities available at Main Reception Desk
- Verbally asking new clients if any of their attendees have any disabilities and accessible needs for their future meetings.
- Also added section on client function sheet, to submit to Vantage Venues, and knowledge of attendees having disabilities of accessible needs
- Filed compliance report
- AODA Policy completed

Employment

- Added note on our job postings (indeed.com) that Vantage Venues also welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Training

- Provide AODA Training for new hires
- Provide AODA Training for all staff at bi-annual staff meetings

Section two: Strategies and Actions

Customer Service – Information and Communication

Vantage Venues is committed to providing accessible customer service to people with disabilities. This means that we will provide services to people with disabilities with the same high quality and timeliness as others.

- Updated Accessible Customer Service Policy and Statement to Main Reception Desk
- Send to all staff AODA Customer Service training, AODA Comprehensive Quiz and employee consent. To be completed by December 31 2018.
- Multi-year accessibility plan to be completed by December 31 2020.
- File compliance report by December 31 2020.
- Send out a confirmation of compliance with the Accessibility Customer service. To be completed by December 31 2020.

Employment

Vantage Venues is committed to making our information and communications accessible to people with disabilities.

- AODA Training for all current & new employees
- Collect information from employees verifying their disability. To be completed by December 31 2018.



VANTAGE VENUES

150 King Street West, 27th Floor

Toronto, ON, M5H 1J9

vantagevenues.ca

For More Information

For more information on this accessibility plan, please contact Craig Earle, Director of Operations at (416) 366-4228 ext. 249, or email at: craig.earle@vantagevenues.com

