

Accessibility Policy & Multi-Year Accessibility Plan (2025–2030)

Prepared by La Place Rendez-Vous
Fort Frances, Ontario

Accessibility Policy

La Place Rendez-Vous is committed to providing an accessible environment for all people with disabilities. We are dedicated to treating all individuals in a manner that respects their dignity and independence, providing equal opportunities, and integrating accessibility into our daily operations. We will meet the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Ontario Human Rights Code, and the Integrated Accessibility Standards Regulations (IASR).

Scope

This policy applies to all 62 employees across Kitchen, Dining Room, Banquets, Housekeeping, Front Desk, Office, and Maintenance, as well as contractors, volunteers, guests, and members of the public.

Policies

Accessible Customer Service

Service animals are welcome in all areas of La Place Rendez-Vous that are open to the public, unless otherwise excluded by law. A service animal may be identified through visual indicators (such as a harness or vest) or by documentation from a regulated health professional. If it is not readily apparent that the animal is a service animal, staff may request documentation as permitted under the Accessibility for Ontarians with Disabilities Act (AODA). Guests with disabilities who are accompanied by a service animal must not be separated from the animal. In the rare case where a service animal is excluded by law (for example, certain food preparation areas), La Place Rendez-Vous will ensure that alternate arrangements are made to provide access to goods and services.

Support persons are also permitted to accompany guests at all times. Where applicable, any applicable fees or requirements will be communicated in advance.

Employment Practices – Recruitment and hiring processes will notify applicants that accommodations are available. Individual accommodation plans and return-to-work processes will be implemented for employees with disabilities.

Accessible Information – Guests will be provided with accessible formats or communication supports upon request, in a timely manner and at no additional cost, and in consultation with the individual.

Website & Digital Content – Our website and online booking system are being reviewed and updated to meet WCAG 2.0 Level AA requirements.

Training – All staff will be trained on AODA standards and the Ontario Human Rights Code as it relates to people with disabilities.

Feedback - Feedback may be submitted in person, by phone, email, or mail. Responses will be provided in accessible formats upon request.

Multi-Year Accessibility Plan (2025–2030)

La Place Rendez-Vous has developed this plan in accordance with AODA requirements. This plan will be reviewed every five years and made publicly available in accessible formats upon request.

Year	Focus Area	Actions
2025	Training & Policies	Deliver AODA and Human Rights Code training; formalize policies; launch feedback process.
2026	Employment & Communication	Launch individual accommodation plans and return-to-work program; develop accessible menus; website accessibility audit.
2027	Website & Booking	Update public website and booking system to ensure WCAG 2.0 AA compliance.
2028	Emergency Preparedness	Develop personalized emergency plans for employees with disabilities; update severe weather procedures.
2029	Facilities & Monitoring	Maintain accessible entrances, washrooms, signage; review facilities annually.
2030	Evaluation & Update	Review and refresh multi-year plan based on progress and new standards.

Supporting Policies & Templates

1. Feedback & Communication Policy

Feedback may be provided in person at the Front Desk, by phone, by email (info@laplacerendezvous.com), or by mail to 1201 Idylwild Drive, Fort Frances, ON. Acknowledgment will be made within 10 business days.

2. Individual Accommodation Plan Template

Employee Name:

Job Title/Department:

Accommodation Need Identified:

Consultation Notes:

Accommodation Provided:

Review Date:

3. Return-to-Work Process Template

1. Employee notifies management of intent to return.
2. Accommodation plan created in consultation with employee and manager.
3. Duties modified as needed.
4. Regular review meetings scheduled until full duties are resumed.

4. Emergency Response Information Template

Employee Name:

Emergency Need Identified:

Procedures Required:

Support Person (if applicable):

Review Date:

5. Training Policy & Record-Keeping Template

All staff must complete training on AODA standards and the Ontario Human Rights Code as it relates to disabilities.

Record Template:

Employee Name | Training Completed | Date | Module Used

Design of Public Spaces Standards

La Place Rendez-Vous is committed to meeting the Design of Public Spaces Standards, as outlined in the Integrated Accessibility Standards Regulation (IASR). Where newly constructed or redeveloped elements apply, our facilities comply with the general requirements of these standards. Recent upgrades, including powered entrances, accessible parking spaces with signage, ramped access to the dining patio, elevator service, and accessible hotel rooms with upgraded washrooms, were designed to meet these requirements.

Preventative and emergency maintenance of accessible elements is incorporated into our regular facilities management and inspection schedule. This includes annual checks of ramps, powered doors, elevators, accessible washrooms, signage, and accessible parking areas. Any deficiencies identified are prioritized for repair.

In the event of temporary disruptions to accessible elements (such as elevator downtime or washroom repairs), La Place Rendez-Vous will provide notice to the public. Notices will include the reason for the disruption, the expected duration, and available alternatives. Notices will be posted at entrances, the Front Desk, and on our website or social media as appropriate.