



MULTI YEAR ACCESSIBILITY PLAN

INDEX

INTRODUCTION & STATEMENT OF COMMITMENT.....	3
CUSTOMER SERVICE	4
INFORMATION & COMMUNICATIONS	5
EMPLOYMENT	6
PROCUREMENT	7
SELF-SERVICE KIOSKS	8
TRAINING	9
FOR MORE INFORMATION.....	10

INTRODUCTION & STATEMENT OF COMMITMENT

Rogers Centre Ottawa is guided by the Accessibility for Ontarians with Disabilities Act (AODA). The Act was passed in 2005 with the intention of creating a barrier-free and accessible Ontario by 2025 through the development of province-wide, enforceable standards on accessibility for people with disabilities.

The Rogers Centre is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration at the Rogers Centre, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Under section 4(1), public sector organizations and large organizations are required to develop and post a multi-year accessibility plan on our website. Rogers Centre's plan outlines our approach to preventing and removing barriers to meet the requirements under the AODA and will be reviewed bi-annually and as required.

CUSTOMER SERVICE

Rogers Centre Ottawa is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others. Rogers Centre provides training to all employees, volunteers and others who deal with the public or other third parties on our behalf.

Rogers Centre welcomes people with disabilities and their service animals. Service animals are allowed in the areas of the centre that are open to the public. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees may be charged to the support person for admission to events taking place at Rogers Centre, at our client's discretion.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Rogers Centre will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at all locations where service delivery disruptions occur.

Status: Complete

INFORMATION & COMMUNICATIONS

According to AODA requirements, designated public sector organizations and large organizations must make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA by January 1, 2021. Rogers Centre's website and content currently meets the WCAG Guidelines 2.0 Level A and by January 1, 2021 the Centre will conform with WCAG 2.0, Level AA.

Status: Complete

Update Due: January 1, 2021

In compliance with the AODA Customer Service Standard, Rogers Centre has put into place accessible feedback processes. We are able to receive and respond to customers' feedback through various means within five business days. Customers who wish to provide feedback on the way Rogers Centre provides goods and services to people with disabilities can do so in person, by phone, by regular mail, by e-mail, or in a client survey.

Status: Complete

EMPLOYMENT

Rogers Centre notifies its employees and the public about the availability of accommodation for applicants with disabilities in our recruitment processes. During the recruitment process, when they are individually selected to participate in an assessment or selection process, applicants are advised that accommodations are available upon request in relation to the materials or processes to be used. If requested, Rogers Centre will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Rogers Centre will continue to identify and remove barriers that exist for staff. We will continue to provide updated information to employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. When requested, Rogers Centre will consult with an employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace.

Rogers Centre has in place a process for the development of documented individual accommodation plans for employees with disabilities. The Centre will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the Centre is aware of the need for accommodation due to the employee's disability.

Rogers Centre has in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Rogers Centre will continue to take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using our performance management process in respect of employees with disabilities.

The Centre takes into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities. Rogers Centre also takes into account the accessibility needs of employees with disabilities and their accommodation plan when redeploying an employee.

Status: Complete/ongoing

PROCUREMENT

Rogers Centre Ottawa will incorporate accessibility design, criteria and features when procuring or acquiring goods or services, except where it is not practicable to do so. If it has been determined that it is not practicable to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, Rogers Centre will provide, upon request, an explanation.

Status: Ongoing

SELF-SERVICE KIOSKS

Large organizations are obligated to have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks. There are a number of banking machines located throughout Rogers Centre that are owned by a third party. There are also directional kiosks located on the first and second floors. These two types of interactive kiosks were designed to be accessible to clients in wheelchairs.

Any new kiosks purchased or leased for the Centre will incorporate as many accessibility features as possible in the design and procurement phases.

Status: Ongoing

TRAINING

As per section 7(1-4) of the Integrated Accessibility Standards (IASR) Rogers Centre ensures that training is provided on the requirements of the accessibility standards as it pertains to persons with disabilities to all employees, and volunteers, all persons who participate in developing the organization's policies and all other persons who provide goods, services or facilities on behalf of the organization. This training is appropriate to the duties of the employees and volunteers and takes place within the first month of hire and when there are changes to any of the policies.

Rogers Centre Ottawa colleagues are trained in the IASR and on the Human Rights Code as it pertains to persons with disabilities as well as the requirements of the customer service standard and Rogers Centre's own Accessible Customer Service Plan.

Our staff has been trained and is familiar with various assistive devices that may be used by customers with disabilities while at the Centre, such as the TTY telephones, wheelchairs, and the Tactile Walking Surface Indicators (TWSI). Staff are comfortable communicating with people with disabilities in ways that take into account their disability.

Rogers Centre Ottawa maintains a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom its provided.

Status: Complete/ongoing

FOR MORE INFORMATION

For more information on this accessibility plan, please contact Jessica Brownsford, Executive Assistant at 613-688-8209 or jbrownsford@rogers-centreottawa.ca.

More information on Rogers Centre's accessible building features can be found on our website at www.rogers-centre.ca/about-us/accessibility/

Standard and accessible formats of this document are free upon request from Mona Pedlar by calling 613-688-8209 or emailing jbrownsford@rogers-centreottawa.ca or via mail at:

Rogers Centre Ottawa
55 Colonel By Drive
Ottawa, ON K1N 9J2
Attn: Jessica Brownsford, Executive Assistant