



**ACCESSIBILITY FOR ONTARIANS WITH
DISABILITIES ACT, 2005
(AODA)**

**MULTI YEAR ACCESSIBILITY PLAN FOR
Burlington Convention Centre**

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(hereinafter referred to as “the company”)

General Information:

The *Accessibility for Ontarians with Disabilities Act* (“AODA”) has imposed a series of obligations on businesses providing goods and services in Ontario. Prior to January 1, 2014 the focus has been on ensuring that customers with accessibility issues are provided with goods and services in a manner that is responsive to and respectful of their needs. As of December 31, 2012, businesses employing 20 or more people were required to file compliance reports with the Ministry of Community and Social Services stating that they had implemented accessible customer service policies, provided training to their employees on how to provide service to individuals with accessibility issues, created a feedback process for customers who experienced accessibility issues and that steps had been taken to make these policies available to members of the public.

Effective January 1, 2014, Ontario private sector businesses that have 50 or more employees will be required to demonstrate that they have taken further steps to ensure that they meet the needs of both their customers and their employees.

This plan covering the period January 1, 2019 to and including December 31, 2023 outlines the policies and actions that the company will put in place to improve opportunities for people with disabilities.

Burlington Convention Centre NOW AGREES TO THE FOLLOWING:

Statement of Commitment

The company 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. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

Accessible Emergency Information

The company is committed to continue to provide customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

The company will continue to provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the employees, volunteers and other staff members.

The company will continue to take the following steps to ensure employees are provided with the training needed to meet the requirements of The *Accessibility for Ontarians with Disabilities Act*. (AODA). The company will:

- Ensure that all employees, managers and owners of the company that interact with guests complete the training that is available to them.
- Ensure that all employees, managers and owners of the company that interact with guests, review AODA training annually and retain records in the personal file of managers and employees.
- Ensure that all training, policies and procedures related to AODA are reviewed annually for compliance and integrate new standards as required.

Pay at the table units

The company will take the following steps to ensure that consideration is given to the needs of people with disabilities when acquiring pay at the table units.

- Consideration will be given to the accessibility features that could be built into the hand held pay at the table devices to best meet the needs of people with disabilities.

Information and communications

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

The company will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request and further:

- Continue to ensure that a notice is posted, that will reasonably come to the attention of the clients, advising them that copies of the AODA program are available in a format that is requested.
- Ensure that feedback is received in a method that is preferable to the individual with the disability.

The company will take the following steps to make sure all publicly available information is made accessible upon request:

- Ensure that the policy, plan and feedback documents are available at all times.
- Ensure that each manager is trained on AODA and are aware of the location of the policy and plan.

Employment

The company is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, the company will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- The company will leverage all available tools and resources supplied when sourcing, screening and interviewing candidates.

The company will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Document return to work processes to ensure that such processes become part of the company's practices and are applied consistently.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if the company is using performance management, career development and redeployment processes:

- Create a policy, when required, that outlines the steps required accommodating employees with a disability as it relates to performance management.
- Communicate this policy to the required management staff.

Design of Public Spaces

The company will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor eating areas.
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps.
- Accessible parking
- Service-related elements like service counters, fixed queuing lines and waiting areas
- The company will conform to standards and rules when renovating or building.

The company will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Staying Current

The company will take the following steps to prevent and remove other accessibility barriers by:

- Conducting an annual check on all current policies, procedures, training and practices supporting guests and employees with disabilities.
- Update policies, procedures, training and practices with new standards if and when required.

For more information

For more information on this accessibility plan, please contact the General Manager at:

- Phone: 905 319 0319
- Email: sonia@burlingtonconventioncentre.ca
- Accessible formats of this document are available free upon request.