

AODA Integrated Standard Policy

1. POLICY STATEMENT

The Metro Toronto Convention Centre (MTCC) 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 Accessibility for Ontarians with Disabilities Act ("AODA").

2. PURPOSE

MTCC has developed and made available upon request, this policy and a multi-year accessibility plan which outlines the actions we will put in place to improve opportunities for people with disabilities.

3. SCOPE

This policy applies to all employees.

4. PROCEDURE

1. Customer Service Standard:

- See Policy #HR – 041

2. Information and Communication Standard:

- Accessible Emergency Information
- Kiosks
- Feedback from Customers and Employees
- Accessible Formats and Communication Supports
- Emergency Procedures/Plan or Public Safety Information
- Accessible Websites & Web Content
- Education & Training Resources & Materials

3. Employment Standard

- Recruitment, Assessment and Selection
- Accessible Formats and Communication Supports for employees
- Workplace Emergency response Information
- Documented Individual Accommodation Plans
- Return To Work process
- Performance Management
- Career Development and Advancement
- Redeployment

Note: The Standards regarding Public Transportation and Outdoor Public Spaces do not apply to our organization.

5. TRAINING

MTCC provides training to its 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 duties of the employees, volunteers and other staff members. Training will include but is not limited to, the Integrated Standard and the Ontario Human Rights Code as it pertains to persons with disabilities.

MTCC will take the following steps to ensure employees and volunteers are provided with the training needed to meet Ontario's accessibility laws. This training will be done during employee orientation, e-learning, and / or through written communication that will be posted on our communication boards.

Training records will be kept as a record of who has been trained and when they were trained with the Human Resources Department.

For more information on this policy or the multi-year accessibility plan, please visit our website at <https://www.mtccc.com/facility/accessibility>.

You may also contact Human Resources at hr@mtccc.com or 416-585-8000.

Accessible forms of this document and the accessibility plan are available upon request.

6. POLICY REVIEW AND UPDATES

This policy will be reviewed and updated as necessary to ensure it remains current and effective. Any changes will be communicated to all employees.

7. RELATED DOCUMENTS:

- AODA Customer Service Policy (Document # HR – 041)
- AODA Statement of Commitment (Document # HR – 041 – A)
- AODA Multi-Year Accessibility Plan

NOTE: IN ALL CASES, THIS POLICY MUST BE READ IN A MANNER THAT IS CONSISTENT WITH ANY APPLICABLE COLLECTIVE AGREEMENT OR WRITTEN EMPLOYMENT CONTRACT.