



## ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

Multi-Year Accessibility Plan (Revised September 2018)

### INTRODUCTION:

In 2005, the Ontario Government passed the Accessibility for Ontarians with Disabilities Act (AODA), which requires that Ontario be an accessible province by 2025. It has introduced a phased-in approach to the implementation of requirements through regulations under AODA. To help public, private and not-for profit organizations identify, prevent and remove barriers to accessibility, the AODA sets out specific accessibility standards in five areas; Customer Service, Information and Communications, Employment, Transportation, and the Built Environment (which is still in draft form).

This Five-year Accessibility Plan builds on past planning and consultation. The Metro Toronto Convention Centre (“the Centre”) will continue to build on and develop operational policies and guidelines for employees as outlined in this plan. It is a living document that outlines our goals and objectives. This plan shall be posted on our website and will be made available in alternate formats on request.

### OUR COMMITMENT:

The Centre 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”).

### MULTI-YEAR ACCESSIBILITY PLAN:

#### Part I – GENERAL REQUIREMENTS

Section	Initiative	Description	Action	Status	Compliance Date
3	Establishment of Accessibility Policies	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its	<ul style="list-style-type: none"><li>• Policy has been reviewed by the Accessibility committee and approved.</li></ul>	Complete	January 1, 2013

		requirements under the accessibility standards referred to in this Regulation.	<ul style="list-style-type: none"> <li>• Statement of commitment has reviewed and approved.</li> <li>• Policy is posted on the website.</li> </ul>		
4	Accessibility Plans	<p>4.(1) Large organizations shall,</p> <p>a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;</p> <p>b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>c) review and update the accessibility plan at least once every five years.</p>	<ul style="list-style-type: none"> <li>• Plan has been reviewed by the Accessibility committee and approved.</li> <li>• Plan is posted on the website</li> </ul>	Complete  AODA Team to review every 5 years	January 1, 2013  Reviewed: September 17, 2018
6	Self-Serve Kiosks	6.(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	<p>The Centre owns banking machines and parking service kiosks which are in compliance.</p> <p>Any new purchases need to comply with the accessibility requirements.</p>	Complete	January 1, 2013
7	Training	<p>7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,</p> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization's policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization.</p>	The Centre will continue to provide ongoing training about the requirements when a new employees starts or when the policy and / or legislation changes. Training will be appropriate to the needs of the employees, volunteers and other workers, as it applies to their work duties.	Complete	January 1, 2014

**PART II – Information and Communications Standards**

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	The Centre ensures that its processes for receiving feedback are accessible to people with disabilities, by providing accessible formats or communication supports upon request. As indicated on our website, customers can provide feedback by calling (416) 585-8199 or emailing: <a href="mailto:accessibility@mtccc.com">accessibility@mtccc.com</a> .	Complete	January 1, 2014
12	Accessible Formats & Communication Supports	12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.  12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	The Centre will continue to, upon request, provide or arrange for the provision of accessible formats and communication supports to persons with disabilities in a timely manner, taking into account the person's accessibility needs.	Complete	January 1, 2015
12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	The Centre will continue to notify the public that accessible formats and communication supports are available.  This is communicated to the public through the Centre's web site and	Complete	January 1, 2015

			posted on customer feedback / comment areas.		
13	Emergency Procedures, Plans or Public Safety Info	13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as possible, upon request.	<p>The Centre will continue to, upon request, provide emergency document(s) that we share with the public, or clients in an accessible format.</p> <p>This is communicated on the documents that are distributed to the public.</p>	Complete	January 1, 2012
14	Accessible Websites & Web Content	14.(2) Designated public sector organizations and large organizations shall 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, and shall do so in accordance with the schedule set out in this section.	<p>The Centre currently meets, and will continue to meet, the Web Contents Accessibility Guidelines (WCAG) 2.0, Level A, in regards to its websites and web content.</p> <p>By January 1, 2021, the Centre will conform with WCAG 2.0, Level AA, in regards to its websites and web content</p>	<p>Complete</p> <p>To be completed in 2020</p>	<p>January 1, 2014</p> <p>January 1, 2021</p>

**PART III – Employment Standard**

Section	Initiative	Description	Action	Status	Compliance Date
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	The Centre will continue to notify employees and the public that accommodations for applicants with disabilities are available upon request.	Complete	January 1, 2014

23	Recruitment, Assessment or Selection Process	<p>23.(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>(2) If a selected applicant requests an accommodation, the employer shall 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.</p>	<p>The Centre will continue to notify job applicants who are selected that accommodations are available upon request.</p> <p>Applicants requesting an accommodation shall be consulted in order to ensure the accommodation is suitable and takes into account the applicant's accessibility needs.</p> <p>Continue to identify barriers that exist.</p>	Complete	January 1, 2014
24	Notice to Successful Applicants	<p>24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<p>The Centre will continue to notify successful applicants of its policies for accommodating employees with disabilities.</p>	Complete	January 1, 2014
25	Informing Employees of Supports	<p>25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>25.(2) Employers shall provide the information required under this section to new employees as soon as possible after they begin their employment.</p> <p>25.(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that</p>	<p>The Centre will continue to inform current and new employees of its policies for accommodating and supporting employees with disabilities and of any changes.</p> <p>Provided during orientation.</p> <p>This will be done either through training sessions, e-learning, postings and / or memos.</p>	Complete	January 1, 2014

		take into account an employee's accessibility needs due to disability.			
26	Accessible Formats & Communication Supports for Employees	<p>26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>(a) information that is needed in order to perform the employee's job; and</p> <p>(b) information that is generally available to employees in the workplace.</p> <p>26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	By January 1, 2015, the Centre will upon request, provide or arrange for the provision of accessible formats and communication supports to persons with disabilities in a timely manner, taking into account the person's accessibility needs.	Complete	January 1, 2015
27	Workplace Emergency Response Information	27.(1) Every employer shall 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 employer is aware of the need for accommodation due to the employee's disability.	The Centre will create an individual emergency evacuation plan for any employee who discloses they require an accommodation.	Complete, but subject to ongoing review.	January 1, 2012  Reviewed: September 17, 2018
27		(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	See above	Complete	January 1, 2012

27		(3) Employers shall provide the information required under this section as soon as possible after the employer becomes aware of the need for accommodation due to the employee's disability.	See above	Complete	January 1, 2012
27		(4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.	See above	Complete	January 1, 2012
28	Documented Individual Accommodation Plans	28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	The Centre has in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Complete	January 1, 2014
28		28 (2) The process for the development of documented individual accommodation plans shall include the following elements:  1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis.	See above	Complete	January 1, 2014

		<ol style="list-style-type: none"> <li>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.</li> <li>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</li> <li>5. The steps taken to protect the privacy of the employee's personal information.</li> <li>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> <li>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</li> <li>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</li> </ol>			
29	Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related</p>	The 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.	Complete	January 1, 2014

		<p>accommodations in order to return to work; and</p> <p>(b) shall document the process.</p>			
29		<p>29. (2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p>	See above	Complete	January 1, 2016
29		<p>29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	In compliance.	Complete	January 1, 2016
30	Performance Management	<p>30.(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p>	<p>The Centre will continue to take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p>	<p>Complete</p> <p>HR# - 072</p>	January 1, 2014
31	Career Development & Advancement	<p>31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing</p>	<p>The Centre takes into account the accessibility needs of employees with disabilities and their accommodation plan when providing career development and advancement to an employee.</p>	<p>Complete</p> <p>HR# - 096</p>	January 1, 2014

		career development and advancement to its employees with disabilities.			
32	Redeployment	32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	The Centre takes into account the accessibility needs of employees with disabilities and their accommodation plan when redeploying an employee.	Complete HR# - 096	January 1, 2014