

## Centerplate AODA Plan

	page
Scotiabank Convention Centre & Allstream Centre	2
Honda Indy Toronto	18
Pan Am Games	33

# Centerplate AODA Plan

## Scotiabank Convention Centre & Allstream Centre

### Summary

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) became law on June 13, 2005. Under this landmark legislation, the Government of Ontario has developed mandatory accessibility standards that identifies, removes, and prevents barriers for people with disabilities.

### Who Is Affected?

The AODA applies to all levels of government, non-profits, and private sector businesses across Ontario who have one or more staff.

The AODA gives government the authority to set monetary penalties to enforce compliance with accessibility standards. The maximum penalties under the AODA include:

- A person and unincorporated organizations that are guilty of a major offence under this Act can be fined up to \$50,000 dollars for each day the violation continues.
- A corporation that is guilty can be fined up to \$100,000 per day.
- Directors and officers of a corporation with fiduciary responsibility who are guilty and liable to a fine of up to \$50,000 per day.

## **What Do We Need To Do?**

The AODA is made up of five parts, or Standards, each covering an aspect of daily living. Deadlines for compliance range from January 1, 2010 into 2021. The Accessible Customer Service Standard was the first standard to come into effect and all of Ontario's non-profits and businesses were to be compliant as of January 1, 2012.

## **Why Does Ontario Need This Act?**

When we think of disabilities, we tend to think of people in wheelchairs and physical disabilities – disabilities that are visible and apparent. But disabilities can also be non-visible. We can't always tell who has a disability. The broad range of disabilities also includes vision disabilities, deafness or being hard of hearing, intellectual or developmental, learning, and mental health disabilities. The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) uses the same "definition of disability" as the Ontario Human Rights Code, which includes both visible and non-visible disabilities.

Disability impacts the lives of many Ontarians and the numbers of people with disabilities is increasing. Today, 15.5% of Ontario's population has a disability and this number will continue to grow as the population ages.

Improving accessibility is the right thing to do. It's also the smart thing to do. According to Royal Bank of Canada, people with disabilities have an estimated spending power of about \$25 billion annually across Canada. People with disabilities also represent a large pool of untapped employment potential. When we make Ontario accessible to people with disabilities everyone benefits.

## **Compliance Reporting Requirements**

In 2014, organization with 20+ employees will need to file a second report with the government confirming their continued compliance with the Customer Service Standard. As of January 1, 2014, organizations with 50+ employees must be compliant with the requirements below by and report their compliance by December 31, 2014.

- Create a multi-year plan to meet your accessibility requirements.
- Establish policies to meet your AODA requirements and tell your employees and customers about them.
- Consider accessibility when purchasing or designing electronic kiosks.
- Make your new websites and content on those websites accessible.
- File an accessibility report due no later than December 31, 2014.

**Regulation:** <http://www.canlii.org/en/on/laws/stat/so-2005-c-11/latest/so-2005-c-11.html>

**Source:** <http://accessontario.com/aoda>

## **Accessible Customer Service Plan**

### **Providing Goods & Services To People With Disabilities**

Centerplate is committed to excellence in serving all customers including people with disabilities. Centerplate will work closely with its clients, usually owners or operators of venues open to the public, in order to provide excellent customer service. Where there are obligations under the Accessibility for Ontarians with Disabilities Act or regulations (“AODA”), Centerplate will work with its clients to cooperate in achieving AODA compliance.

### **Assistive Devices**

We will ensure that our staff members are trained on and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods and services.

### **Communication**

We will communicate with people with disabilities in ways that take their disability into account.

### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and not involved in food preparation or storage.

## **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Because we are event centres and the spaces are rented by third parties, prices for a support person will need to be decided upon by the centre or the third party hosting the event.

## **Notice Of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities we will partner with our clients to 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 appropriate locations. We will use email or web notification as appropriate.

## **Employment**

It is Centerplate's policy to ensure equal employment opportunity in the conduct of all of its business activities. These activities include recruitment, hiring, promotion and development, training, pay practices, benefits, transfers, and all other conditions of employment and business relationships. Discrimination based on an individual's race, colour, sex, religion, national origin, age, sexual orientation, marital status, family status, disability or other prohibited ground, as defined by applicable provincial law, will not be tolerated. All Centerplate employees shall use merit, qualifications, and other job-related criteria as the sole basis for all employment-related decisions. Applicants with disabilities are encouraged to communicate any special



requirements throughout the hiring and employment processes to Centerplate for accommodation.

## **Training**

Centerplate will provide training to employees, volunteers, and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices, and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- Line staff
- Supervisors
- Managers

This training will be provided to staff within a month of being hired and once every two (2) to three (3) years.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard.
- Centerplate plan related to the Customer Service Standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to safely operate various assistive devices available on-site or otherwise that may help with providing goods and services to people with disabilities.



- What to do if a person with a disability is having difficulty in accessing the goods and services offered by Centerplate.
- Staff will also be trained when changes are made to the plan.

## **Feedback Process**

Customers who wish to provide feedback on the way Centerplate provides goods and services to people with disabilities can phone, email, fax, or speak with a Centerplate representative on-site.

All feedback, including complaints, will be directed to the General Manager, who will review and respond to the feedback to ensure that appropriate action is taken.

Customers can expect to hear back within one (1) business day for an initial response and an estimate on the length of time it will take to follow up and respond to the inquiry.

Feedback may be sent to:

Scotiabank Convention Centre  
Attention: Michael O'Doherty  
6815 Stanley Avenue  
Niagara Falls, ON L2G 7B6  
P: 905.357.7007  
E: [michael.odoherty@centerplate.com](mailto:michael.odoherty@centerplate.com)  
F: 905.357.7019

Allstream Centre  
Attention: Robert Campbell  
105 Princes' Boulevard  
Toronto, ON M6K 3C3  
P: 416.598.7282  
E: [Robert.campbell@centerplate.com](mailto:Robert.campbell@centerplate.com)





F: 416.263.5217

## **Notice Of Availability**

Centerplate will notify the public that our policies are available on our website ([www.centerplate.com](http://www.centerplate.com)) and will have a copy posted on-site.

Requests for our policies may be sent to:

Scotiabank Convention Centre  
Attention: Michael O'Doherty  
6815 Stanley Avenue  
Niagara Falls, ON L2G 7B6  
P: 905.357.7007  
E: [michael.odoherty@centerplate.com](mailto:michael.odoherty@centerplate.com)  
F: 905.357.7019

Allstream Centre  
Attention: Robert Campbell  
105 Princes' Boulevard  
Toronto, ON M6K 3C3  
P: 416.598.7282  
E: [Robert.campbell@centerplate.com](mailto:Robert.campbell@centerplate.com)  
F: 416.263.5217

## **Modifications To This Or Other Policies**

Any policy of Centerplate that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. This document will be made available in an alternate format upon request.

## **Emergency Evacuation Planning for Employees With Disabilities**



Employees with disabilities will be met with as Management becomes aware of the disability (upon being informed, at time of hire, on-site, etc.). Together the General Manager and the employee will engage in an interactive process in order to develop an effective individualized emergency evacuation plan.

Once completed, the copy of the plan will be presented to the employee, signed by both the employee and the General Manager, and a copy will be placed in their personnel file.

With the employee's written consent, Centerplate will provide a copy of the workplace emergency response information to a person designated by the employer to assist the employee.

This plan will be reviewed and revised when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed, and when the employer reviews its general emergency response policies. If none of the preceding items change, the plan will be reviewed once every two (2) years to ensure continued accuracy for the safety of the employee.

## **Multi-Year Accessibility Plan**

This 2014 to 2021 accessibility plan outlines the policies and actions that will be put in place to improve opportunities for people with disabilities.

### **Statement Of Commitment**

Centerplate 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 Disability Act.

## **Accessible Emergency Information**

Centerplate is committed to providing the 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 required.

## **Training**

Centerplate will provide training to employees, volunteers, and other members on Ontario's accessibility laws and on the Human Rights Code as it related to people with disabilities. Training will be provided in a way that best suites the duties of employees, volunteers, and other staff members.

Centerplate will take the following steps to ensure employees are provided with the training required to meet Ontario's accessibility laws:

- Schedule all employees to complete in-person and online AODA training.
- Track the training completion at all applicable units.
- Include the training as part of the new hire process.
- Responsible person(s): General Manager & HR Manager:

Scotiabank Convention Centre



Attention: Michael O'Doherty  
6815 Stanley Avenue  
Niagara Falls, ON L2G 7B6  
P: 905.357.7007  
E: michael.odoherty@centerplate.com  
F: 905.357.7019

Allstream Centre  
Attention: Robert Campbell  
105 Princes' Boulevard  
Toronto, ON M6K 3C3  
P: 416.598.7282  
E: Robert.campbell@centerplate.com  
F: 416.263.5217

- Completion date goal: **Implemented and on-going**

## **Information and communications**

Centerplate is committed to meeting the communication needs of people with disabilities. At present, Centerplate does not have a Canadian website and it is not planning a substantial refresh.

Nonetheless, should Centerplate have a Canadian website or implement a substantial refresh, we will consult with people with disabilities to determine their information and communication needs. We will take the following steps to make all new websites and content on those sites conform to WCAG 2.0, Level A by January 1, 2021.

- Determine what changes need to be made.
- Instruct IT to make changes to the web sites to ensure compliance.



- Responsible person(s): Centerplate IT, General Manager & HR Manager & Centerplate IT Manager
- Completion date goal: On-going

Centerplate will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request:

- Post a copy of the policies on-site at the unit level and on the Centerplate website ([www.centerplate.com](http://www.centerplate.com)).
- Make communication accessible, including using alternate communication methods, such as email and TTY.
- Responsible person(s): Centerplate IT & General Manager
- Completion date goal: **January 1, 2015**

## **Employment**

Centerplate is committed to fair and accessible employment practices. Centerplate will take the following steps to notify the public and staff that when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when individuals are hired:

- Allowing support person(s) to assist the new hire during the interview and onboarding processes.
- Develop a written process for developing individual accommodation plans for employees with disabilities.
- Notify employees and the public of availability of accommodation for applicants with disabilities.
- Notify job applicants selected for assessment or selection process that accommodations are available upon request.



- Provide or arrange for suitable accommodation upon request.
- Notify successful applicants of policies for accommodating employees with disabilities.
- Inform employees of policies and supports for employees with disabilities, as soon as practicable after new employees begin employment, and update information to employees as policies change.
- Upon request by an employee with a disability, provide accessible formats and communication supports for information in the workplace in consultation with the employee making the request.
- Provide any other requirements as applicants express needs.
- Responsible person(s): Corporate HR, Corporate Legal Department, General Manager & HR Manager
- Completion date goal: **January 1, 2016 (on-going)**

## **Accommodation**

Centerplate 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:

- Create a template for the process.
- Have managers complete the required training.
- On an individual basis, put the plans into place.
- Responsible person(s): General Manager & HR Manager
- Completion date goal: January 1, 2016 (on-going)



Centerplate will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if using performance management, career development, and re-deployment processes:

- When making decisions regarding transfers and placement based upon individual performance regardless of disability.
- Responsible person(s): General Manager & HR Manager
- Completion goal date: **January 1, 2016 (on-going)**

### **Design of Public Spaces (if applicable)**

Centerplate will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces in conjunction with our client(s). At present, Centerplate has no intention to build or renovate public spaces. Public spaces include:

- Outdoor public eating areas like rest stops or picnic areas.
- Outdoor paths of travel like sidewalks, ramps, stairs, curb ramps, rest areas, and accessible pedestrian signals.
- Service-related elements such as service counters, fixed queuing lines, and waiting areas.
- Responsible person(s): Regional Vice President, General Manager & Client(s)
- Completion goal date: **January 1, 2017 (on-going)**

### **Service Disruption**



Centerplate will put the following procedure 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.
- The public will be notified on site by a written notification and where possible, via an alternate format if required (telephone, fax, email, etc.). The public will be notified on the unit website ([www.fallsconventions.com](http://www.fallsconventions.com) or <http://www.allstreamcentre.com>) as required.
- Responsible person(s): General Manager or an appropriate representative
- Completion goal date: **Implemented and on-going**

Accessible formats of this document are available free upon request. For more information on this accessibility plan, please contact:

Scotiabank Convention Centre  
Attention: Michael O'Doherty  
6815 Stanley Avenue  
Niagara Falls, ON L2G 7B6  
P: 905.357.7007  
E: [michael.odoherty@centerplate.com](mailto:michael.odoherty@centerplate.com)  
F: 905.357.7019

Allstream Centre  
Attention: Robert Campbell  
105 Princes' Boulevard  
Toronto, ON M6K 3C3  
P: 416.598.7282  
E: [Robert.campbell@centerplate.com](mailto:Robert.campbell@centerplate.com)





F: 416.263.5217

## **Website Plan**

At present, Centerplate does not intend to have a new public website or conduct a substantial refresh. Centerplate will be mindful of the fact that by January 1, 2021, all public websites and web content posted after January 1, 2012 must conform to WCAG 2.0 Level AA other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions). Centerplate will seek to to meet or beat the deadline imposed by the AODA in this regard.

- **2021**
  - **All public and internal websites and web content must conform to WCAG 2.0 Level AA.**

# Centerplate AODA Plan

## Honda Indy Toronto

### Summary

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) became law on June 13, 2005. Under this landmark legislation, the Government of Ontario has developed mandatory accessibility standards that identifies, removes, and prevents barriers for people with disabilities.

### Who Is Affected?

The AODA applies to all levels of government, non-profits, and private sector businesses across Ontario who have one or more staff.

The AODA gives government the authority to set monetary penalties to enforce compliance with accessibility standards. The maximum penalties under the AODA include:

- A person and unincorporated organizations that are guilty of a major offence under this Act can be fined up to \$50,000 dollars for each day the violation continues.
- A corporation that is guilty can be fined up to \$100,000 per day.
- Directors and officers of a corporation with fiduciary responsibility who are guilty and liable to a fine of up to \$50,000 per day.

## **What Do We Need To Do?**

The AODA is made up of five parts, or Standards, each covering an aspect of daily living. Deadlines for compliance range from January 1, 2010 into 2021. The Accessible Customer Service Standard was the first standard to come into effect and all of Ontario's non-profits and businesses were to be compliant as of January 1, 2012.

## **Why Does Ontario Need This Act?**

When we think of disabilities, we tend to think of people in wheelchairs and physical disabilities – disabilities that are visible and apparent. But disabilities can also be non-visible. We can't always tell who has a disability. The broad range of disabilities also includes vision disabilities, deafness or being hard of hearing, intellectual or developmental, learning, and mental health disabilities. The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) uses the same "definition of disability" as the Ontario Human Rights Code, which includes both visible and non-visible disabilities.

Disability impacts the lives of many Ontarians and the numbers of people with disabilities is increasing. Today, 15.5% of Ontario's population has a disability and this number will continue to grow as the population ages.

Improving accessibility is the right thing to do. It's also the smart thing to do. According to Royal Bank of Canada, people with disabilities have an estimated spending power of about \$25 billion annually across Canada. People with disabilities also represent a large pool of untapped employment potential. When we make Ontario accessible to people with disabilities everyone benefits.

## **Compliance Reporting Requirements**

In 2014, organization with 20+ employees will need to file a second report with the government confirming their continued compliance with the Customer Service Standard. As of January 1, 2014, organizations with 50+ employees must be compliant with the requirements below by and report their compliance by December 31, 2014.

- Create a multi-year plan to meet your accessibility requirements.
- Establish policies to meet your AODA requirements and tell your employees and customers about them.
- Consider accessibility when purchasing or designing electronic kiosks.
- Make your new websites and content on those websites accessible.
- File an accessibility report due no later than December 31, 2014.

**Regulation:** <http://www.canlii.org/en/on/laws/stat/so-2005-c-11/latest/so-2005-c-11.html>

**Source:** <http://accessontario.com/aoda>

## **Accessible Customer Service Plan**

### **Providing Goods & Services To People With Disabilities**

Centerplate is committed to excellence in serving all customers including people with disabilities. Centerplate will work closely with its clients, usually owners or operators of venues open to the public, in order to provide excellent customer service. Where there are obligations under the Accessibility for Ontarians with Disabilities Act or regulations (“AODA”), Centerplate will work with its clients to cooperate in achieving AODA compliance.

### **Assistive Devices**

We will ensure that our staff members are trained on and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods and services.

### **Communication**

We will communicate with people with disabilities in ways that take their disability into account.

### **Service Animals**



We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and not involved in food preparation or storage.

### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Because we are event centres and the spaces are rented by third parties, prices for a support person will need to be decided upon by the centre or the third party hosting the event.

### **Notice Of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities we will partner with our clients to 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 appropriate locations. We will use email or web notification as appropriate.

### **Employment**

It is Centerplate's policy to ensure equal employment opportunity in the conduct of all of its business activities. These activities include recruitment, hiring, promotion and development, training, pay practices, benefits, transfers, and all other conditions of employment and business relationships. Discrimination based on an individual's race, colour, sex, religion, national origin, age, sexual orientation, marital status, family status, disability or other prohibited



ground, as defined by applicable provincial law, will not be tolerated. All Centerplate employees shall use merit, qualifications, and other job-related criteria as the sole basis for all employment-related decisions. Applicants with disabilities are encouraged to communicate any special requirements throughout the hiring and employment processes to Centerplate for accommodation.

## **Training**

Centerplate will provide training to employees, volunteers, and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices, and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- Line staff
- Supervisors
- Managers

This training will be provided to staff within a month of being hired and once every two (2) to three (3) years.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard.
- Centerplate plan related to the Customer Service Standard.
- How to interact and communicate with people with various types of disabilities.



- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to safely operate various assistive devices available on-site or otherwise that may help with providing goods and services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing the goods and services offered by Centerplate.
- Staff will also be trained when changes are made to the plan.

### **Feedback Process**

Customers who wish to provide feedback on the way Centerplate provides goods and services to people with disabilities can phone, email, fax, or speak with a Centerplate representative on-site.

All feedback, including complaints, will be directed to the General Manager, who will review and respond to the feedback to ensure that appropriate action is taken.

Customers can expect to hear back within one (1) business day for an initial response and an estimate on the length of time it will take to follow up and respond to the inquiry.

Feedback may be sent to:

Honda Indy Toronto  
Attention: Robert Campbell  
105 Princes' Boulevard  
Toronto, ON M6K 3C3  
P: 416.598.7282  
E: [Robert.campbell@centerplate.com](mailto:Robert.campbell@centerplate.com)  
F: 416.263.5217





## **Notice Of Availability**

Centerplate will notify the public that our policies are available on our website ([www.centerplate.com](http://www.centerplate.com)) and will have a copy posted on-site.

Requests for our policies may be sent to:

Honda Indy Toronto  
Attention: Robert Campbell  
105 Princes' Boulevard  
Toronto, ON M6K 3C3  
P: 416.598.7282  
E: [Robert.campbell@centerplate.com](mailto:Robert.campbell@centerplate.com)  
F: 416.263.5217

## **Modifications To This Or Other Policies**

Any policy of Centerplate that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. This document will be made available in an alternate format upon request.

## **Emergency Evacuation Planning for Employees With Disabilities**

Employees with disabilities will be met with as Management becomes aware of the disability (upon being informed, at time of hire, on-site, etc.). Together the General Manager and the employee will engage in an interactive process in order to develop an effective individualized emergency evacuation plan.

Once completed, the copy of the plan will be presented to the employee, signed by both the employee and the General Manager, and a copy will be placed in their personnel file.



With the employee's written consent, Centerplate will provide a copy of the workplace emergency response information to a person designated by the employer to assist the employee.

This plan will be reviewed and revised when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed, and when the employer reviews its general emergency response policies. If none of the preceding items change, the plan will be reviewed once every two (2) years to ensure continued accuracy for the safety of the employee.

## **Multi-Year Accessibility Plan**

This 2014 to 2021 accessibility plan outlines the policies and actions that will be put in place to improve opportunities for people with disabilities.

### **Statement Of Commitment**

Centerplate 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 Disability Act.

### **Accessible Emergency Information**

Centerplate is committed to providing the 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 required.

## **Training**

Centerplate will provide training to employees, volunteers, and other members on Ontario's accessibility laws and on the Human Rights Code as it related to people with disabilities. Training will be provided in a way that best suites the duties of employees, volunteers, and other staff members.

Centerplate will take the following steps to ensure employees are provided with the training required to meet Ontario's accessibility laws:

- Schedule all employees to complete in-person and online AODA training.
- Track the training completion at all applicable units.
- Include the training as part of the new hire process.
- Responsible person(s): General Manager & HR Manager:

Honda Indy Toronto  
Attention: Robert Campbell  
105 Princes' Boulevard  
Toronto, ON M6K 3C3  
P: 416.598.7282  
E: Robert.campbell@centerplate.com  
F: 416.263.5217

- Completion date goal: **Implemented and on-going**

## **Information and communications**



Centerplate is committed to meeting the communication needs of people with disabilities. At present, Centerplate does not have a Canadian website and it is not planning a substantial refresh.

Nonetheless, should Centerplate have a Canadian website or implement a substantial refresh, we will consult with people with disabilities to determine their information and communication needs. We will take the following steps to make all new websites and content on those sites conform to WCAG 2.0, Level A by January 1, 2021.

- Determine what changes need to be made.
- Instruct IT to make changes to the web sites to ensure compliance.
- Responsible person(s): Centerplate IT, General Manager & HR Manager & Centerplate IT Manager
- Completion date goal: On-going

Centerplate will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request:

- Post a copy of the policies on-site at the unit level and on the Centerplate website ([www.centerplate.com](http://www.centerplate.com)).
- Make communication accessible, including using alternate communication methods, such as email and TTY.
- Responsible person(s): Centerplate IT & General Manager
- Completion date goal: **January 1, 2015**

## **Employment**



Centerplate is committed to fair and accessible employment practices. Centerplate will take the following steps to notify the public and staff that when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when individuals are hired:

- Allowing support person(s) to assist the new hire during the interview and onboarding processes.
- Develop a written process for developing individual accommodation plans for employees with disabilities.
- Notify employees and the public of availability of accommodation for applicants with disabilities.
- Notify job applicants selected for assessment or selection process that accommodations are available upon request.
  - Provide or arrange for suitable accommodation upon request.
- Notify successful applicants of policies for accommodating employees with disabilities.
- Inform employees of policies and supports for employees with disabilities, as soon as practicable after new employees begin employment, and update information to employees as policies change.
- Upon request by an employee with a disability, provide accessible formats and communication supports for information in the workplace in consultation with the employee making the request.
- Provide any other requirements as applicants express needs.
- Responsible person(s): Corporate HR, Corporate Legal Department, General Manager & HR Manager
- Completion date goal: **January 1, 2016 (on-going)**

## **Accommodation**

Centerplate 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:

- Create a template for the process.
- Have managers complete the required training.
- On an individual basis, put the plans into place.
- Responsible person(s): General Manager & HR Manager
- Completion date goal: January 1, 2016 (on-going)

Centerplate will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if using performance management, career development, and re-deployment processes:

- When making decisions regarding transfers and placement based upon individual performance regardless of disability.
- Responsible person(s): General Manager & HR Manager
- Completion goal date: **January 1, 2016 (on-going)**

## **Design of Public Spaces (if applicable)**

Centerplate will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces in conjunction with our client(s). At present, Centerplate has no intention to build or renovate public spaces. Public spaces include:



- Outdoor public eating areas like rest stops or picnic areas.
- Outdoor paths of travel like sidewalks, ramps, stairs, curb ramps, rest areas, and accessible pedestrian signals.
- Service-related elements such as service counters, fixed queuing lines, and waiting areas.
- Responsible person(s): Regional Vice President, General Manager & Client(s)
- Completion goal date: **January 1, 2017 (on-going)**

## **Service Disruption**

Centerplate will put the following procedure 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.
- The public will be notified on site by a written notification and where possible, via an alternate format if required (telephone, fax, email, etc.). The public will be notified on the unit website as required.
- Responsible person(s): General Manager or an appropriate representative
- Completion goal date: **Implemented and on-going**

Accessible formats of this document are available free upon request. For more information on this accessibility plan, please contact:

Honda Indy Toronto



Attention: Robert Campbell  
105 Princes' Boulevard  
Toronto, ON M6K 3C3  
P: 416.598.7282  
E: Robert.campbell@centerplate.com  
F: 416.263.5217

## **Website Plan**

At present, Centerplate does not intend to have a new public website or conduct a substantial refresh. Centerplate will be mindful of the fact that by January 1, 2021, all public websites and web content posted after January 1, 2012 must conform to WCAG 2.0 Level AA other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions). Centerplate will seek to meet or beat the deadline imposed by the AODA in this regard.

- **2021**
  - **All public and internal websites and web content must conform to WCAG 2.0 Level AA.**



# Centerplate AODA Plan

## Pan Am Games

### Summary

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) became law on June 13, 2005. Under this landmark legislation, the Government of Ontario has developed mandatory accessibility standards that identifies, removes, and prevents barriers for people with disabilities.

### Who Is Affected?

The AODA applies to all levels of government, non-profits, and private sector businesses across Ontario who have one or more staff.

The AODA gives government the authority to set monetary penalties to enforce compliance with accessibility standards. The maximum penalties under the AODA include:

- A person and unincorporated organizations that are guilty of a major offence under this Act can be fined up to \$50,000 dollars for each day the violation continues.
- A corporation that is guilty can be fined up to \$100,000 per day.
- Directors and officers of a corporation with fiduciary responsibility who are guilty and liable to a fine of up to \$50,000 per day.

### What Do We Need To Do?

The AODA is made up of five parts, or Standards, each covering an aspect of daily living. Deadlines for compliance



range from January 1, 2010 into 2021. The Accessible Customer Service Standard was the first standard to come into effect and all of Ontario's non-profits and businesses were to be compliant as of January 1, 2012.

## **Why Does Ontario Need This Act?**

When we think of disabilities, we tend to think of people in wheelchairs and physical disabilities – disabilities that are visible and apparent. But disabilities can also be non-visible. We can't always tell who has a disability. The broad range of disabilities also includes vision disabilities, deafness or being hard of hearing, intellectual or developmental, learning, and mental health disabilities. The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) uses the same "definition of disability" as the Ontario Human Rights Code, which includes both visible and non-visible disabilities.

Disability impacts the lives of many Ontarians and the numbers of people with disabilities is increasing. Today, 15.5% of Ontario's population has a disability and this number will continue to grow as the population ages.

Improving accessibility is the right thing to do. It's also the smart thing to do. According to Royal Bank of Canada, people with disabilities have an estimated spending power of about \$25 billion annually across Canada. People with disabilities also represent a large pool of untapped employment potential. When we make Ontario accessible to people with disabilities everyone benefits.

## **Compliance Reporting Requirements**



In 2014, organization with 20+ employees will need to file a second report with the government confirming their continued compliance with the Customer Service Standard. As of January 1, 2014, organizations with 50+ employees must be compliant with the requirements below by and report their compliance by December 31, 2014.

- Create a multi-year plan to meet your accessibility requirements.
- Establish policies to meet your AODA requirements and tell your employees and customers about them.
- Consider accessibility when purchasing or designing electronic kiosks.
- Make your new websites and content on those websites accessible.
- File an accessibility report due no later than December 31, 2014.

**Regulation:** <http://www.canlii.org/en/on/laws/stat/so-2005-c-11/latest/so-2005-c-11.html>

**Source:** <http://accessontario.com/aoda>

## **Accessible Customer Service Plan**

### **Providing Goods & Services To People With Disabilities**

Centerplate is committed to excellence in serving all customers including people with disabilities. Centerplate will work closely with its clients, usually owners or operators of venues open to the public, in order to provide excellent customer service. Where there are obligations under the Accessibility for Ontarians with Disabilities Act or regulations (“AODA”), Centerplate will work with its clients to cooperate in achieving AODA compliance.

### **Assistive Devices**

We will ensure that our staff members are trained on and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods and services.

### **Communication**

We will communicate with people with disabilities in ways that take their disability into account.

### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our



premises that are open to the public and not involved in food preparation or storage.

## **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Because we are event centres and the spaces are rented by third parties, prices for a support person will need to be decided upon by the centre or the third party hosting the event.

## **Notice Of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities we will partner with our clients to 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 appropriate locations. We will use email or web notification as appropriate.

## **Employment**

It is Centerplate's policy to ensure equal employment opportunity in the conduct of all of its business activities. These activities include recruitment, hiring, promotion and development, training, pay practices, benefits, transfers, and all other conditions of employment and business relationships. Discrimination based on an individual's race, colour, sex, religion, national origin, age, sexual orientation, marital status, family status, disability or other prohibited ground, as defined by applicable provincial law, will not be tolerated. All Centerplate employees shall use merit, qualifications, and other job-related criteria as the sole basis



for all employment-related decisions. Applicants with disabilities are encouraged to communicate any special requirements throughout the hiring and employment processes to Centerplate for accommodation.

## **Training**

Centerplate will provide training to employees, volunteers, and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices, and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- Line staff
- Supervisors
- Managers

This training will be provided to staff within a month of being hired and once every two (2) to three (3) years.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard.
- Centerplate plan related to the Customer Service Standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.



- How to safely operate various assistive devices available on-site or otherwise that may help with providing goods and services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing the goods and services offered by Centerplate.
- Staff will also be trained when changes are made to the plan.

### **Feedback Process**

Customers who wish to provide feedback on the way Centerplate provides goods and services to people with disabilities can phone, email, fax, or speak with a Centerplate representative on-site.

All feedback, including complaints, will be directed to the General Manager, who will review and respond to the feedback to ensure that appropriate action is taken.

Customers can expect to hear back within one (1) business day for an initial response and an estimate on the length of time it will take to follow up and respond to the inquiry.

Feedback may be sent to:

Pan Am Games  
Attention: James Demjan  
105 Princes' Boulevard  
Toronto, ON M6K 3C3  
P: 613.794.2921  
E: james.demjan@centerplate.com  
F: 416.263.5217

### **Notice Of Availability**

Centerplate will notify the public that our policies are available on our website ([www.centerplate.com](http://www.centerplate.com)) and will have a copy posted on-site.



Requests for our policies may be sent to:

Pan Am Games  
Attention: James Demjan  
105 Princes' Boulevard  
Toronto, ON M6K 3C3  
P: 613.794.2921  
E: james.demjan@centerplate.com  
F: 416.263.5217

### **Modifications To This Or Other Policies**

Any policy of Centerplate that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. This document will be made available in an alternate format upon request.

### **Emergency Evacuation Planning for Employees With Disabilities**

Employees with disabilities will be met with as Management becomes aware of the disability (upon being informed, at time of hire, on-site, etc.). Together the General Manager and the employee will engage in an interactive process in order to develop an effective individualized emergency evacuation plan.

Once completed, the copy of the plan will be presented to the employee, signed by both the employee and the General Manager, and a copy will be placed in their personnel file.

With the employee's written consent, Centerplate will provide a copy of the workplace emergency response information to a person designated by the employer to assist the employee.

This plan will be reviewed and revised when the employee moves to a different location in the organization, when the





employee's overall accommodations needs or plans are reviewed, and when the employer reviews its general emergency response policies. If none of the preceding items change, the plan will be reviewed once every two (2) years to ensure continued accuracy for the safety of the employee.

## **Multi-Year Accessibility Plan**

This 2014 to 2021 accessibility plan outlines the policies and actions that will be put in place to improve opportunities for people with disabilities.

### **Statement Of Commitment**

Centerplate 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 Disability Act.

### **Accessible Emergency Information**

Centerplate is committed to providing the 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 required.

### **Training**



Centerplate will provide training to employees, volunteers, and other members on Ontario's accessibility laws and on the Human Rights Code as it related to people with disabilities. Training will be provided in a way that best suites the duties of employees, volunteers, and other staff members.

Centerplate will take the following steps to ensure employees are provided with the training required to meet Ontario's accessibility laws:

- Schedule all employees to complete in-person and online AODA training.
- Track the training completion at all applicable units.
- Include the training as part of the new hire process.
- Responsible person(s): General Manager & HR Manager:

Pan Am Games

Attention: James Demjan

105 Princes' Boulevard

Toronto, ON M6K 3C3

P: 613.794.2921

E: james.demjan@centerplate.com

F: 416.263.5217

- Completion date goal: **Implemented and on-going**

## **Information and communications**

Centerplate is committed to meeting the communication needs of people with disabilities. At present, Centerplate does not have a Canadian website and it is not planning a substantial refresh.



Nonetheless, should Centerplate have a Canadian website or implement a substantial refresh, we will consult with people with disabilities to determine their information and communication needs. We will take the following steps to make all new websites and content on those sites conform to WCAG 2.0, Level A by January 1, 2021.

- Determine what changes need to be made.
- Instruct IT to make changes to the web sites to ensure compliance.
- Responsible person(s): Centerplate IT, General Manager & HR Manager & Centerplate IT Manager
- Completion date goal: On-going

Centerplate will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request:

- Post a copy of the policies on-site at the unit level and on the Centerplate website ([www.centerplate.com](http://www.centerplate.com)).
- Make communication accessible, including using alternate communication methods, such as email and TTY.
- Responsible person(s): Centerplate IT & General Manager
- Completion date goal: **January 1, 2015**

## **Employment**

Centerplate is committed to fair and accessible employment practices. Centerplate will take the following steps to notify the public and staff that when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when individuals are hired:



- Allowing support person(s) to assist the new hire during the interview and onboarding processes.
- Develop a written process for developing individual accommodation plans for employees with disabilities.
- Notify employees and the public of availability of accommodation for applicants with disabilities.
- Notify job applicants selected for assessment or selection process that accommodations are available upon request.
  - Provide or arrange for suitable accommodation upon request.
- Notify successful applicants of policies for accommodating employees with disabilities.
- Inform employees of policies and supports for employees with disabilities, as soon as practicable after new employees begin employment, and update information to employees as policies change.
- Upon request by an employee with a disability, provide accessible formats and communication supports for information in the workplace in consultation with the employee making the request.
- Provide any other requirements as applicants express needs.
- Responsible person(s): Corporate HR, Corporate Legal Department, General Manager & HR Manager
- Completion date goal: **January 1, 2016 (on-going)**

## **Accommodation**

Centerplate 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:

- Create a template for the process.
- Have managers complete the required training.
- On an individual basis, put the plans into place.
- Responsible person(s): General Manager & HR Manager
- Completion date goal: January 1, 2016 (on-going)

Centerplate will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if using performance management, career development, and re-deployment processes:

- When making decisions regarding transfers and placement based upon individual performance regardless of disability.
- Responsible person(s): General Manager & HR Manager
- Completion goal date: **January 1, 2016 (on-going)**

### **Design of Public Spaces (if applicable)**

Centerplate will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces in conjunction with our client(s). At present, Centerplate has no intention to build or renovate public spaces. Public spaces include:

- Outdoor public eating areas like rest stops or picnic areas.
- Outdoor paths of travel like sidewalks, ramps, stairs, curb ramps, rest areas, and accessible pedestrian signals.



- Service-related elements such as service counters, fixed queuing lines, and waiting areas.
- Responsible person(s): Regional Vice President, General Manager & Client(s)
- Completion goal date: **January 1, 2017 (on-going)**

## **Service Disruption**

Centerplate will put the following procedure 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.
- The public will be notified on site by a written notification and where possible, via an alternate format if required (telephone, fax, email, etc.). The public will be notified on the unit website as required.
- Responsible person(s): General Manager or an appropriate representative
- Completion goal date: **Implemented and on-going**

Accessible formats of this document are available free upon request. For more information on this accessibility plan, please contact:

Pan Am Games  
Attention: James Demjan  
105 Princes' Boulevard  
Toronto, ON M6K 3C3  
P: 613.794.2921  
E: james.demjan@centerplate.com



F: 416.263.5217

## **Website Plan**

At present, Centerplate does not intend to have a new public website or conduct a substantial refresh. Centerplate will be mindful of the fact that by January 1, 2021, all public websites and web content posted after January 1, 2012 must conform to WCAG 2.0 Level AA other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions). Centerplate will seek to to meet or beat the deadline imposed by the AODA in this regard.

- **2021**
  - **All public and internal websites and web content must conform to WCAG 2.0 Level AA.**