

March 5, 2010

**ACTION REQUIRED**

To: The Board of Governors of Exhibition Place

From: Dianne Young  
Chief Executive Officer

Subject: **Exhibition Place Accessibility Commitment and Policy**

Summary:

This report responds to a directive from City Council requiring all City Departments and ABCs to meet the new provincial requirements set out in the *Accessibility for Ontarians with Disabilities Act (AODA)*, parts of which came into effect on January 2010. The Customer Service Accessibility Standard is the first of five standards to be established under the AODA. Four other accessibility standards under development are: Information and Communication, Built Environment, Employment and Transportation Standards.

City Departments and ABCs are required to begin the process of reviewing its Accessible Customer Standards with a view to addressing any existing gaps. The first step in this process is the development of an Exhibition Place Statement of Commitment and Accessibility Policy which is attached to this report for approval of the Board. There is also a requirement to report by March 31, 2010, on actions taken and the Exhibition Place has provided this report to the City. Exhibition Place Human Resources has also developed a training program that all staff will take before the end of May 2010 and this new program will be part of CNE orientation program. There is an obligation on Exhibition Place to inform third party contractors of its obligations when working at Exhibition Place and in consultation with City legal this notice has been sent out. The requirements of the AODA also apply to the BMO Field program and our manager, Maple Leaf Sports & Entertainment Ltd., have been working with the Exhibition Place team. We have been advised by City Legal that the AODA does not at this time apply to the private-sector tenant operations on site although Exhibition Place will be sharing its policies and procedures with our tenants.

Financial Implications:

There are no negative financial implications to this report.

**Recommendation:**

**It is recommended that the Board approve the Accessibility Statement and Policy attached to this report as Appendix "A".**

Decision History:

In a letter dated June 26, 2008, the City Manager directed all City Departments and Agencies, Boards and Commissions to create and deliver the necessary policies and training programs to meet the Province's legislation and regulations as promulgated under the AODA. At its meeting in September 2009, City Council adopted a report on AODA outlining the general provisions of the legislation and penalties and the requirements of the Customer Service Standards and also approved a Statement of Commitment for the City.

As part of the 2009 Strategic Plan, the Board approved of Business Development Goal to *Integrate each of the business enterprises across Exhibition Place to stimulate local and regional economic growth and promote Exhibition Place as an international centre of business excellence.*

Issue Background:

Exhibition Place pursuant to the provincial legislation and in keeping with the City Council direction must abide by the AODA and have created all prescribed documents and have commenced the training of all staff. It is expected that all existing staff will receive the required training by May 2010 and all new hires will receive the training as part of their orientation and within four weeks of hire. In addition, as part of its 2009 Strategic Plan and the Outcome to *Deliver great experiences everyday*, Exhibition Place had an objective of developing and implementing an Accessibility Policy.

Comments:

Attached as Appendix "A" to this report are the Exhibition Place Statement of Commitment and Accessibility Policy. In developing these policies and associated program, Exhibition Place referred to the Province's Compliance Manual (web site), the AODA and regulations, the policies of the City and other similar venues (Metropolitan Toronto Convention Centre etc) and worked with staff from both the CNE and BMO Field Programs.

Before the end of May 2010, Exhibition Place staff will have ensured AODA training of all Exhibition Place permanent and temporary staff and receive commitment from all third-party contractors of implementation of the AODA standards with respect to delivery of services at Exhibition Place.

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Submitted by:

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Dianne Young, Chief Executive Officer

## Appendix "A"



## Exhibition Place

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### **Board of Governors of Exhibition Place Statement of Commitment to Creating Accessibility**

Exhibition Place is committed to providing an accessible environment in which all individuals have access to Exhibition Place services and programs in a way that respects the dignity and independence of people with disabilities.

Exhibition Place supports the goals of the *Accessibility for Ontarians with Disabilities Act (AODA)* and will establish policies, practices and procedures which are consistent with the accessibility standards established under the *AODA*, including accessible customer service, information and communication, employment, the built environment and transportation.

Exhibition Place will continue to prevent barriers by designing inclusively and supporting positive attitudes that address "ableism" and prevent attitudes which devalue and limit the potential of persons with disabilities.

In working towards its goals under this Statement, Exhibition Place is committed to meeting the requirements of existing legislation and its own policies and goals related to the identification, removal and prevention of barriers to people with disabilities and becoming a barrier free environment.



# Exhibition Place

## Accessibility Policy

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### Purpose

In accordance with the Exhibition Place's Statement of Commitment to Creating Accessibility and the *Accessibility for Ontarians with Disabilities Act (AODA)*, Exhibition Place is committed to improving access and opportunities for people with disabilities by identifying, removing and preventing barriers that might interfere with their ability to make full use of the Exhibition Place grounds and facilities as further detailed in this Accessibility Policy and Appendix I, AODA Customer Service Policy; Appendix II, Accessibility Standards and Appendix III, Accessibility Symbols.

### Definitions

In accordance with the *Ontario Human Rights Code*, a disability is defined as follows:

- a) Any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness and includes but is not limited to:
  - Diabetes mellitus;
  - Epilepsy;
  - A brain injury;
  - Any degree of paralysis;
  - Amputation;
  - Lack of physical coordination;
  - Blindness or visual impediment;
  - Deafness or hearing impediment;
  - Muteness or speech impediment; or
  - Physical reliance on a guide dog or other animal, or on a wheelchair or other remedial appliance or device.
- b) A condition of mental impairment or a developmental disability;
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) A mental disorder; or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Under AODA, a **barrier** is anything that stops a person with a disability from fully taking part in society because of that disability. Some barriers include:

- Physical barriers (e.g. a step at the entrance to the building or a door that is too heavy to be opened by an individual with limited upper body mobility and strength)
- Architectural barriers (e.g. A hallway or door that is too narrow for a wheelchair or scooter)
- Information or communication barriers (e.g. a publication that is not available in large print)
- Attitudinal barriers (e.g. assuming people with a disability cannot perform a certain task when in fact they can or ignoring a customer in a wheelchair)

## Accessibility Policy

- Technological barriers (e.g. A paper tray on a laser printer that requires two strong hands to open)
- Barriers created by policies or practices (e.g. a practice of announcing important messages over an intercom that people with hearing impairments cannot hear clearly)

### Description

Exhibition Place is committed to reducing/eliminating barriers in its environment for employees, clients and customers with disabilities as well as providing services to these individuals in accordance with the requirements of the *Ontario Human Rights Code* and the *AODA*. To achieve this goal, Exhibition Place will endeavour to take the following steps:

- 1) Identification of Barriers:
  - Exhibition Place will periodically review its policies and procedures to ensure that they do not impose restrictions on the employability and career development of any employee with a disability and are in compliance with applicable governing legislation.
  - Exhibition Place will conduct periodic site audits to identify existing barriers as well as identify opportunities to improve accessibility within/to the grounds and facilities.
- 2) Removing Identified Barriers:
  - Exhibition Place management will remove any existing barriers identified through the site audit in a timely manner and/or evaluate the feasibility of implementing enhancements.
- 3) Preventing Barriers:
  - Exhibition Place will endeavour to increase the level of awareness of responsibilities under *AODA* at all levels of the organization as well as educate employees on providing Service Excellence to people with disabilities through appropriate training/communication initiatives.
- 4) Increase Awareness of Accessibility Initiatives:
  - Exhibition Place will promote its compliance with the *AODA* to both its customers and employees.

**Approved By: Chief Executive Officer & The Board of Governors of Exhibition Place**



# Exhibition Place

## Appendix I: AODA Customer Service Policy

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### Purpose

Exhibition Place's Statement of Commitment to providing accessible customer service gives guidance to the delivery of services to people with disabilities, in compliance with requirements of provincial legislation. *Accessibility for Ontarians with Disabilities Act (AODA)* applies to all Exhibition Place employees, volunteers, and third party contractors who deal with the public on behalf of Exhibition Place, and those who are involved in Exhibition Place policy and program development.

The Board of Governors of Exhibition Place is committed to and shall, in accordance with the *AODA*, work to improve access and opportunities for people with disabilities by identifying, removing and preventing barriers that might interfere with their ability to make full use of the facility.

### Vision

To foster Exhibition Place as an inclusive and accessible parkland and business destination for entertainment, recreation & sporting events, and public celebrations, and in doing this, to operate as a self-sustaining and environmentally responsible entity.

### Customer Service Philosophy

We deliver great experiences everyday!

We endeavour to service our customers in a manner that reflects the principles of dignity, independence, integration and equal opportunity. Our commitment is to provide all customers including those living with disabilities the same opportunity to access our goods and services and benefit from those goods and services in the same place and in a similar way.

### Core Values

The Exhibition Place Core Values clarify expected attitudes and behaviours in daily work life with customers and each other:

- **Respect:** *Each of us* will demonstrate honesty, integrity and belief in people.
- **Ownership:** *Each of us* is accountable for creating an environment that contributes to the success of our customers and each other.
- **Collaboration:** *Each of us* has an important role in working together for a common purpose.
- **Continuous Improvement:** *Each of us* is committed to ongoing improvement in all we do to anticipate and exceed needs as they evolve.
- **Sustainability/Stewardship:** *Each of us* is responsible to promote environmental sustainability and to care for the facilities and assets across the grounds for future generations.

## Appendix I: AODA Customer Service Policy

### Providing Goods and Services to People Disabilities

**Exhibition Place** is committed to excellence in serving all customers including people with disabilities by removing barriers to their full participation that might arise in the course of doing business as follows:

- **Communication** - We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.
- **Telephone Services** – We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers using email if telephone communication is not suitable to their communication needs or is not available.
- **Assistive Devices** – We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services and as such customers are free to use their personal assistive devices on Exhibition Place premises. Exhibition Place offers other measures that may assist our customers while on site and we will ensure that our staff are trained and familiar with various assistive devices that may be used by customers including: elevators, escalators, wheelchair lifts, wheelchair ramps and wheelchairs. Assistive devices for access to specific services and programs shall be kept in good working order and the public shall be informed of their availability
- **Billing** – We are committed to providing accessible invoices to all of our customers. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.
- **Documentation** – All published documents can be available in hard copy, large print and email if requested.

### Service Animals

Exhibition Place employees, volunteers and third party contractors shall accommodate the use of service animals by people with disabilities who are accessing Exhibition Place services, programs and facilities unless the animal is otherwise excluded by law, such as food preparation areas as prohibited by Food Premises, R.R.O. 1990, Reg. 562 under the Health Protection and Promotion Act, R.S.O. 1990, c. H.7.

A guide dog is defined in Section One of the *Blind Persons' Rights Act*. To be considered a service animal under this Customer Service Policy, it must be readily apparent that the animal is being used because of a person's disability or the person with a disability must provide a letter from a physician or nurse confirming that it is required because of his or her disability.

### Support Persons

Where a person with a disability accessing Exhibition Place services, programs or facilities is accompanied by a support person, Exhibition Place employees, volunteers and third party contractors shall ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.

## Appendix I: AODA Customer Service Policy

A support person is a person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services. The support person can be a paid support worker, volunteer, a friend or a family member.

### **Admission Fees for Support Persons**

Exhibition Place is a public park and unless occupied for a particular event does not charge any fee to access its grounds and facilities. However, our clients who organize events on our grounds or in our facilities may charge admission or registration fees in keeping with the nature of their event(s). To this end, we will apprise our clients of the need to make information regarding their policy on admission fees for support persons available to customers with disabilities in advance.

The policy of the Canadian National Exhibition Association (CNEA) during the annual CNE fair is to allow persons with physical disabilities access to the grounds without charge. In addition, a support person assisting a person with any disability and the disabled person are allowed onto the CNE grounds without charge.

The policy of BMO Field is to provide, if requested and subject to availability, special seating for persons with physical disabilities and support persons assisting a person with a disability. All fans entering BMO Field, including those acting as a support persons, are required to hold a valid ticket. Tickets will be charged according to standard pricing.

### **Notice of Temporary Disruption**

Exhibition Place will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Notice of a service disruption will be placed in a conspicuous area and / or communicated by any method deemed to be reasonable under the circumstances.

### **Training of Staff**

Exhibition Place will provide training to all employees and others who deal with the public as well as those who are involved in the development of corporate policies, practices and procedures. Exhibition Place will also ensure that the staff of any third parties acting on Exhibition Place's behalf (such as our official suppliers) have received training on serving our customers with disabilities.

Training will cover the following:

- The purposes of the AODA and the requirements of 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 use any of the Exhibition Place assistive devices.
- What to do if a person with a disability is having difficulty in accessing the Exhibition Place's goods and services.
- Exhibition Place's policies, practices and procedures relating to the customer service standard.
- Those involved in policy development will receive additional training about providing goods or services to the public or third parties.



**Appendix I: AODA Customer Service Policy**

Ongoing training will be provided with respect to any changes to Exhibition Place's policies, practices and procedures.

**Communication and Feedback Process**

Documentation that describes this Statement and accessibility requirements shall be maintained on the Exhibition Place's website ([www.explace.on.ca](http://www.explace.on.ca) ) and provided to individuals, upon request, in the appropriate format

Exhibition Place's ultimate goal is to meet and surpass customer expectations. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Exhibition Place provides goods and services to people with disabilities can be shared through our website, by email, verbally or in writing.

**Questions Concerning This Policy**

Any questions about this policy should be referred to the Director of Human Resources / Security / OHS.



## Exhibition Place

### Appendix II: Accessibility Standards for Customer Service, Ontario Regulation 42907 Summary of Requirements

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- 1) Establish policies, practices and procedures on providing goods or services to people with disabilities.
- 2) Set a policy on allowing people to use their own personal assistive devices to access your goods and use your services and about any other measures your organization offers (assistive devices, services, or methods) to enable them to access your goods and use your services.
- 3) Use reasonable efforts to ensure that your policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
- 4) Communicate with a person with a disability in a manner that takes into account his or her disability.
- 5) Train staff, volunteers, contractors and any other people who interact with the public or other third parties on your behalf on a number of topics as outlined in the customer service standard.
- 6) Train staff, volunteers, contractors and any other people who are involved in developing your policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.
- 7) Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises you own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.
- 8) Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.
- 9) Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.
- 10) Provide notice when facilities or services that people with disabilities rely on to access or use your goods or services are temporarily disrupted.
- 11) Establish a process for people to provide feedback on how you provide goods or services to people with disabilities and how you will respond to any feedback and take action on any complaints. Make the information about your feedback process readily available to the public.

**Appendix II: Accessibility Standards for Customer Service, Ontario  
Regulation 429/07 Summary of Requirements****Added requirements for Exhibition Place:**

- 1) Document in writing all your policies, practices and procedures for providing accessible customer service and meet other document requirements set out in the standard.
- 2) Notify customers that documents required under the customer service standard are available upon request.
- 3) When giving documents required under the customer service standard to a person with a disability, provide the information in a format that takes into account the person's disability.

For full details of the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07), Click on:

[www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws\\_src\\_regs\\_r07429\\_e.htm](http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm)

**Appendix III: Accessibility Symbols**



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**International Symbol for Accessibility**



**Access for Individuals Who Are Blind or Have Low Vision**



**Deafness or Hard of Hearing**



**Sign Language Interpretation**



**Working Dogs Welcome**



**Information**

