

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

INTEGRATED ACCESSIBILITY STANDARDS – Senators Sports & Entertainment (“SSE”) 2014 – 2019 Multi-Year Accessibility Plan

This Plan applies to the following SSE entities:

- Capital Sports & Entertainment Inc. (Ottawa Senators Hockey Club)
- Capital Sports Properties Inc. (Canadian Tire Centre)
- Capital Sports Management Inc. (operator of Ottawa area “Sensplex” complexes)

Issued: December 23, 2013

Revised: January 31, 2015

INTRODUCTION

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (the “AODA”). The Integrated Accessibility Standards Regulations (“IASR”) under the AODA require that effective January 1, 2014, SSE establish, implement, maintain and document a multi-year accessibility plan which outlines the organization’s strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the IASR.

This multi-year plan outlines the policies and actions that SSE will put in place to improve opportunities for people with disabilities.

In accordance with the requirements set out in the IASR, SSE will:

- Post this plan on SSE related websites (www.canadiantirecentre.com, www.ottawasenators.com, www.sensplex.ca)
- Report on the progress of the implementation of this plan as required on such websites;
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years.

STATEMENT OF COMMITMENT

SSE 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 AODA.

PART I – IASR GENERAL REQUIREMENTS

Compliance Date	Initiative	IASR Description	SSE Action	Status
January 1, 2014	Establishment of Accessibility Policies	s. 3(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.	<ul style="list-style-type: none"> • Draft new accessibility policies and incorporate accessibility into existing SSE policies as applicable. • Ensure that accessibility policies are available for review by the public in accessible formats. 	<ul style="list-style-type: none"> • Complete
January 1, 2014	Establishment of Multi-Year Accessibility Plan	s. 4(1)(a) Large organizations shall 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.	<ul style="list-style-type: none"> • Draft multi-year accessibility plan • Post to all SSE websites • Implement a five year review cycle 	<ul style="list-style-type: none"> • Complete
January 1, 2014	Self-Serve Kiosks	s. 6(2) Large organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	<ul style="list-style-type: none"> • SSE shall have regard to accessibility criteria in the selection process for any future self-service kiosks. 	<ul style="list-style-type: none"> • Complete
January 1, 2015	Training	s. 7(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility	<ul style="list-style-type: none"> • SSE will develop a training module on the requirements of IASR and 	<ul style="list-style-type: none"> • Ongoing

		standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization’s policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	the relevant sections of the <i>Human Rights Code</i> • All SSE employees and volunteers will be required to complete training module as soon as practicable upon joining SSE	
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PART II – IASR INFORMATION AND COMMUNICATION STANDARDS

Compliance Date	Initiative	IASR Description	SSE Action	Status
January 1, 2015	Feedback	s. 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 the provision of accessible formats and communications supports, upon request.	<ul style="list-style-type: none"> • Review existing feedback mechanisms to determine whether barriers to accessibility exist. • Implement necessary changes to ensure feedback can be received and given in an accessible manner through the use of accessible formats and/or communication supports. 	<ul style="list-style-type: none"> • Complete
January 1, 2016	Accessible Formats and Communication Supports	s. 12(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the	<ul style="list-style-type: none"> • SSE to research accessible format and communication support options to determine 	<ul style="list-style-type: none"> • Complete

		provision of accessible formats and communication supports for persons with disabilities.	suitability.	
January 1, 2014 Level A for New Websites January 1, 2021 Level AA for all Websites	Accessible Websites and Web Content	s. 14(2) 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.	<ul style="list-style-type: none"> Establish coding practices that ensure all new web content posted on any SSE website complies with WCAG 2.0 Level A, building to Level AA by January 1, 2021 Contact vendors who will be developing websites with 2014+ launches to make sure they design the websites to conform with WCAG 2.0 Level A when possible. Note: For those SSE websites that are not controlled by SSE, SSE will work with website providers to encourage them to meet the standards if/when possible. 	<ul style="list-style-type: none"> Ongoing

PART III – IASR EMPLOYMENT STANDARDS

Compliance Date	Initiative	IASR Description	SSE Action	Status
January 1, 2016	Recruitment Job Postings	s. 22 Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	<ul style="list-style-type: none"> TBD 	<ul style="list-style-type: none"> Pending

January 1, 2016	Recruitment, Assessment or Selection Process	<p>s. 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>s. 23(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>	<ul style="list-style-type: none"> • TBD 	<ul style="list-style-type: none"> • Pending
January 1, 2016	Notice to Successful Applicants	<p>s. 24 Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<ul style="list-style-type: none"> • TBD 	<ul style="list-style-type: none"> • Pending
January 1, 2016	Informing Employees of Supports	<p>s. 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>	<ul style="list-style-type: none"> • TBD 	<ul style="list-style-type: none"> • Pending
January 1, 2016	Accessible Formats and Communication Supports for Employees	<p>s. 26(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer</p>	<ul style="list-style-type: none"> • TBD 	<ul style="list-style-type: none"> • Pending

		<p>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>s. 26(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>		
January 1, 2012	Workplace Emergency Response Information	<p>s. 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.</p>	<ul style="list-style-type: none"> • Individualized plans developed for individuals who have disclosed their disabilities. 	<ul style="list-style-type: none"> • Complete
January 1, 2016	Documented Individual Accommodation Plans	<p>s. 28(1) Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>s. 28(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <p>1. The manner in which an employee</p>	<ul style="list-style-type: none"> • TBD 	<ul style="list-style-type: none"> • Pending

		<p>requesting accommodation can participate in the development of the individual accommodation plan.</p> <p>2. The means by which the employee is assessed on an individual basis.</p> <p>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.</p> <p>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.</p> <p>5. The steps taken to protect the privacy of the employee's personal information.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's</p>		
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		accessibility needs due to disability.		
January 1, 2016	Return to Work Process	s. 29(1) Every employer: (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 accommodations in order to return to work; and (b) shall document the process.	• TBD	• Pending
January 1, 2016	Performance Management	s. 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.	• TBD	• Pending
January 1, 2016	Career Development and Advancement	s. 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 career development and advancement to its employees with disabilities.	• TBD	• Pending
January 1, 2016	Redeployment	s. 32(1) An employer that uses redeployment shall take into account the	• TBD	• Pending

		accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.		
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