OSEG
Ottawa Sports and Entertainment Group

Accessibility for Ontarians with Disabilities Act (AODA) Multi-Year Accessibility Plan

Commitment

OSEG is committed to providing a respectful, welcoming, accessible, and inclusive environment in the provision of goods and services to customers, clients, and Employees.

OSEG will provide goods and services to people with disabilities in a manner that respects dignity and independence, promotes equality of opportunity and integration, and complies with the spirit and intent of applicable legislation, including the *Accessibility for Ontarians with Disabilities Act (AODA)*, the *Ontario Human Rights Code*, the *Occupational Health and Safety Act*, and the *Ontario Building Code Act*.

Purpose

This Multi-Year Accessibility Plan outlines OSEG's strategy to prevent and remove barriers for people with disabilities and to meet its accessibility requirements under the AODA and its regulations.

Customer Service

OSEG will continue to comply with and enhance its Customer Service Standards by:

- providing accessible ways for customers to submit feedback;
- responding to accessibility-related concerns in a timely manner; and
- identifying and addressing barriers that may prevent people with disabilities from accessing services or providing feedback.

Accessible Emergency Information

OSEG will provide publicly available emergency information in accessible formats upon request.

Where required, OSEG will also provide Employees with disabilities with individualized workplace emergency response information, in consultation with the Employee.

Kiosks

OSEG will consider accessibility features and the needs of people with disabilities when designing, procuring, or acquiring self-service kiosks.

Information and Communication

OSEG will ensure that its internet and web content conforms to the *Web Content Accessibility Guidelines (WCAG) 2.0*, Level AA, in accordance with AODA requirements.

Accessible formats and communication supports will be provided upon request, where feasible.

Employment

OSEG will:

- notify the public and Employees that accommodations for applicants and Employees with disabilities are available upon request;
- provide accommodations during recruitment, assessment, and selection processes;
- provide individualized workplace accommodations when required; and
- take into account the accessibility needs of Employees with disabilities in performance management, career development, redeployment, and return-to-work processes.

Training

OSEG will work to ensure that Employees, volunteers, and third parties operating within TD Place, as well as individuals involved in developing corporate policies, practices, and procedures, receive training on accessibility and serving people with disabilities.

Training will be:

- provided in a manner appropriate to the individual's role and responsibilities;
- delivered as soon as practicable after commencement of duties; and
- updated as required to reflect changes to legislation, standards, or OSEG policies.

Continuous Improvement

OSEG will seek feedback on accessibility through employee and customer engagement initiatives, including surveys, to support continuous improvement and the adoption of best practices.

Review

This Multi-Year Accessibility Plan will be reviewed at least once every three (3) years and updated as required to ensure ongoing compliance with legislated standards.

As OSEG evolves, this Plan may be amended or expanded to reflect organizational growth, operational changes, and emerging accessibility best practices.

See Also

- Employee Handbook
- Integrated Accessibility Standards Policy
- Accessibility Standards for Customer Service Policy

Questions?

If you have any questions about this Plan, please contact Human Resources.

Updated: July 13, 2026