

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 for both customers/clients and employees alike. OSEG will provide goods and services to people with disabilities in manner that respects their dignity and independence, assuring equality of opportunity and integration. Furthermore, such goods and services will be provided in accordance with the spirit and intent of all applicable legislation including the *Accessibility for Ontarians with Disabilities Act (AODA)*, the *Human Rights Code*, the *Occupational Health and Safety Act*, and the *Building Code Act*.

Purpose

This AODA – Multi Year Accessibility Plan outlines the organization’s strategy to prevent and remove barriers for people with disabilities.

Customer Service

OSEG will continue to be compliant with and expand upon Customer Service Standards including the ways in which customer feedback may be submitted and how issues are addressed and actioned. This also includes addressing potential barriers that may prevent people from providing feedback in the first place.

Accessible Emergency Information

OSEG is committed to providing its guests with publicly available emergency information in an accessible way upon request. OSEG will also provide employees with disabilities with individualized emergency response information when necessary.

Kiosks

OSEG will take steps to ensure employees consider the needs of people with disabilities when acquiring self-service kiosks.

Information and Communication

All internet and web content conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA.

Employment

OSEG will notify the public and staff that, when requested, OSEG will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. OSEG will provide equal opportunity to all possible candidates during the recruitment and assessment processes, and will ensure that anyone with a disability will receive individual accommodation if required. OSEG will ensure that the accessibility needs of employees with disabilities are taken

into account when using performance management, career management, and redeployment processes.

Training

OSEG will ensure that all employees, volunteers and third parties operating within TD Place as well as those who are involved in the development of corporate policies, practices and procedures have received training on serving guests with disabilities.

Training is provided each year and in a way that best suits the duties and job functions of the individual. Ongoing training will be provided with respect to any changes to OSEG policies, practices, and procedures.

Continuous Improvement

OSEG will also seek to obtain feedback on its accessibility practices within employee and customer surveys to inform OSEG's efforts to continuously improve and implement best practices.

OSEG will review this AODA – Multi Year Accessibility Plan at least every three (3) years and update it to ensure ongoing compliance with legislated standards. As OSEG matures, this plan will be amended and/or augmented to ensure ongoing compliance, and to ensure OSEG continues to meet its commitment to respect the needs of people with disabilities working within its group of organizations, and those using its services.

See Also

- Employee Handbook

Questions?

Please see your Human Resources Business Partner if you have any questions.

Updated: September 18, 2023