

***Rogers Centre™ and the Toronto Blue Jays™***  
**Multi-Year Accessibility Plan**

**2017**

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## **1 Statement of Commitment to Accessibility**

At *Rogers Centre™* and the *Toronto Blue Jays™*, we recognize that our success depends not only on our on-field and off-field teams, but also on our business and community partners and, most importantly, our guests and fans. We are committed to providing an accessible environment and experience for all of our employees and visitors.

We are committed to identifying, removing, and preventing barriers to accessibility and inclusion on an ongoing basis and in a timely manner. We will strive to do this in a manner that ensures the dignity and independence of persons with disabilities and that reflects the important principles of integration and equal opportunity.

*Rogers Centre* and the *Toronto Blue Jays* are committed to meeting and, where possible, exceeding the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, its regulations and standards and all other applicable legislation regarding accessibility.

In the development of new services, programming, or facilities, *Rogers Centre* and the *Toronto Blue Jays* will take into account the needs of persons with a range of abilities, with the goal to achieve full inclusion.

We are working towards accomplishing the goals described within this Multi-Year Accessibility Plan, setting targets for their completion between 2017 and 2021.

*Rogers Centre* and the *Toronto Blue Jays*

## 2 Introduction

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was enacted to develop, implement, and enforce standards for accessibility, with the intention of achieving accessibility for Ontarians with disabilities with respect to goods, services, accommodation, employment, facilities and premises throughout Ontario by the year 2025.

Accessibility Standards within the *Integrated Accessibility Standards Regulation* (IASR) (O. Reg. 191/11) includes the areas of Customer Service, Information & Communications, Transportation, Employment, and the Design of Public Spaces (Built Environment).

The IASR requires that *Rogers Centre* and the *Toronto Blue Jays* establish, implement, maintain and document a multi-year accessibility plan, which outlines the organizations' strategy to identify, prevent, and remove accessibility barriers and to meet requirements under the IASR. In compliance with this requirement, *Rogers Centre* and the *Toronto Blue Jays* have created this document (Multi-Year Accessibility Plan).

In accordance with the requirements set out in the IASR, *Rogers Centre* and the *Toronto Blue Jays* will:

- Post the Multi-Year Accessibility Plan on the *Toronto Blues Jays* website (currently <http://www.bluejays.com>);
- Provide the Multi-Year Accessibility Plan in an alternate accessible format upon request; and
- Review and update the Multi-Year Accessibility Plan at least once every five years.

### **3 Report on Measures to Identify, Remove and Prevent Barriers**

Some of the initiatives that have been put in place by *Rogers Centre* and the *Toronto Blue Jays* to increase accessibility and inclusion include the following:

- Annual training of all customer service staff;
- Increased the number of event staff assigned to assist guests with disabilities;
- Improved access to relevant information, including posting of our Multi-Year Accessibility Plan on the [Toronto Blue Jays website](#).
- Regular meetings of an engaged Accessibility Advisory Committee, to assist in identifying accessibility needs and goals and to removing accessibility barriers.

*Rogers Centre* and the *Toronto Blue Jays* have been in compliance with the AODA's original Customer Service Standard since January 1, 2012 and continue to comply with and train all new employees on the AODA Customer Service Standards. As required by the AODA, *Rogers Centre* and the *Toronto Blue Jays* also keep records of the training provided.

AODA compliance is reported to the appropriate Government of Ontario Ministry in accordance with applicable reporting deadlines.

## **4 Multi-Year Accessibility Plan**

The IASR consists of the following parts:

- I. General Requirements
- II. Information and Communications Standards
- III. Employment Standards
- IV. Transportation Standards
- IV.1 Design of Public Spaces (Built Environment) Standards
- IV.2 Customer Service Standards
- V. Compliance

The plan established by *Rogers Centre* and the *Toronto Blue Jays* in order to meet the requirements of the applicable sections of the IASR between 2017 and 2021 is presented below.

Legislative Requirement	Goal	Target Completion Year
<p><b>Design of Public Spaces Standards (Accessibility Standards For the Built Environment) – Section 80.44 of PART IV.1 of the IASR requires the following:</b></p> <p><u>Procedures for preventative and emergency maintenance of the accessible elements in public spaces</u></p> <p><u>Procedures for dealing with temporary disruptions when accessible elements are not in working order</u></p>	<ul style="list-style-type: none"> <li>• We will continue to implement the following procedures for preventative and emergency maintenance of the accessible elements in our public spaces: <ul style="list-style-type: none"> <li>○ Our staff will regularly monitor the accessible elements in our public spaces and, upon identifying any issue or problem, will promptly report same to our Building Services department so that appropriate action can be taken, including any necessary repairs and/or maintenance.</li> </ul> </li> <li>• We will continue to implement the following procedures for dealing with temporary disruptions when accessible elements are not in working order: <ul style="list-style-type: none"> <li>○ <i>Planned Disruptions:</i> We will provide as much as public notice as possible. The department responsible for managing the facilities or services affected by the disruption will email staff and tenants noting the reason for the disruption, the expected duration, any options for alternative facilities or services that may be available, and a point of contact for further information. The responsible department will also complete a Notice of Disruption Form and ensure copies are placed as promptly as possible and in a manner and location appropriate to the disruption (including without limitation at the entrance of</li> </ul> </li> </ul>	<p><b>Ongoing</b></p>

Legislative Requirement	Goal	Target Completion Year
	<p>the parking area, at Gates 3, 7, 9, and 13, and in a prominent position at the site of the service or facility affected by the disruption (e.g., magnetic signage on an elevator door). Finally, where the disruption affects an event being held at the stadium, our Fan Services Team, in consultation with Concessions and Ticketing, will attempt to notify anyone who has reserved accessible parking spaces or guests who have made arrangements to receive assistance at the Accessible Support Entrance at Gate 7. In addition, our Concessions Department will attempt to notify those who have made advance reservation for stadium tours.</p> <ul style="list-style-type: none"> <li>○ <i>Unplanned Disruptions:</i> If an unplanned disruption occurs during standard business hours, the procedures set out above under “Planned Disruptions” will be followed. If an unplanned disruption occurs after standard business hours or during an event held at the stadium, our Security department will be responsible for notifying staff and tenants as well as completing and posting copies of a Notice of Disruption Form in accordance with the procedure set out above under “Planned Disruptions”. If possible, Security will consult with the department overseeing the facilities or services affected by the disruption prior to completing the Form and contacting</li> </ul>	

Legislative Requirement	Goal	Target Completion Year
	staff and tenants.	
<p><b>Employment Standard</b> <u>General Recruitment:</u></p> <p>Notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process.</p>	<ul style="list-style-type: none"> <li>• Create a statement on the Job Postings page of the <a href="#">Toronto Blue Jays website</a> regarding the availability of accommodation for applicants with disabilities.</li> </ul>	<b>2017</b>
<p><b>Employment Standard</b> <u>Recruitment, assessment and selection process:</u></p> <p>Notify job applicants, when they are individually selected to participate in an assessment or selection process, which accommodations are available upon request in relation to the materials or processes to be used.</p> <p>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"> <li>• When candidates are contacted for an interview, inform them about the interview format and communicate that accommodations are available upon request for people with disabilities.</li> <li>• Update Human Resources (HR) hiring procedures to support this requirement.</li> <li>• Train recruiters and HR staff on new accessible hiring policies and procedures, including accessible interviewing procedures.</li> </ul>	<b>2017</b>

Legislative Requirement	Goal	Target Completion Year
<p><b>Employment Standard</b>  <u>Notice to Successful Applicants:</u></p> <p>When making offers of employment, notify the successful applicant of policies for accommodating employees with disabilities.</p>	<ul style="list-style-type: none"> <li>• Ensure that all job offers include information on available workplace accommodation policies.</li> </ul>	<p><b>2017</b></p>
<p><b>Employment Standard</b>  <u>Informing employees of supports:</u></p> <p>Inform employees of policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations.</p> <p>Information should be provided:</p> <ul style="list-style-type: none"> <li>▪ as soon as practicable after they begin their employment.</li> <li>▪ whenever there is a change to existing policies on the provision of job accommodations</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that new employees are aware of the Accessibility Policies and Procedures and that key sections regarding employment accommodations are reviewed.</li> <li>• Provide notification to employees whenever the Accessibility Policies and Procedures are changed or updated.</li> <li>• Ensure that all levels of management are made aware of procedures, to ensure that new employees are notified of the availability of employment accommodations policies and procedures.</li> <li>• Post Accessibility Policies and Procedures, including accommodation policies, at a location that is easily accessible for employees (for example, Rogers Communications Intranet).</li> </ul>	<p><b>2017</b></p>
<p><b>Employment Standard</b></p>	<ul style="list-style-type: none"> <li>• Ensure that employment documents are available to employees</li> </ul>	<p><b>2017</b></p>

Legislative Requirement	Goal	Target Completion Year
<p><u>Accessible formats and communication supports for employees:</u></p> <p>In addition to the IASR obligation for every employer to consult with employees to provide or arrange for the provision of accessible formats and communication supports for, employers shall provide the following information in accessible format, upon request:</p> <ul style="list-style-type: none"> <li>• Information that is needed in order to perform the employee’s job; and</li> <li>• Information that is generally available to employees in the workplace.</li> </ul>	<p>in alternate formats, upon request.</p> <ul style="list-style-type: none"> <li>• Create a process whereby employees with disabilities can request accessible formats or communication supports for documents and information that they use in their jobs or that are generally required as an employee of <i>Rogers Centre</i> and the <i>Toronto Blue Jays</i>.</li> </ul>	
<p><b>Employment Standard / Information and Communication</b>  <u>Emergency Evacuation and Response Information</u></p>	<ul style="list-style-type: none"> <li>• Inform all employees about the availability of accommodations and supports during an emergency situation.</li> <li>• Develop and document individual emergency response plans for each employee with a disability who identifies the need for accommodation or support during an emergency.</li> <li>• Create a process for regularly updating individual emergency response plans.</li> </ul>	<p><b>2017</b></p>

Legislative Requirement	Goal	Target Completion Year
<p><b>Employment Standard</b> <u>Performance Management:</u></p> <p>For performance management, career development and staff redeployment, consider the accessibility needs and individual accommodation plans in the overall process.</p>	<ul style="list-style-type: none"> <li>• When conducting performance reviews, review any accommodations that may be in place in order to meet an employee’s needs.</li> <li>• As part of any career development and advancement activities, review and include accommodations detailed in an employee’s Individual Accommodation Plan (IAP).</li> <li>• Update relevant policies and procedures to include a review of accommodations and IAPs as part of the learning and development process.</li> <li>• If undertaking redeployment for an employee, ensure that HR procedures are updated to support this requirement.</li> <li>• As part of any redeployment activity, review and include accommodations detailed in an employee’s IAP.</li> </ul>	<p><b>2017</b></p>
<p><b>Customer Service</b></p>	<ul style="list-style-type: none"> <li>• Provide a transcript of the emergency video shown before events, along with related still shots.</li> <li>• Document the procedure to access the emergency video transcript and provide on the Accessibility page and communicate to anyone requesting accessibility supports. Include this information in the announcement preceding the emergency video. Include information in the Accessibility Policies and Procedures.</li> </ul>	<p><b>2017</b></p>

Legislative Requirement	Goal	Target Completion Year
<p><b>Information and Communications</b></p> <p>All Internet websites and web content must conform with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA with exceptions:</p> <ul style="list-style-type: none"> <li>• Live Captions</li> <li>• Audio Descriptions</li> </ul>	<ul style="list-style-type: none"> <li>• Develop a plan to remediate or redesign the <a href="#">Toronto Blue Jays website</a> to meet WCAG 2.0 Level AA by January 1, 2021.</li> <li>• Include WCAG 2.0 Level AA requirements into Requests for Proposal and contracts for websites designed and developed by third-party vendors / agencies.</li> <li>• Ensure that any new website development or redesign project includes WCAG 2.0 Level AA as a minimum requirement.</li> <li>• Ensure that a link to Accessibility information is visible from the main page on the <a href="#">Toronto Blue Jays website</a>.</li> <li>• Ensure that WCAG 2.0 Level AA standards are met when linking properties between Rogers’ websites.</li> <li>• Ensure that all PDF documents posted to the <a href="#">Toronto Blue Jays website</a> are tagged and structured to be accessible.</li> </ul>	<p><b>2021</b></p>
<p><b>Beyond Compliance – Information and Communications</b></p>	<ul style="list-style-type: none"> <li>• Provide training on creating accessible documents and websites and understanding WCAG 2.0 to all <i>Rogers Centre</i> and <i>Toronto Blue Jays</i> staff accountable for designing, procuring, developing or maintaining the <a href="#">Toronto Blue Jays website</a>.</li> <li>• Create a “How To” guide describing how to create alternate formats for documents.</li> </ul>	<p><b>2021</b></p>

Legislative Requirement	Goal	Target Completion Year
<b>Beyond Compliance – Identifying and Removing Barriers</b>	<ul style="list-style-type: none"> <li>• Create a process to evaluate the effectiveness of accessibility training and accessibility policies and procedures.</li> <li>• Develop a tracking mechanism for reporting on queries regarding accessibility and AODA compliance.</li> <li>• Regularly evaluate the results of the tracking mechanism and build an action process to respond to feedback with resulting best practices.</li> </ul>	<b>2021</b>

## **5 How to Provide Feedback**

We welcome inquiries and feedback about accessibility and the efforts of the *Rogers Centre* and the *Toronto Blue Jays* at meeting the *Accessibility for Ontarians with Disabilities Act (AODA)* Customer Service Standards and the Integrated Accessibility Standards Regulation requirements.

By telephone at: 416.341.1000

By email at [fanfeedback@bluejays.com](mailto:fanfeedback@bluejays.com)

In writing to: Fan Services at Rogers Centre, One Blue Jays Way, Toronto, Ontario, M5V 1J1

Alternate formats of this document are available free upon request.