

***Rogers Centre™***

***and the Toronto Blue Jays™***

## **Accessibility Policies and Procedures**



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# 1 Purpose of Document

The mission of both *Rogers Centre™* and the *Toronto Blue Jays™* is to consistently exceed the expectations of our guests through product innovation and customer service excellence.

Customer service excellence is also the intention behind the *Accessibility for Ontarians with Disabilities Act (AODA)* Customer Service Standards. The purpose of the AODA is to ensure that people with disabilities receive equal access to services, goods and facilities, without discrimination, and that goods and services be provided in a manner that respects the dignity and independence of people with disabilities.

The *Rogers Centre* and the *Toronto Blue Jays* Accessibility Policies and Procedures document describes how the AODA Standards affect the nature of operations at both organizations. The accessibility procedures described within this document will enable *Rogers Centre* and *Toronto Blue Jays* representatives to act on behalf of the organizations to fulfill the requirements of the AODA Standards.

# 2 Definitions

The following terms used within the Accessibility Policies and Procedures are defined below.

**Accommodation** - means providing alternate or adapted methods to attain equal access to goods and services or the same level of experience if a “barrier” exists and the existing method of providing access to said goods or services is not yet fully integrated and accessible to persons with disabilities.

**Assistive device** - means any apparatus that helps a person with a disability to do a certain task and may include such examples as an alphabet board, cane, hearing aid, hoist, reaching device, scooter, text telephone, text-to-speech conversion software, walker, or wheelchair.

**Barrier** - means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an

architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

**Disability** - means, as defined by the *Ontario Human Rights Code*, R.S.O. 1990, Chapter H.19,

(a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, 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.

**Service animal** - means a “guide dog” as defined by the *Blind Persons Rights Act*, R.S.O. 1990, Chapter B.7, or any other animal that is used by a person for reasons relating to a disability where these reasons could be confirmed by one of the regulated health professionals listed in Appendix A: Eligible Regulated Health Professionals.

**Support person** - means, in relation to a person with a disability, another 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 and need not be a person who is paid for such support services in order to be considered a “support person.”

### **3 Statement of Commitment to Inclusion**

*Rogers Centre* and the *Toronto Blue Jays* 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 principles of integration and equal opportunity.

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.

## **4 Rogers Centre and Toronto Blue Jays Accessibility Policies and Procedures**

### **4.1 Communicating with Persons with Disabilities**

#### **4.1.1 Policy**

When communicating with a person with a disability, representatives of *Rogers Centre* and the *Toronto Blue Jays* will communicate in a manner that takes into account a person's disability. *Rogers Centre* and the *Toronto Blue Jays* will provide training to staff on how to interact and communicate with people with various types of disabilities.

#### **4.1.2 Procedures**

*Rogers Centre* and *Toronto Blue Jays* staff and representatives should abide by the following procedures when communicating with persons with disabilities.

- If someone makes a reasonable accessibility request that you are authorized to honour, then do so, even if you are not sure of the reason for the request. Providing accommodation for requests generally does not require that you know details about someone's disability.

- If you are not authorized to honour an accessibility request, then address the request promptly with a supervisor.
- Be patient and allow as much time as necessary to communicate in a way that works for the other person. Let the other person set the pace when talking or moving to a destination.
- If you are not sure how to help, just ask. Be sure to ask first before you help. People with disabilities know best what works for them.
- Do not touch someone unless you are asked to do so. One exception is greeting people – if someone offers their hand, use a gentle considerate grip.
- Some people with disabilities will visit with a support person, attendant, companion, or American Sign Language (ASL) translator. When speaking to a person with a disability, talk to the person, not the support person. However, you need not ignore the support person.

It is important to remember that many disabilities are not apparent. The majority of disabilities are considered “hidden” or “invisible” and these disabilities often result in symptoms such as chronic pain, fatigue, dizziness, cognitive dysfunction, communication issues, as well as hearing and vision impairments. While these disabilities are not obvious to most people, symptoms of those living with “invisible” disabilities can sometimes or always limit activities, resulting in mild challenges or severe limitations.

The following sections include some considerations for communicating with people with different types of disabilities.

#### **4.1.2.1 Person-First Language**

The language we use shapes our perceptions and forms ideas and concepts. While having a disability is a reality that might require special consideration to provide equal service and experiences, disabilities do not define the whole person. By putting the person before the disability, we can help create more respect and dignity.

In most cases, there is no need to refer to a person’s specific disability. If there is no need to refer to a disability, then terminology describing the disability does not need to be used.



In situations where there might be a need to refer to a disability, appropriate and accurate terms include:

- Person with a disability;
- Person with a hearing impairment or person who is hard of hearing or deaf;
- Person with schizophrenia / epilepsy (or other condition or disease);
- Person with a vision impairment or person who is blind;
- Person who uses a wheelchair / scooter / walker / other assistive device;
- Person with cognitive impairments / cognitive challenges / a developmental delay; and
- Person with a mental disorder / disability.

It is acceptable to use expressions such as, “Nice to see you,” or “Let’s walk to your section” regardless of a person’s disability. However, many expressions that might have been commonly used in the past are in fact derogatory or condescending when used in reference to a disability. Avoid language that projects struggle, pain, or suffering when it is not necessarily part of the circumstances being described. Similarly, avoid language that projects heroism, bravery, or courage when a person is performing typical day-to-day activities.

Terms that should be avoided when referring to someone with a disability include:

- Handicapped (people do not have handicaps; society imposes them);
- Confined to a wheelchair, wheelchair bound (people receive mobility from wheelchairs, not confinement);
- Crippled, lame, invalid (people have mobility impairments);
- Deranged, crazy, lunatic (people have mental health challenges or episodes);
- Deaf and dumb, deaf mute (people who were born deaf or lost hearing before learning to speak are “oral deaf”);
- Retarded (people have developmental or cognitive delays);
- Spastic (muscles are spastic, not people);
- Midget / Dwarf (people have dwarfism; use “little person” or “person of short stature”); and
- Afflicted with, stricken with, suffering from, victim of (say, “The person has...”).

#### **4.1.2.2 Vision Loss**

When communicating with a person with vision loss or blindness, use the following guidelines.

- Let the person know you are there by introducing yourself.
- Speak normally and clearly.
- Do not assume the person cannot see you. Many people with vision loss have some form of sight.
- Maintain eye contact, which is good practice with everyone and ensures you are directing your conversation to the person you are facing.
- Speak in your normal tone of voice.
- If the person is accompanied by a support person, speak directly to the person, not the support person.
- If the person is accompanied by a service animal, do not touch the animal or speak to the animal.
- Do not touch the person unless you have first asked permission to do so, unless it is an emergency.
- Before providing assistance, ask to see if it is required, and how the person would like to be helped.
- Be precise and specific when providing verbal directions or instructions. Pointing or using phrases such as “over there” will not be of assistance. Walk at a slow to moderate pace and describe where you are going, including any landmarks that help with orientation (for example, “There’s a six-inch step down that is about three feet in front of us” or “We’re going to turn left in just a few feet”).
- Describe helpful details such as, “The door pulls towards us on your left” or “We are approaching a staircase that goes up.”
- Tell the person about any upcoming obstacles such as crowds, line-ups, curbs or objects on the floor.
- If someone indicates they would like you to guide them, make your bent arm available so that the person may place their hand on your arm at the elbow. Do not push or pull the person.

- If the person is accompanied by a service animal, walk on the opposite side of the animal.
- When you have finished your conversation, offer to show them to a chair or other location the person may desire.
- Do not leave a person who is blind without saying good-bye.

#### **4.1.2.3 Speech Problems**

Speech problems or language and communication barriers can be associated with many different types of disabilities.

- Don't assume that you know what someone's disability is if the person is having difficulty communicating. Speech problems are not necessarily related to intellectual or cognitive disabilities.
- Some people with severe speech problems may use assistive devices such as communication boards or voice amplification devices.
- Be patient, listen attentively, don't interrupt, and don't complete the person's sentences.
- If you don't understand something, ask the person to repeat the information.
- You may ask if the person would like to write down the information the person is trying to convey.
- Confirm that you have understood what the person said by repeating what you were told.
- If possible, ask questions that require "Yes" or "No" answers.

#### **4.1.2.4 Hearing Loss**

People with hearing loss have differing degrees of auditory capability.

- Before speaking, attract the person's attention with a gentle wave of the hand or slight touch of their shoulder.
- Position yourself so the person can clearly see your face at all times.
- Don't shout. Raise your voice only if asked to do so.

- Some people with hearing loss use assistive devices such as hearing aids or cochlear implants. However, not all people with hearing loss are able to benefit from these devices.
- Loud voices and noisy environments can pose additional barriers for people who do have limited hearing. You can offer to move to a quieter space.
- Some people with hearing loss are able to read lips. Speak normally and clearly, and do not exaggerate your lip movements. Exaggerating your lip movements makes lip reading very difficult.
- Be sure you are understood and, if not, repeat or rephrase the information.
- If necessary, ask if communicating with a pen and paper would be preferred.
- If the person is accompanied by an interpreter, speak to the person, not their interpreter.
- Body language and facial expressions are an important part of communications for people who are deaf. You might observe exaggerated facial expressions or other non-verbal expressions.

#### ***4.1.2.5 Epilepsy or Seizure Disorders***

If a person is having a seizure and is on the ground, try to cushion their head with something soft. Do not put anything in their mouth or try to hold the person down.

Contact medical assistance, and stay calm and wait with a person who has had a seizure until the seizure is over. Try to ensure the person's dignity and privacy by having Security disperse any crowd.

#### ***4.1.2.6 Intellectual, Learning, or Cognitive Disabilities***

As with all disabilities, people with intellectual, learning or cognitive disabilities have varying degrees of abilities.

- Don't make assumptions about what someone can or cannot do or understand.
- Be supportive and patient. Speak directly to the person, and not to a support person or attendant.
- Speak as you normally would. Use plain language and short sentences.

- Provide one piece of information at a time and confirm that you are understood. Ask the person if they have any questions.
- If you don't understand a response, ask again.
- Be aware of your body language and tone of voice. Be respectful.

#### **4.1.2.7 Physical Disabilities**

There are many types and degrees of physical disabilities that pose difficulty with walking, sitting, or standing. While many people with physical disabilities may use mobility aids such as a wheelchair, crutches, or a walker, it may not always be obvious if someone has a disability that affects their mobility.

- When communicating with someone with a physical disability speak normally, and speak directly to the person, not a companion that may be present.
- Ask before you help. Don't make assumptions about what someone can or can't do. Everyone has their own way of doing things.
- Never touch assistive devices without asking or being asked to help, including wheelchairs, unless it's an emergency.
- Offer information that would be of interest to a person with physical disabilities such as where elevators, automatic doors and accessible washrooms are located.
- When speaking to someone in a wheelchair, position yourself so that the person doesn't have to crane their neck to see you. This may be solved by kneeling, sitting, or even standing further back as appropriate to the situation. Do not lean on someone's wheelchair.

#### **4.1.3 Phone Communications with People with Disabilities**

If your role is predominantly providing service over the phone, you might never realize if a customer has a disability unless the person discloses information about the disability that will help them when visiting *Rogers Centre*.

Disabilities might become apparent during a phone call if communications do not follow a typical pattern. You will not need to know what type of disability a person has in order

to adapt yourself in response to someone's needs and provide excellent service. The best way to learn how to accommodate customers with disabilities is to ask customers how you can help. However, do not ask unnecessary questions; only ask what you need to know in order to provide excellent service.

Use the following guidelines when communicating with guests on the phone.

- Speak normally, clearly and directly.
- Don't worry about how someone's voice sounds. Concentrate on what's being said.
- Be patient, flexible, and supportive. Take time to understand the customer and make sure the customer understands you.
- Don't interrupt or finish your customer's sentences.
- Don't try to guess what your customer is saying. If you don't understand, don't pretend. Just ask again.
- If you're not certain what was said, repeat or rephrase what you've heard.
- Use short sentences and questions that require short, preferably "yes" or "no" answers.
- Some disabilities affect understanding or memory. Be prepared to provide an explanation more than once.
- A person who is non-vocal may use a communication aid, which generates synthesized speech or a pre-recorded voice. A person using a communication aid may need additional time to program words or sentences into the device.
- Be prepared to allow extra time for people to write notes or to use alternative input devices to document notes, numbers, and additional information.
- If the person uses speech recognition software for computer keyboard functions in place of handwriting, the individual must speak directly to the computer and may need a pause in the phone conversation to inactivate the telephone receiver and perform computer functions by speech.
- Screen magnification and screen reading software may distort web page information. If you are guiding a customer to use the [Toronto Blue Jays website](#), be aware that the person might not be able to "see" what you do. You might need to read information to them.

- Some individuals with hearing loss might request that you raise your voice.
- Other individuals might use hearing aids or amplified telephones, which can sometimes result in high-pitched feedback on the telephone. If you hear feedback, let the customer know. Often, they can make simple adjustments to minimize the noise.
- If you receive a call from an interpreter or a TTY line, just speak normally to the customer, not to the interpreter [See 4.1.4 Telecommunications Support Tools].
- If a customer has great difficulty communicating, ask if they prefer another way to communicate such as email, or offer arrangements to call back when it's convenient to speak with someone else.

#### **4.1.4 Telecommunications Support Tools**

There are several telecommunications support tools that can be used to assist with telephone communication with people with disabilities.

TTY stands for teletypewriter, or text telephone. It is sometimes called a TDD, or Telecommunication Device for the Deaf and is used by some people with hearing or speech impairments.

You can communicate by phone with a person who has a TTY either by using a TTY or by using a Telecommunications Relay Service (TRS). Professionally trained operators act as intermediaries to facilitate the call. TRS is free for local calls, and can be accessed by calling 1 800 855-0511 (Voice to TTY). TTY phones are located in Sections 135 and 508 at *Rogers Centre*.

Use the following guidelines when communicating with a person using TTY.

- Phone the number (1-800-855-0511), and tell the operator your name, the name of the person you are calling, and the number you wish to reach.
- Speak to the operator as if you were talking directly to the person you are calling. For example, say "Hi, how are you doing?" Do not say: "Tell him I said hello."
- Every time you are finished speaking, remember to say "GA" or "Go Ahead," so the person on the other end will know it is their turn to respond.

- Wait for the operator to say “GA” or “Go Ahead” before you speak again.
- Remember that an operator is typing your words, so speak clearly and a bit more slowly than usual. There will be brief silences as the operator types to the TTY user and the user replies.

Relay operators will not betray confidences and can be trusted to relay personal and financial information and even intimate conversations.

## 4.2 Alternate Accessible Formats

### 4.2.1 Policy

Within a reasonable time after receiving a request by or on behalf of a person with a disability, *Rogers Centre* and the *Toronto Blue Jays* shall make a document or information available in a format that is accessible to the person, unless it is not technically feasible to do so. If it is not technically feasible to do so, then *Rogers Centre* and the *Toronto Blue Jays* will provide the reason why and will make every effort to provide a summary of the information or communications to the individual making the request.

### 4.2.2 Procedures

Ask the person’s format preference for receiving information. Attempt to understand the person’s ability and the technology available to them. Always attempt to apply the fastest and simplest solution that meets a person’s needs. Many requests for alternate formats can be accommodated in-house by employees of *Rogers Centre* and the *Toronto Blue Jays*.

Many documents can be made accessible by providing them as a Word document that can be read by an individual with screen-reading software.

People with low vision can benefit from photocopied enlargements of their event ticket, or by simply printing Gate, Section, and Seat information in an extra-large font on a separate sheet of paper to accompany the required original ticket.

There are also “self-serve” options which a person with a disability might find helpful. Blue Jays event schedules are currently available on the [Toronto Blue Jays website](#) in



HTML format and downloadable as a CSV file, as well as calendar formats for Outlook, iCal, Google, and a beta format for Yahoo Calendars.

To provide immediate service regarding information on web pages or maps that might be difficult for some people to find, interpret, or navigate, it might be preferable to read information to a customer or to describe or summarize the information required to respond to their query.

It is almost always preferred to receive instant service than wait for an alternate format to be created by an external provider.

During events, guest requests for alternate formats should be made at the nearest Guest Services location, with the assistance of Event Staff. The Fan Services Team will contact Information Technology if needed. In the event that a format is requested that might require the services of an external vendor, evaluate the most appropriate format in consultation with the person requesting the accommodation. Determine feasibility, and establish and communicate the turnaround time that will be required.

During non-event periods, members of the general public requesting assistance should be directed to the Fan Services Team by calling 416-341-1000 or by email at [fanfeedback@bluejays.com](mailto:fanfeedback@bluejays.com).

Employees requesting assistance related to alternate format requirements may contact the Information Technology Department at 416-341-1175 during standard business hours.

## **4.3 Assistive Devices**

### **4.3.1 Policy**

*Rogers Centre and the Toronto Blue Jays are committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from goods or services.*

*Rogers Centre and the Toronto Blue Jays will ensure that staff receive training and are aware of various assistive devices that may be used by visitors. Rogers Centre and the*

*Toronto Blue Jays* will also provide training to staff on the use of any assistive devices available on the premises.

#### **4.3.2 Procedures**

An assistive device is any device used by people with disabilities to help with daily living. Assistive devices include a range of products such as wheelchairs, walkers, white canes, oxygen tanks, and electronic communication devices.

- Assistive devices are considered part of one's personal space and should not be touched or handled without permission.
- Do not lean over a person with a disability or lean on their assistive device.
- Do not move items or equipment, such as canes, crutches, or walkers out of a person's reach.
- When interacting with a person using a wheelchair or other assistive device, ask if you can help and wait for their response before assisting, unless in case of emergency.
- When giving directions to a person using a wheelchair or other mobility device, advise them of obstacles such as stairs, steep ramps, or curbs and describe alternate routes.

#### **4.3.3 Wheelchair Assistance Safety Guidelines**

*Rogers Centre* has a limited number of wheelchairs on site at Guest Services locations as a courtesy that may be offered to guests that appear to be having fatigue, mobility challenges, or for emergency purposes.

Prior to each use, wheelchairs will be inspected by staff to ensure that they are in good condition. Wheelchairs that are inoperable or unsafe should be brought by a staff member to the field-level base office or to the control room. Tag these wheelchairs as "Out of Order" and include an explanation of the problem so that an attempt can be made to repair the chair.

Staff and representatives should remember the following guidelines when assisting a person in a wheelchair.

- Describe what you are going to do before you do it, and ask for instructions if you are not sure.
- Always lock the brakes when assisting people in/out of a wheelchair. This will secure and stabilize the chair for safety.
- Lift the footplates up before the person gets into the chair.
- If you have a wheelchair with removable arms or leg rests, make sure the arm and leg rests are secure by lifting the arms and gently trying to swing the leg rest away from the chair. Do this before each use.
- Avoid putting heavy loads on the back of the wheelchair. This could cause the chair to tip backwards.
- Avoid leaning on a person's wheelchair.
- Keep loose objects, garments, straps, or lap coverings away from the wheel spokes.
- Confirm that the person is ready to move before moving the wheelchair to avoid surprises that may startle them.
- Avoid uneven ground and objects that could create a bumpy or unsafe ride. Even changes in floor textures or ridges of door frames can cause lurches.
- Do not let children play with the wheelchairs. Children should be instructed to not touch the wheelchairs.
- Use elevators instead of entrance ramps. Avoid steep inclines whenever possible. You might lose control of the wheelchair.
- Be careful and think of ways to prevent problems before they occur. Plan ahead for emergencies such as a brake failure or a wheelchair tipping backwards.
- When approaching bumps, wires/cables, portable ramps or differing grade levels, pull the wheelchair backwards. Approach the obstacle with the person and the chair in reverse, and watch your step. If you push the person forward over obstacles, you risk injury to your guest from falling forward out of the wheelchair.
- Always use good body posture for your own safety and keep your back straight and bend knees slightly when tilting the wheelchair or moving over curbs.

- Be considerate and ensure that you do not leave the person in an awkward, dangerous or undignified position, such as facing a wall or in the path of a corridor or opening doors.
- During an event, follow up and check in with guests using a wheelchair as a courtesy to see if any further assistance is required.
- If a guest requires an escort after the event, ensure that it is noted on your Incident Card and ensure that you make arrangements for another escort/staff to assist if you have other requests for escorting after the event. All escorts should be completed promptly.
- Do not leave any wheelchairs at Gate 7 or any other unsecured location. All wheelchairs should be locked away at the Guest Services booth you originally retrieved it from.

#### **4.3.4 Mobility and Assistive Device Malfunctions**

Mobility devices will malfunction from time to time, and staff can help in many ways. In the past, *Rogers Centre* and *Toronto Blue Jays* staff have provided such assistance as air pumps for leaky tires, electrical plugs to charge drained power supply batteries, and first aid oxygen for depleted oxygen tanks.

Staff and representatives who encounter a person who appears to be having problems with their assistive device should abide by the following procedure:

1. Approach and inquire if the person requires assistance.
2. If the person expresses concerns, assure them that we are ready and willing to help.
3. Ask the person if they know what the issue is with their assistive device and if they can tell you the best way to help.
  - Do not touch a person's assistive device unless you are advised to do so.
  - Mobility devices can be complex and expensive technology. Do not attempt to guess, tinker with, alter or fix an assistive device unless you are given specific instructions on what to do.
4. If the device needs charging, electrical outlets are available at the Guest Services locations at Sections 120, 135, 212, 236, 508, and 532.

5. If the person does not know what is wrong, you may:
  - Offer to call an emergency contact. Mobility devices often come with a service agreement for 24/7 support.
  - Offer the use of a *Rogers Centre* wheelchair as a temporary solution so the guest can continue enjoying their event. Be aware that a person using a specialized wheelchair may not be capable of using a manual wheelchair.
  - Offer to push the person in their assistive device to a better location to deal with the problem. Devices such as electric wheelchairs may be very heavy. Request support from other *Rogers Centre* or *Toronto Blue Jays* personnel if necessary to avoid personal injury or strain.

#### **4.3.5 Arranging Accessible Support**

*Rogers Centre* and the *Toronto Blue Jays* are pleased to offer an accessible support entrance to guests who might require assistance entering the facility or travelling to their seats. Gate 7 has been designated as our Accessible Support Entrance.

Guests with specific needs should contact the Fan Services Team at 416-341-1000 or [fanfeedback@bluejays.com](mailto:fanfeedback@bluejays.com) at least 24 hours prior to arriving for an event to discuss their individual requirements.

#### **4.3.6 Accessible Entrances**

##### ***4.3.6.1 Entry and Drop-off/Pick-up from outside the stadium***

For those entering the building from outside the stadium, all open gates are available for accessible entry. However, the designated accessible entrance and recommended drop-off and pick-up location for people who might require accessibility support is Gate 7, which is located in the southeast corner of the stadium (off Bremner Blvd.) on Level 100.

At Gate 7, guests may request the assistance of Event Staff in accessing their seats. We recommend that guests make reservations for Event Staff support at least a day prior to an event. Contact the Fan Services Team by phone at 416-341-1000 or by email at [fanfeedback@bluejays.com](mailto:fanfeedback@bluejays.com).

Although Gate 7 is the Accessible Support Entrance gate, the following gates are recommended as alternate accessible entrances.

Gate	Level	Location	Elevator
9	100	Southwest corner of building, street level (Bremner Boulevard)	Sun/Orange Zone
3	300	Northeast corner of building, street level via John Street bridge from Front Street, pedestrian access only	Star/Green Zone
13	300	Northwest corner of building, street level via Blue Jays Way (incline from Front Street), pedestrian access only	Moon/Yellow Zone

#### **4.3.6.2 Entry from Parking**

Entry into the stadium is fully accessible from *Rogers Centre* parking. Guests may use elevators to access all open levels of the stadium:

The following public elevators are available to provide access between levels.

Gate	Closest Sections and Suites	Parking Zone
3 (300 Level)	Section 108, Section 208, Suite 410, Section 508	Star/Green (near Stall 164)
7 (100 Level)	Section 119, Section 221, Suite 330, Suite 448, Section 521	*Cloud/Blue (near Stall 266)
9 (100 Level)	Section 124, Section 227, Suite 335, Suite 461, Section 527	Sun/Orange (Near Stall 249)

13 (300 Level)	Section 135, Section 240, Suite 359, Suite 491, Section 539	Moon/Yellow (near Stall 210)
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**NOTE:** Entry into the stadium from parking level via the Gate 7 elevators is fully accessible only through Loading Bay. Accessible parking in the Loading Bay may be reserved in advance by calling 416-341-3004.

#### 4.3.7 Accessible Parking

*Rogers Centre* has parking spaces in each zone of the parking garage located underneath the stadium that are designated for use by persons with disabilities. The vehicle height restriction for the underground garage is 2.05 meters (6.7 feet). Depending on the event, if needed by persons with disabilities, vehicles over this height can sometimes be accommodated in the Loading Bay.

Accessible parking may be reserved in advance by calling 416-341-3004. Reservations can be made Monday to Friday from 10 a.m. to 4 p.m. If there are unreserved parking spaces available on the day of an event, they will be filled on a first-come first-served basis.

#### 4.3.8 Elevators

*Rogers Centre* elevators have been made with special features for people who are vision impaired. Elevator panels have raised call numbers on the floor buttons for identification. During games and events, for added convenience, an elevator operator will operate elevators.

#### 4.3.9 Washrooms and Universal Washrooms

All washroom facilities are equipped with wheelchair accessible stalls.

For guests requiring additional assistance from their support person, individual universal washrooms are located at Sections 134, 238, and 539.

#### **4.3.10 Telephones**

Volume control telephones are located at each of the public telephone locations throughout *Rogers Centre*.

Telecommunications Devices for the Deaf (TDD), also known as teletypewriter (TTY) telephones, allow persons with hearing impairments to communicate by typing messages. TTY telephones are available at *Rogers Centre* at the Guest Services locations at Sections 135 and 508.

#### **4.3.11 Automated Teller Machines (ATMs)**

Toronto-Dominion Bank (TD) ATMs are available throughout *Rogers Centre* and are equipped with Audio Guidance that provides instructions on how to use the machines. A headphone jack is required to use the ATM Audio Guidance feature.

### **4.4 Service Animals and Support Persons**

#### **4.4.1 Policy**

*Rogers Centre* and the *Toronto Blue Jays* will ensure that all staff and representatives are trained on how to interact with people accompanied by a service animal or support person.

##### **4.4.1.1 Service Animals**

*Rogers Centre* and the *Toronto Blue Jays* are committed to welcoming people with disabilities who are accompanied by a service animal in areas of the facility that are open to the public and where safety and health concerns are not an issue. Service animals will remain at all times with the person they are supporting.

An animal is a service animal if it is readily apparent that the animal is used by the person for reasons relating to his or her disability or if the person provides documentation from an eligible regulated health professional confirming that the person requires the service animal for reasons relating to their disability. [See Appendix A: Eligible Regulated Health Professionals]



Event guests and their service animals should be seated in accessible areas. Guests planning to bring service animals to the stadium or guests with service animals that have purchased standard seating event tickets should contact the Fan Services Team at 416-341-1000 or [fanfeedback@bluejays.com](mailto:fanfeedback@bluejays.com) with as much notice as possible. During events, guests should seek assistance from any member of our event staff, or at the nearest Guest Services location.

#### **4.4.1.2 Support Persons**

*Rogers Centre* and the *Toronto Blue Jays* are committed to welcoming people with disabilities who are accompanied by a support person. A support person need not be a paid support person; they may also be a friend or relative.

At no time will a person who is accompanied by a support person be prevented from having access to his or her support person, unless either party has violated the stadium's [Ground Rules](#) or there is an immediate risk to their health or safety.

#### **4.4.2 Procedures**

All persons, including support persons, who are attending baseball games and other events at the stadium require an admission ticket and pay regular admission fees.

In certain cases, *Rogers Centre* and the *Toronto Blue Jays* may require a person with a disability to be accompanied by a support person for health or safety reasons. In these cases, the admission fee would be waived for the required support person.

### **4.5 Temporary Disruption of Services**

#### **4.5.1 Policy**

*Rogers Centre* and the *Toronto Blue Jays* will provide visitors with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.

## **4.5.2 Procedures**

Notices of disruption will provide information about the reason for the disruption, its anticipated duration, a description of alternative facilities or services, if available, and a point of contact for further information. [See Appendix B: Notice of Disruption of Services Form]

### ***4.5.2.1 Planned Disruptions***

Where the disruption is planned, *Rogers Centre* and the *Toronto Blue Jays* will provide as much 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, how long it is expected to last, any options for alternative facilities or services that may be available, and a point of contact for further information. An attempt will then be made by those at the stadium expecting visitors who might be impacted by the disruption to notify their guests with as much notice as possible. 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.

Disruptions that affect events will be noted in the event details for staff. The 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. The Concessions Department will attempt to notify those who have made advance reservations for stadium tours.

### ***4.5.2.2 Unplanned Disruptions***

Should an unplanned disruption occur during standard business hours, the Planned Disruptions procedure will be followed.

After hours and during events, Security will be responsible for notifying staff and tenants, as well as completing and posting Notice of Disruption of Services Forms as promptly as possible and in a manner and location appropriate to the disruption. If

possible, Security will consult with the department overseeing the facilities or services affected by the disruption prior to completing forms or contacting staff and tenants.

#### **4.5.2.3 Posting Notice of Disruption Forms**

Completed Notice of Disruption of Services forms will be placed at the following locations:

- Entrance to the parking area;
- Gate 3, Gate 7, Gate 9, Gate 13; and
- In a prominent position at the site of the service or facility interruption (for example, magnetic signage on elevator doors).

## **4.6 Feedback**

### **4.6.1 Policy**

*Rogers Centre* and the *Toronto Blue Jays* welcome feedback about our services, facility or any aspect of our operation. Feedback may come from employees, business or community partners, guests or members of the general public, and can be complimentary or critical in nature.

All guests planning a visit to *Rogers Centre* who are purchasing accessible seating, reserving accessible parking spaces, or making arrangements with the Fan Services team to receive assistance will be invited to provide feedback regarding accessibility.

Where a barrier is identified and brought to the attention of any *Rogers Centre* or *Toronto Blue Jays* employee or representative, the person(s) involved will be encouraged to provide feedback.

### **4.6.2 Procedures**

*Rogers Centre* and *Toronto Blue Jays* employees wanting to submit feedback related to accessibility may do so through their manager and the Accessibility Advisory Committee.

Feedback is welcome in the format in which individuals are most comfortable providing it. Managers will consult with the committee and respond in a timely manner to any concerns regarding an employee's safety or accessibility requests.

Partners such as tenants and contractors who have accessibility feedback should direct all concerns to their primary *Rogers Centre* and *Toronto Blue Jays* contact.

Guests who have suggestions about service improvements should be encouraged to complete a Guest Comment Form, specifically noting their concerns and recommendations regarding accessibility.

Should an incident occur during an event, *Rogers Centre* and *Toronto Blue Jays* employees and representatives must complete a *Rogers Centre* Event Incident Report.

In addition to completing a *Rogers Centre* Event Incident Report and encouraging guests to complete a Guest Comment Form, wherever possible and practicable, employees or representatives of *Rogers Centre* and the *Toronto Blue Jays* who have received feedback will ensure that it is addressed immediately or discussed with a supervisor to determine the response required.

If action is required resulting from submitted feedback, the Fan Services Team or the appropriate member of *Rogers Centre* or *Toronto Blue Jays* management will make every effort to provide a timely response in the format in which the feedback was received and in a manner that respects the communication preference of the person who submitted it. The reply will include information regarding actions that were or will be taken in relation to the concerns that were submitted.

*Rogers Centre* and the *Toronto Blue Jays* will accept feedback in the following ways:

- By telephone at: 416-341-1000
- By email at: [fanfeedback@bluejays.com](mailto:fanfeedback@bluejays.com)
- In writing to: *Rogers Centre*, One Blue Jays Way, Toronto, Ontario, M5V 1J1
- In person, during events.

Feedback will also be accepted in an alternate format, upon request.

## 4.7 Documentation

In accordance with the AODA, any documents related to the AODA Customer Service Standards are available upon request. The Multi-Year Accessibility Plan will be posted on the [Toronto Blue Jays website](#). The Accessibility Policies and Procedures document can be requested by telephone at 416-341-1000 or by email at [fanfeedback@bluejays.com](mailto:fanfeedback@bluejays.com). During events, documents may be requested at the nearest Guest Services location.

Alternate formats of Customer Service Standards documents will be prepared upon request. Additional time may be required for distribution depending on the format of documents required.

## 4.8 Training

In accordance with legislation, *Rogers Centre* and the *Toronto Blue Jays* ensure that all members of our organizations receive training on the purpose and requirements of the Integrated Accessibility Standards, including:

- How to interact and communicate with people with various types of disabilities;
- How to interact with people who use an assistive device or require the support of a service animal or support person;
- How to use equipment or assistive devices available on *Rogers Centre* premises;
- What to do if a person with a particular type of disability is having difficulty accessing *Rogers Centre* services; and
- *Rogers Centre* and *Toronto Blue Jays* policies, practices and procedures relating to the Integrated Accessibility Standards.

Full-time *Rogers Centre* and *Toronto Blue Jays* staff will receive training as soon as practicable upon each person starting their position.

Training will be provided to part-time *Toronto Blue Jays* and event staff at the commencement of each baseball season.

Training will be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

Any representative that is not clear on the content of the training or how to provide accessible service in general or specific situations may speak with a member of the Accessibility Committee for clarification on how to fulfill their responsibility.

As required by the AODA, *Rogers Centre* and the *Toronto Blue Jays* will also keep records of the training provided and include the dates on which training was provided.

## **4.9 Offering Accommodation Solutions for Guests**

Not all accessibility challenges need to be directed to Fan Services or to management. All employees play a part in delivering accessible and exceptional service for people with disabilities. Every employee is encouraged and supported to provide solutions on the spot. If a person with a disability requires accessibility support, ask the person “How can I help?” listen to their response, and provide prompt and discreet solutions when possible.

The following sections include some examples of solutions that can be provided to ensure that *Rogers Centre* and the *Toronto Blue Jays* live up to our mission of exceeding the expectations of our fans by providing customer service excellence. For more information, refer to the Accessibility Guide on the *Toronto Blue Jays* website.

### **4.9.1 Box Office Access**

Guests unable to reach the box office window easily (for example, a person using a wheelchair or a person of short stature) should be invited to come into the adjacent lobby area for face-to-face service.

### **4.9.2 FAN ASSIST Program**

Guests are invited to make use of the FAN ASSIST program if they have any issues in their seating section or any questions related to their experience. The program enables guests to report issues or concerns, ask for information, or call for assistance in a discreet and convenient manner.

In order to receive assistance using the FAN ASSIST program, guests use a mobile phone to send a text message to 647-503-4131, briefly describing their issue or question, along with their seating section, row and seat number. Participation in this service is free of charge; however, standard carrier text messaging and data charges may apply.

Please note cell phone numbers that repeatedly send messages which are deemed fraudulent or irrelevant may be prevented from communicating in the future.

#### **4.9.3 Food Service Assistance**

Food and beverage attendants provide in-seat sales and service to each *Rogers Centre* accessible seating section, as well as in our regular stadium seating.

While guest assistance is available at any concession location upon request, dedicated accessible service lines are also available at the Hogtown Grill concession stands, located at Sections 120 and 128.

In an effort to ensure that guests have the best possible experience when visiting our venue, Food Services staff will replace food and drinks that are accidentally spilled.

#### **4.9.4 Interpretation of Symptoms**

People with disabilities can have symptoms or medication side effects that can appear similar to the effects of inebriation. All Event Staff are trained using Techniques for Effective Alcohol Management (TEAM) to look for at least 3 signs of impairment to avoid discriminating against a person whose disability may be misinterpreted.

Symptoms of disabilities that may be confused with inebriation include:

- Communications challenges such as slurred or slow speech
- Challenges with hearing or processing information
- Difficulty walking straight, swaying, staggering, or uneven gait
- Problems with manual dexterity or coordination

Take the time to listen to someone's explanation (for example, "I have Parkinson's and I just need some help back to my seat.") before interpreting the symptoms as inebriation. Respond accordingly.

#### **4.9.5 Re-Entry Requests**

Leaving and re-entering the venue may be necessary for medical or general health reasons (for example, to retrieve medication or for guide dog relief). Re-Entry is managed at Guest Service locations. Representatives at these locations can issue a “Pass Out” card to the guest.

#### **4.9.6 Safe Walkways**

Everyone benefits from personnel keeping floors dry and walkways clear of potential barriers such as packages, garbage bags/cans, cleaning buckets, carts/trolleys and service vehicles.

#### **4.9.7 Seating**

##### ***4.9.7.1 Accessible Seating***

Accessible seating is reserved exclusively for guests with accessible needs and their companions, including support persons. Chairs are provided for companions who do not require a wheelchair spot.

We reserve the right to take appropriate action against individuals who fraudulently obtain accessible and companion seating.

##### ***4.9.7.2 Seating Areas***

Accessible seating is located at the top of standard seating sections. The following sections are the accessible seating areas (subject to event-related sightline restrictions and any ticket availability).

<b>Section</b>	<b>Accessible seating area</b>
100 Level Infield	W117L through W126R
100 Level Outfield	W109L through W112R W131R through W134L (partially obstructed by railing, with potential sightline issues)



200 Level Outfield	W207L through W208R W240L through W241R
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Additional accessible seating areas may be in use for specific events, as determined on an event-by-event basis.

#### **4.9.7.1 Seat Relocation**

If a guest appears to be having difficulty with the seating in their area, staff may consult Fan Services to determine if more accessible seating is available and, if so, discreetly offer to relocate the guest. Guests may prefer to remain in their original seat. Whenever possible, work to accommodate the guest's preference, including asking other guests to change seats if appropriate.

### **4.9.8 Ticketing**

#### **4.9.8.1 Accessible seat purchase**

Accessible seats for *Toronto Blue Jays* games and *Rogers Centre* events are available for purchase by phone and on-line through Ticketmaster, or in person at the *Rogers Centre* Box Office.

Phone: 1-855-682-6736

Online: [www.ticketmaster.ca](http://www.ticketmaster.ca)

On-site: Gate 9 Box Office, *Rogers Centre*

Accessible seats are subject to the same on-sale schedules and ticket availability as standard seating and are sold on a first-come, first-served basis. Guests requiring an accessible seat may also purchase up to three additional seats for their companions (subject to availability) unless otherwise restricted by event-level ticket limits.

Due to limited inventory, seating for larger groups must be purchased in standard seating sections nearby.

#### **4.9.8.2 Ticket Exchanges**

Guests who have purchased standard tickets but require accessible seating should attempt to exchange their tickets in advance of their visit.

*Toronto Blue Jays* Season Ticket Members and Game Pack Holders wishing to exchange a ticket for a regular seat to a ticket for an accessible seat should contact their Ticket Sales Representative.

Ticket Partners or guests with tickets transferred by a *Toronto Blue Jays* Subscriber should contact 416-341-1540 to inquire about accessible seating availability.

Guests who purchased tickets for regular seating through Ticketmaster (by phone or online) and who wish to exchange for tickets for accessible seating should contact Ticketmaster's Fan Support Line at 1-855-985-4357.

Ticket exchanges will not be accommodated for guests with *Toronto Blue Jays* tickets that were not originally purchased directly from the *Toronto Blue Jays* or Ticketmaster or from the *Rogers Centre* box office.

Exchanges will be accommodated subject to ticket availability. Upgraded price level charges may apply.

#### **4.9.8.3 Ticket Information**

Guests with vision impairment may have difficulty reading their ticket. Box office staff may use a photocopier to create an enlarged copy of the ticket for wayfinding purposes, or can print the Gate, Section, and Seat information in an extra-large font on a separate piece of paper.

Staff may offer to read the ticket information to the guest and explain detailed seating information.

#### **4.9.9 Wayfinding Assistance**

If someone appears lost or confused and you are the nearest employee, approach and offer to help. Walk someone to their section, or escort them to the nearest Event Services employee and request that they continue to escort the guest.

## **4.10 AODA Customer Service Compliance Reporting**

The AODA Customer Service Standard requires organizations to report their progress using the Ministry's online tool. The Manager, Safety is responsible for registering with the Ministry and reporting annually on *Rogers Centre's* accessibility efforts on the [Completing Your Accessibility Compliance Report website](#).



## **Appendix A: Eligible Regulated Health Professionals**

The following regulated health professionals are designated within the AODA as eligible to confirm service animal designation.

- A member of the College of Audiologists and Speech-Language Pathologists of Ontario;
- A member of the College of Chiropractors of Ontario;
- A member of the College of Nurses of Ontario;
- A member of the College of Occupational Therapists of Ontario;
- A member of the College of Optometrists of Ontario;
- A member of the College of Physicians and Surgeons of Ontario;
- A member of the College of Physiotherapists of Ontario;
- A member of the College of Psychologists of Ontario; or
- A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

## Appendix B: Notice of Disruption of Services Form



### Notice of disruption of services

The \_\_\_\_\_ will be unavailable due to  
\_\_\_\_\_ from \_\_\_\_\_ until  
\_\_\_\_\_.

During this time,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

We regret any inconvenience this may cause. If you have questions or concerns, please contact *Rogers Centre* or the *Toronto Blue Jays* at:

By telephone at: 416-341-1000

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

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