

***ROGERS CENTRE™ AND THE TORONTO BLUE JAYS™
MULTI-YEAR ACCESSIBILITY PLAN
2022***

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Statement of Commitment to Accessibility

At Rogers Stadium Limited Partnership (owner of *Rogers Centre*™ stadium) (“**Rogers Centre**”) and Rogers Blue Jays Baseball Partnership (owner of the *Toronto Blue Jays*™ baseball club) (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 2022 and 2027.

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) include 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 (the “**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,
- Review and update the Multi-Year Accessibility Plan at least once every five years, and
- Strive to meet the needs of their employees, fans, guests, and customers with disabilities and work to remove and prevent barriers to accessibility.

Rogers Centre and the *Toronto Blue Jays* are committed to fulfilling our requirements under AODA. This Multi-Year Accessibility Plan outlines the steps that we are taking to continually meet and exceed those requirements, and to improve opportunities for people with disabilities.

Our plan demonstrates how we will contribute to making Ontario an accessible province for all Ontarians.

Achievements and Accomplishments

Since 2017, *Rogers Centre* and the *Toronto Blue Jays* have implemented a significant number of changes to our processes, everyday practices, and built environment. Some of the initiatives that have been put in place to increase accessibility include the following:

- **Establishment of Accessibility Committee:** *Rogers Centre* and the *Toronto Blue Jays* established a dedicated Accessibility Committee made up of members from a wide array of departments throughout the organizations and *Jays Care Foundation*. Regular meetings of an engaged Accessibility Committee are held to assist in identifying accessibility needs, efficiently and effectively address accessibility related issues, and provide recommendations to the organizations on how to remove barriers for our fans, guests, and employees.
- **Celebrating National Accessibility Week:** In 2022, *Rogers Centre's* and the *Toronto Blue Jays'* front-line, game day and office staff acknowledged and celebrated National Accessibility Week. Staff received a National Accessibility Week pin to wear throughout the week and beyond in support of the organizations' collective efforts to create a more inclusive stadium, ballpark, and work environment.
- **National Anthems:** Prior to each *Toronto Blue Jays* baseball game, language requesting that people "please rise" for the Canadian and United States national anthems was revised to request that individuals "those who are able, please rise", in an effort to promote an inclusive stadium.
- **Recruitment and Employee Lifecycle Processes:** Since 2017, *Rogers Centre* and *Toronto Blue Jays* recruitment and employee lifecycle processes were revamped to ensure compliance with the AODA. In particular:
 - **Recruitment:** All job postings include a statement regarding the availability of accommodations for job applicants with disabilities, upon request. When candidates are contacted for an interview, they are informed about the interview format and again made aware that accommodations are available upon request. All job offers include information on available workplace accommodation policies.
 - **Employee Supports:** New employees are made aware of the easy availability of accessibility policies and procedures (via Rogers Communications Inc. intranet), including the availability of accommodations if requested. Employees are notified whenever policies are updated. These policies include written processes surrounding individualized accommodation plans for employees with disabilities, disability absences and return to work processes, and requirements to take into

account accessibility needs of employees in connection with career development and advancement, performance management, and redeployment. In addition, employees are made aware of the availability of accommodations and supports during emergency situations, and processes are in place to develop and document individual emergency response plans for employees who identify the need for accommodation or support during an emergency.

- **Employee Training:** Staff are required to complete training as part of their onboarding process. In addition, on an annual basis, fan-facing and seasonal staff are required to complete training on AODA, the IASR, and the *Human Rights Code*. Specialized training is provided to accessible support staff. As required by the AODA, *Rogers Centre* and the *Toronto Blue Jays* also keep records of the training provided and completed.
- **Accessible Journey:** Beginning in 2018, a unique staff training program was developed and designed to take *Rogers Centre* and *Toronto Blue Jays* event staff on a journey through *Rogers Centre* designed to help them look through the lens of those fans who require support and services, including relating to accessibility. Employees are guided on a route showcasing the accessible opportunities available at the *Rogers Centre*, including Fan Services booths, universal washrooms, and more.
- **Relationship with External Service Providers:** In 2019, the *Toronto Blue Jays* engaged KultureCity, a leading non-profit organization, as an independent service provider to assist in making *Rogers Centre* sensory-inclusive. KultureCity has assisted in the development of spaces and initiatives at *Rogers Centre*, including:
 - **Sensory Room:** As of 2022, A sensory room is available at *Rogers Centre* for use during events. The sensory room is designed to cater to fans' sensory processing needs, such as autism, Down Syndrome, post-traumatic stress disorder, dementia and other conditions that can benefit from a safe and soothing atmosphere. The sensory room includes bean bag chairs, ottomans, bubble walls, a texture wall, nano leaves, a sensory panel, activity panels, weighted lap pads, headphones, and colouring sheets. The space allows individuals to enjoy amenities at *Rogers Centre* confidently, knowing that they have a quiet space to retreat to for a break if and when needed.
 - **Sensory Bags:** Beginning in 2019, sensory bags were made available at *Rogers Centre* Fan Services booths for use by all guests who may be overwhelmed by the stadium environment. Sensory bags are specialized kits equipped with noise cancelling headphones, fidget tools, verbal cue cards, and weighted lap pads.

- **Quiet Areas:** Various areas throughout the *Rogers Centre* have been labelled as “quiet areas” to allow guests easily identify quiet spaces other than the sensory room.
- **Built Environment.** The following updates have been made to *Rogers Centre* stadium since 2017:
 - **Universal Washroom:** In 2019, a new universal washroom was installed at *Rogers Centre* at Section 117. The universal washroom includes a barrier-free toilet and sink, turning space to accommodate wheeled mobility devices, an entrance with a power door, grab bars, an emergency call system, and an adult-sized change table. There are three (3) universal washrooms and additional multi-purpose washrooms available throughout *Rogers Centre* stadium.
 - **Infant Feeding Room:** In 2022, an infant feeding room was designed and added to *Rogers Centre* stadium to provide safe and comfortable feeding options for parents and guardians with young children.
 - **100 Level Sightlines and Drink Rails:** Accessible seating protective barriers were changed from bars to glass panels, thus increasing visibility and sightlines for individuals requiring mobility devices. Drink rails and accessible seating were also installed in various areas of *Rogers Centre*’s accessible seating sections.
 - **Office Lift:** An accessible lift was installed at Gate 3 of *Rogers Centre* stadium to support *Rogers Centre*, *Toronto Blue Jays* and *Jays Care Foundation* employees’ ability to access *Rogers Centre*’s 200 level offices spaces.
- **Closed Captioning:** Closed captioning was added next to *Rogers Centre*’s main video board to support fans with hearing disabilities.
- **Website:** In collaboration with Major League Baseball Advanced Media Inc., operator of the *Toronto Blue Jays* website (bluejays.com), the *Toronto Blue Jays* website and all web content has been updated to conform to the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA (with the exception of live captions and audio descriptions), as required by the AODA. In addition, *Rogers Centre* and the *Toronto Blue Jays* have provided improved access to relevant information regarding accessibility, including posting our Multi-Year Accessibility Plan and accessibility policies on the *Toronto Blue Jays* website (bluejays.com) and developing a dedicated page to accessibility related resources on the *Toronto Blue Jays* website at www.bluejays.com/accessibility.

Rogers Centre and the *Toronto Blue Jays* are in compliance with the applicable requirements of the AODA and continue to comply with and train all new employees on the AODA. AODA compliance is reported to the appropriate Government of Ontario Ministry in accordance with applicable reporting deadlines.

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

As previously mentioned, *Rogers Centre* and the *Toronto Blue Jays* are in compliance with the applicable requirements of the AODA, including the IASR. The following plan established by *Rogers Centre* and the *Toronto Blue Jays* will ensure that continued compliance with AODA and the IASR between 2022 and 2027 is achieved and exceeded.

Description / Legislative Requirement	Plans and Goals	Target Completion Year
GENERAL		
Identify and Remove Barriers	<ul style="list-style-type: none"> • Conduct a further review of internal processes regarding the effectiveness of accessibility training and accessibility policies and procedures. Consider necessary updates / improvements. • Evaluate internal processes for reporting accessibility related issues. Update policies as needed to ensure efficient, effective, and actionable resolution to issues. 	Ongoing
Prioritize Development of Relationships with Community Accessibility Consultants	<ul style="list-style-type: none"> • To best assist and ensure that we continue to uphold a high standard for making <i>Rogers Centre</i> accessible, the Accessibility Committee is committed to building connections and fostering relationships with both members of the accessible community, leaders within this field, and other teams and event venues. • The Accessibility Committee will utilize these relationships as sources of feedback and collaboration to inform <i>Rogers Centre</i> and <i>Toronto Blue Jays</i> of best practices and areas for improvement. 	Ongoing
INFORMATION AND COMMUNICATIONS STANDARDS		
Website Accessibility All Internet websites and web content must conform with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA with exceptions: <ul style="list-style-type: none"> • Live Captions • Audio Descriptions 	<ul style="list-style-type: none"> • All <i>Rogers Centre</i> and <i>Toronto Blue Jays</i> websites and web content conform to the requirements of WCAG 2.0 Level AA with the exception of live captions and audio descriptions. • We will ensure that any new website development or redesign project includes WCAG 2.0 Level AA as a minimum requirement and that WCAG 2.0 Level AA standards are met when linking properties between Rogers' websites. 	Ongoing

Description / Legislative Requirement	Plans and Goals	Target Completion Year
	<ul style="list-style-type: none"> Continue to include WCAG 2.0 Level AA requirements into Requests for Proposal and contracts for websites designed and developed by third-party vendors / agencies. Ensure that all PDF documents posted to the Toronto Blue Jays website are tagged and structured to be accessible. 	
Emergency Evacuation and Response Information	<ul style="list-style-type: none"> Continue to inform all employees about the availability of accommodations and supports during an emergency situation, including all documented policies and information regarding individual emergency response plans. 	Ongoing
Alternate Formats of Documents	<ul style="list-style-type: none"> Create a “How To” guide describing how to create alternate formats for documents. 	2023
Marketing and Promotional Initiatives	<ul style="list-style-type: none"> Evaluate and consider means and methods of improving wayfinding and other in-stadium information relating to accessibility at <i>Rogers Centre</i>. Evaluate and consider ways to enhance the dissemination of information regarding accessibility related services and available amenities at <i>Rogers Centre</i> stadium to employees, fans, and prospective guests (e.g., via promotions on the main video board, via concourse televisions, via social media, etc.). 	2023
Communication Supports	<ul style="list-style-type: none"> Evaluate and consider the implementation of new accessibility and communication supports in connection with <i>Rogers Centre</i> and <i>Toronto Blue Jays</i> events, such as, for example, assisted hearing devices, American Sign Language (ASL) interpreters, additional captioning, incorporation of braille on wayfinding, etc. 	2024 and Ongoing

Description / Legislative Requirement	Plans and Goals	Target Completion Year
	<ul style="list-style-type: none"> In particular, the Accessibility Committee is committed to assessing and recommending improved amenities for individuals requiring visibility accommodations. 	
EMPLOYMENT STANDARDS		
General Compliance	<ul style="list-style-type: none"> As described in the “Achievements and Accomplishments” section, above, <i>Rogers Centre</i> and <i>Toronto Blue Jays</i> are currently in compliance with all IASR Employment Standards as of the date of this Multi-Year Accessibility Plan. <i>Rogers Centre</i> and <i>Toronto Blue Jays</i> will continue to meet all IASR requirements as it relates to recruitment, assessment, and selection processes, informing employees of accessibility supports and policies, providing accessible formats and communication supports for employees, emergency evacuation and response information, performance management, training, and other requirements of the Employment Standards. 	Ongoing
Training Refresh	<ul style="list-style-type: none"> In addition to onboarding training and part-time staff training requirements, <i>Rogers Centre</i> and <i>Toronto Blue Jays</i> will endeavor to implement a full AODA, IASR, and <i>Human Rights Code</i> training refresh for all full-time employees. 	2024

Description / Legislative Requirement	Plans and Goals	Target Completion Year
DESIGN OF PUBLIC SPACES (BUILT ENVIRONMENT) STANDARDS		
<p>Section 80.44 of PART IV.1 of the IASR requires the following:</p> <p>Procedures for preventative and emergency maintenance of the accessible elements in public spaces</p> <p>Procedures for dealing with temporary disruptions when accessible elements are not in working order</p>	<ul style="list-style-type: none"> • 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"> ○ 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. • 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"> ○ <i>Planned Disruptions:</i> We 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, 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 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 	<p>Ongoing</p>

Description / Legislative Requirement	Plans and Goals	Target Completion Year
	<p>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"> • <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 staff and tenants. 	
Fan Event and Play Areas	<ul style="list-style-type: none"> • Conduct a review of the accessibility of <i>Rogers Centre</i> stadium fan events and play areas (e.g., <i>Jr. Jays</i> Weekends and related activations) in order to assess and implement improvements or additional accommodations for individuals with disabilities. 	2023

Description / Legislative Requirement	Plans and Goals	Target Completion Year
CUSTOMER SERVICE STANDARDS		
Emergency Transcript	<ul style="list-style-type: none"> Provide a transcript of the emergency video shown before events, along with related still shots. 	Ongoing
Support Person Policy	<ul style="list-style-type: none"> Develop a new, detailed policy for support persons entering <i>Rogers Centre</i> stadium. Post the revised policy online on the <i>Toronto Blue Jays</i> and <i>Rogers Centre</i> website (bluejays.com). 	2023
Service Animal / Guide Dog Policy	<ul style="list-style-type: none"> Develop a new, detailed policy for support persons entering <i>Rogers Centre</i> stadium. Post the revised policy online on the <i>Toronto Blue Jays</i> and <i>Rogers Centre</i> website (bluejays.com). 	2023
Training	<ul style="list-style-type: none"> Continue to require and track AODA, IASR, the <i>Human Rights Code</i> training for fan facing and seasonal staff. Continue to require specialized training for accessible support staff. 	Annually
Fan Feedback Surveys	<ul style="list-style-type: none"> Issue annual guest and employee feedback surveys to obtain information regarding accessibility at <i>Rogers Centre</i> and <i>Toronto Blue Jays</i> and potential areas for improvement. 	Annually

How to Provide Feedback

We welcome inquiries and feedback about accessibility and the efforts of *Rogers Centre* and the *Toronto Blue Jays* at meeting the *Accessibility for Ontarians with Disabilities Act* (AODA) and the Integrated Accessibility Standards Regulation requirements, including the Customer Service Standards. You may provide feedback or request a copy of our accessibility feedback policy, as follows:

- By telephone at: 416.341.1000
- By email at fanfeedback@bluejays.com
- In writing to: Fan Services at Rogers Centre, One Blue Jays Way, Suite 3200, Toronto, Ontario, M5V 1J1.

Alternate formats of this document are available free upon request.