

## ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

### INTEGRATED ACCESSIBILITY STANDARDS – Senators Sports & Entertainment (“SSE”) Multi-Year Accessibility Plan

This Plan applies to the following SSE entities:

- **Capital Sports & Entertainment Inc.** - owner of the Ottawa Senators Hockey Club, a National Hockey League (“NHL”) member club
- **Capital Sports Properties Inc.** - owner of the Canadian Tire Centre in Ottawa, Ontario, the NHL home arena of the Ottawa Senators Hockey Club
- **Capital Sports Management Inc.** - the Manager of the Ottawa-area Sensplex recreational facilities
- **Senators Community Foundation**
- **Belleville Senators Inc.** - owner of the Belleville Senators, an American Hockey League member club whose home arena is the CAA Arena in Belleville, Ontario

**Updated: October 1, 2023**

#### INTRODUCTION

In 2005, the government of Ontario passed the *Accessibility for Ontarians with Disabilities Act* (the “AODA”). The Integrated Accessibility Standards Regulations (“IASR”) under the AODA require that effective January 1, 2014, SSE establish, implement, maintain and document a multi-year accessibility plan which outlines the organization’s strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the IASR.

This multi-year plan outlines the policies and actions that SSE will implement to improve opportunities for people with disabilities.

In accordance with the requirements set out in the IASR, SSE will:

- Post this plan on SSE related websites ([www.canadiantirecentre.com](http://www.canadiantirecentre.com), [www.ottawasenators.com](http://www.ottawasenators.com), [www.sensplex.ca](http://www.sensplex.ca), [www.bellevillesens.com](http://www.bellevillesens.com))
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years.

## STATEMENT OF COMMITMENT

SSE is committed to ensuring equal access and participation for people with disabilities. SSE is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the accessibility needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA and Ontario's accessibility laws.

### PART I – IASR GENERAL REQUIREMENTS

<b>Compliance Date</b>	<b>Initiative</b>	<b>IASR Description</b>	<b>SSE Action</b>
<b>January 1, 2014</b>	Establishment of Accessibility Policies	s. 3(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.	<ul style="list-style-type: none"><li>• Draft new accessibility policies as required under the Regulation and review existing SSE policies to see if accessibility updates need to be made.</li><li>• Implement and periodically review accessibility policies.</li><li>• Ensure that accessibility policies are available for review by the public and can be provided in accessible formats upon request.</li></ul>
<b>January 1, 2014</b>	Establishment of Multi-Year Accessibility Plan	s. 4(1)(a) Large organizations shall establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers	<ul style="list-style-type: none"><li>• Draft multi-year accessibility plan</li><li>• Post to SSE websites</li><li>• Ensure that plan can be provided in accessible formats upon request.</li></ul>

		and meet its requirements under this Regulation.	<ul style="list-style-type: none"> <li>• Implement a five-year review cycle</li> </ul>
<b>January 1, 2014</b>	Self-Serve Kiosks	s. 6(2) Large organizations shall have regard to accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	<ul style="list-style-type: none"> <li>• SSE shall have regard to accessibility criteria in the selection process for any future self-service kiosks/interactive electronic terminals that it will purchase.</li> </ul>
<b>January 1, 2015</b>	Training	<p>s. 7(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to,</p> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization’s policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization.</p>	<ul style="list-style-type: none"> <li>• SSE to develop training policy and program specific to the IASR requirements and the <i>Human Rights Code</i> as it pertains to persons with disabilities as well as for any changes to SSE accessibility policies.</li> <li>• All SSE managers, employees and volunteers will be required to complete role specific training as soon as practicable upon joining SSE.</li> <li>• SSE to keep appropriate records of training provided.</li> <li>• SSE to ensure that any others who provide goods and services on SSE’s behalf provide appropriate training to their employees.</li> </ul>

--	--	--	--

**PART II – IASR INFORMATION AND COMMUNICATION STANDARDS**

<b>Compliance Date</b>	<b>Initiative</b>	<b>IASR Description</b>	<b>SSE Action</b>
<b>January 1, 2015</b>	Feedback	s. 11(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.	<ul style="list-style-type: none"> <li>• Review existing feedback mechanisms to determine whether barriers to accessibility exist.</li> <li>• Implement necessary changes to ensure feedback can be received and given in an accessible manner through use of accessible formats and/or communication supports.</li> <li>• Notify the public about the availability of such formats and supports.</li> </ul>
<b>January 1, 2016</b>	Accessible Formats and Communication Supports	s. 12(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities.	<ul style="list-style-type: none"> <li>• SSE will notify the public about the availability of accessible formats and communication supports.</li> <li>• Commit to consulting with the person making the request on the suitability of a particular format and to responding in a timely manner at a cost that is no more than the regular cost charged to other persons.</li> </ul>

<p><b>January 1, 2016</b></p>	<p>Emergency Procedure, Plans or Public Safety Information</p>	<p>s. 13(1) If an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</p>	<ul style="list-style-type: none"> <li>• Currently inapplicable as SSE does not make emergency procedures, plans or public safety information publicly available.</li> <li>• However, if SSE decides to make any such information public in the future, it will commit to providing in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</li> </ul>
<p><b>January 1, 2014 Level A for New Websites</b></p> <p><b>January 1, 2021 Level AA for all Websites</b></p>	<p>Accessible Websites and Web Content</p>	<p>s. 14(2) Large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA.</p>	<ul style="list-style-type: none"> <li>• Establish coding practices that ensure all new web content posted on any SSE website complies with WCAG 2.0 Level A, building to Level AA by January 1, 2021 (with exceptions as set out in IASR).</li> <li>• Contact vendors who will be developing websites with 2014+ launches to make sure they design the websites to conform with WCAG 2.0 Level A/AA when possible. <ul style="list-style-type: none"> <li>• Note: For those SSE websites that are not controlled by SSE, SSE will work with website providers to encourage them to meet the standards if/when possible.</li> </ul> </li> </ul>

PART III – IASR EMPLOYMENT STANDARDS

Compliance Date	Initiative	IASR Description	SSE Action
January 1, 2016	Recruitment Job Postings	s. 22 Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	<ul style="list-style-type: none"> <li>All SSE job postings and employment section of webpages to include information regarding availability of accommodation in the recruitment process.</li> </ul>
January 1, 2016	Recruitment, Assessment or Selection Process	s. 23(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.	<ul style="list-style-type: none"> <li>Applicants contacted for the assessment / selection process to be informed that accommodations are available upon request.</li> <li>SSE to consult with applicants regarding suitable accommodations.</li> </ul>
January 1, 2016	Notice to Successful Applicants	s. 24 Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	<ul style="list-style-type: none"> <li>SSE to update its offer letters to include notification to successful applicants that job related accommodations are available upon request.</li> </ul>
January 1, 2016	Informing Employees of Supports	s. 25(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that	<ul style="list-style-type: none"> <li>SSE to inform employees of its accessibility policies, and any changes to such policies, as well as the availability of accommodations upon</li> </ul>

		take into account an employee's accessibility needs due to disability.	request through intra-office channels.
<b>January 1, 2016</b>	Accessible Formats and Communication Supports for Employees	s. 26(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,  (a) information that is needed to perform the employee's job; and  (b) information that is generally available to employees in the workplace.	<ul style="list-style-type: none"> <li>• SSE to consult with any employee who requests accessible formats and/or communication supports to determine suitable accommodation.</li> </ul>
<b>January 1, 2012</b>	Workplace Emergency Response Information	s. 27(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and the employer is aware of the need for accommodation due to the employee's disability.	<ul style="list-style-type: none"> <li>• SSE to develop individualized workplace emergency response plans, and a review process, for individuals who have disclosed their disabilities and require accommodation.</li> <li>• Plan information will only be shared if assistance is required and the employee consents.</li> </ul>
<b>January 1, 2016</b>	Documented Individual Accommodation Plans	s. 28(1) Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees	<ul style="list-style-type: none"> <li>• SSE to review and revise its process for providing employees with job related accommodations.</li> </ul>

		with disabilities that includes the elements set out in s. 28(2).	<ul style="list-style-type: none"> <li>• SSE to create a Policy for the creation of Individual Accommodation Plans including any Return-to-Work Accommodations</li> </ul>
<b>January 1, 2016</b>	Return to Work Process	<p>s. 29(1) Every employer:</p> <p>(a) shall develop and have in place a return-to-work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p>	<ul style="list-style-type: none"> <li>• SSE to review and revise its process for providing employees with job related accommodations.</li> <li>• SSE to create a Policy for the creation of Individual Accommodation Plans including any Return-to-Work Accommodations</li> </ul>
<b>January 1, 2016</b>	Performance Management	s. 30(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	<ul style="list-style-type: none"> <li>• SSE to review its performance management practices and update to take account of accessibility needs of employees and individual accommodation plans.</li> </ul>
<b>January 1, 2016</b>	Career Development and Advancement	s. 31(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	<ul style="list-style-type: none"> <li>• SSE to review its career development and advancement practices and update to take account of the accessibility needs of employees and individual accommodation plans.</li> </ul>



<b>January 1, 2016</b>	Redeployment	s. 32(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	<ul style="list-style-type: none"> <li>• SSE to review its redeployment practices and update to take account of the accessibility needs of employees and individual accommodation plans.</li> </ul>
------------------------	--------------	--	---

PART IV.1 – IASR DESIGN OF PUBLIC SPACES STANDARDS

<b>Compliance Date</b>	<b>Initiative</b>	<b>IASR Description</b>	<b>SSE Action</b>
<b>January 1, 2017</b>	Exterior Paths of Travel	ss. 80.21-80.31 Technical accessibility related requirements for exterior paths of travel and their related features (ramps, stairs, curb ramps).	<ul style="list-style-type: none"> <li>• SSE to review and comply with the requirements of the IASR during any new construction or redevelopment of any exterior paths of travel and related features owned or managed by SSE.</li> </ul>
<b>January 1, 2017</b>	Accessible Parking	ss. 80.32 – 80.38 Technical requirements for off-street accessible parking.	<ul style="list-style-type: none"> <li>• SSE to review and comply with the requirements of the IASR during any new construction or redevelopment of off-street parking owned or managed by SSE.</li> </ul>

<b>January 1, 2017</b>	Obtaining Services	ss. 80.40 – 80.43 Technical accessibility requirements for service counters, fixed queuing guides, and waiting areas.	<ul style="list-style-type: none"> <li>• SSE to review and comply with the requirements of the IASR during any new construction or redevelopment of service counters.</li> <li>• SSE to review and comply with the requirements of the IASR should it construct any fixed queuing guides and waiting areas.</li> </ul>
<b>January 1, 2017</b>	Maintenance and Temporary Disruptions	<p>s. 80.44 Organizations shall ensure that their multi-year accessibility plans include the following:</p> <ol style="list-style-type: none"> <li>1. Procedures for preventative and emergency maintenance of accessible elements in public spaces as required in Part IV.1.</li> <li>2. Procedures for dealing with temporary disruptions when accessible elements required under Part IV.1 are not in working order.</li> </ol>	<ul style="list-style-type: none"> <li>• SSE to develop procedures for preventative and emergency maintenance, as well as procedures for dealing with temporary disruptions, of its: exterior paths of travel; accessible parking facilities; and service counters, fixed queuing guides and waiting areas.</li> <li>• SSE will notify the public of any service disruptions and available alternatives.</li> </ul>

PART IV.2 – CUSTOMER SERVICE STANDARDS

Compliance Date	Initiative	IASR Description	SSE Action
January 1, 2012	Establishment of Policies	<p>s. 80.46(1) Every provider shall develop implement and maintain policies governing its provision of goods, services or facilities, as the case may be to persons with disabilities.</p> <p>Providers to use reasonable efforts to ensure that policies are consistent with principles outlined in s. 80.46(2).</p>	<ul style="list-style-type: none"> <li>• SSE to create Accessible Customer Service Policies for the Canadian Tire Centre, the Sensplex facilities, and the Belleville Senators that are consistent with the stated principles.</li> <li>• Policies to be posted on Canadian Tire Centre, Ottawa Senators Hockey Club, Sensplex, and Belleville Senators websites for review by the public.</li> </ul>
January 1, 2012	Use of Service Animals and Support Persons	<p>s. 80.47(2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.</p> <p>s. 80.47(4) If a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having</p>	<ul style="list-style-type: none"> <li>• SSE to prepare policies regarding the requirements of s. 80.47 and provide such policies to persons upon request.</li> </ul>

		access to the support person while on the premises.	
<b>January 1, 2012</b>	Notice of Temporary Disruptions	s. 80.48(1) If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public.	<ul style="list-style-type: none"> <li>• SSE to incorporate policies regarding the requirements of s. 80.48 into its Accessible Customer Service Policies which will be available on the Canadian Tire Centre, Ottawa Senators Hockey Club, Sensplex, and Belleville Senators websites.</li> </ul>
<b>January 1, 2012 (for staff who deal directly with the public)</b>  <b>July 1, 2016 (all employees and volunteers)</b>	Training for staff, etc.	<p>s. 80.49(1) Every provider shall ensure that the following people receive training about the provision of the provider's goods, services, or facilities to persons with disabilities.</p> <ul style="list-style-type: none"> <li>• Employees and volunteers</li> <li>• People who participate in the development of the provider's policies</li> <li>• People who provide goods, services or facilities on behalf of the provider.</li> </ul> <p>The training must cover the elements described in s. 80.49(2).</p>	<ul style="list-style-type: none"> <li>• SSE to develop training policy and program specific to the IASR requirements and the <i>Human Rights Code</i> as it pertains to persons with disabilities as well as for any changes to SSE accessibility policies.</li> <li>• All SSE employees and volunteers will be required to complete role specific training as soon as practicable upon joining SSE.</li> <li>• SSE to keep appropriate records of training provided.</li> </ul>

			<ul style="list-style-type: none"> <li>• SSE to ensure that any others who provide goods and services on SSE's behalf provide appropriate training to their employees.</li> </ul>
<b>January 1, 2012</b>	Feedback Process	<p>s. 80.50(1) Every provider shall establish a process for receiving and responding to,</p> <p>(a) Feedback about the manner in which it provides good, services or facilities to persons with disabilities; and</p> <p>(b) Feedback about whether the feedback process is accessible (allows for the providing or arranging for the provision of accessible formats or communication supports on request).</p>	<ul style="list-style-type: none"> <li>• SSE to incorporate information about its feedback process, and how to obtain accessible formats and communication supports, into its Accessible Customer Service Policies.</li> <li>• SSE will also prepare a Feedback Policy document which will be available upon request and will describe how SSE will meet the requirements of s. 80.50.</li> </ul>
<b>January 1, 2012</b>	Format of documents	<p>s. 80.51(1) If a provider is required by Part IV.2 to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support.</p>	<ul style="list-style-type: none"> <li>• SSE will ensure that it meets all requests for accessible formats or communication supports in a timely manner, at a cost that is no more than the regular cost charged to other persons.</li> <li>• SSE will consult with persons making such a request to determine the suitability of an accessible format or communication support.</li> </ul>