



SSE IASR ACCESSIBILITY POLICY

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 develop, implement, maintain and document policies governing how the organization achieves, or will achieve, accessibility through meeting its requirements under the IASR.

This document sets out SSE's policy on how we will meet the general accessibility requirements in the IASR as well as achieve accessibility in relation to the employment, information and communication, and design of public spaces standards. For information on how SSE will achieve accessibility in its provision of customer service, see SSE's Accessible Customer Service Policies and SSE's Accessible Feedback Policies for the Canadian Tire Centre (home of the Ottawa Senators Hockey Club), the Sensplex Facilities, and the Belleville Senators.

Statement of organizational 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.

Application

This policy applies to the following SSE entities as well as their respective managers, employees, and volunteers:

- **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

This policy will be implemented in accordance with the time frames established by the IASR as documented within the SSE Multi-Year Accessibility Plan (the "Plan").

Multi-Year Accessibility Plan

The Plan outlines SSE's strategy to prevent and remove barriers and to meet the requirements outlined in the IASR. The Plan will be posted on the Canadian Tire Centre, Ottawa Senators Hockey Club, Sensplex, and Belleville Senators websites and will also be available in accessible format upon request.

The Plan will be reviewed and updated by SSE at least once every five years.

The Plan will include SSE's accessibility strategies in the following IASR areas:

Training

SSE will provide role specific training on Ontario's accessibility laws and aspects of the Ontario Human Rights Code as they relate to persons with disabilities to its managers, employees, and volunteers and will ensure that any others who provide goods and services on SSE's behalf provide appropriate training to their employees. SSE's training program will be provided in a manner appropriate to the duties and roles of particular managers, employees and volunteers.

For further information regarding customer service-related accessibility training to be provided by SSE, see SSE's Accessible Customer Service Policies for the Canadian Tire Centre, Sensplex Facilities, and the Belleville Senators.

Self-Service Kiosks

SSE will have regard to accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.

Information and Communications

SSE is committed to communicating with persons with disabilities in ways that take into account their disability. SSE will take the following steps to meet the communication needs of persons with disabilities:

- Providing information and communication in accessible formats or with communication supports upon request.
- If and to the extent SSE provides any emergency procedures, plans or safety information to the public, ensuring that such information is provided in accessible formats or with communication supports upon request.
- Upon receipt of a request, providing accessible formats and communication supports for persons with disabilities in a timely manner, taking account of the person's accessibility needs, and at no greater cost than the cost charged to other persons.
- Consulting with the person making the request when determining the suitability of an accessible format or communication support.
- Notifying the public about the availability of accessible formats and communication supports.
- Developing accessible processes for receiving and responding to feedback and making sure the processes are communicated to the public.

If the requested information or communication is not convertible to an accessible format, SSE will provide an explanation as to why the information and communication are not convertible and a summary of such information and communication.

SSE-controlled websites and web content will meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

SSE is committed to creating and maintaining an inclusive and accessible workplace. SSE will take the following steps to achieve this goal:

- Notifying employees, job applicants, and the public about the availability of accommodation for applicants with disabilities in the recruitment, assessment and selection processes.
- Notifying selected applicants that SSE will consult with the applicant and provide or arrange for accommodation in a manner which takes account of the applicant's accessibility needs.
- Notifying successful applicants as soon as is practicable after starting employment, of SSE's employee accommodation policies and any subsequent changes to such policies.
- Consulting with an employee who requests accessible formats and communication supports for information needed to perform the job or information that is generally available to employees in the workplace.
- Consulting with an employee on the suitability of an accessible format or communication support.
- Providing individualized workplace emergency response plans if needed and as soon as practicable after becoming aware of the need for accommodation due to an employee's disability.
- Providing documented individual employee accommodation plans.
- Developing and implementing a documented return to work process for employees absent due to disability and who require accommodation.
- Taking account of the accessibility needs and individual accommodation plans of employees during the performance management, career development and advancement, and redeployment processes.

Design of Public Spaces

SSE is committed to meeting accessibility laws when undertaking any new building on, or significant redevelopment of, public spaces owned or managed by SSE. Such public spaces include:

- Outdoor paths of travel, including walkways, ramps, stairs, and curb ramps on property owned or managed by SSE;
- Accessible off-street parking; and
- Service-related elements like service counters, fixed queuing guides and waiting areas.

SSE will put procedures in place for preventative and emergency maintenance of accessible elements in our public spaces as well as procedures for dealing with temporary disruptions when such accessible elements are not in working order. SSE will provide notice to the public when there is a service disruption of accessible elements in our public spaces. This notice will include information about the reason for the disruption, its anticipated duration and a description of available alternatives. We will post this notice in reasonable places, as applicable, at:

- the Canadian Tire Centre including the Box Office, Guest Services booth (located outside section 201 on the Main Concourse) and, where possible, at the point of disruption;
- the Sensplex Facilities including the entrances to each building and, where possible, at the point of disruption; and
- during Belleville Senators games, at the CAA Arena Box Office, Guest Services booth (located inside Gate 2) and, where possible, at the point of disruption.

When possible, disruptions that are known in advance will be posted online and/or through relevant social media channels as follows:

- For the Canadian Tire Centre – on www.canadiantirecentre.com, Canadian Tire Centre’s social media channels (the Canadian Tire Centre Facebook Page (www.facebook.com/canadiantirecentre) or the Canadian Tire Centre X (formerly Twitter) Feed (@CdnTireCtr).
- For the Sensplex Facilities – on www.sensplex.ca, the Sensplex social media channels (the Sensplex Facebook Page (www.facebook.com/sensplex) or the Sensplex X Feed (@Sensplex).
- For the Belleville Senators – on www.bellevillesens.com, the Belleville Senators’ social media channels (the Belleville Senators Facebook Page (www.facebook.com/BellevilleSens) or the Belleville Senators X Feed (@BellevilleSens).

Changes to existing policies

SSE will modify or remove any existing policy that does not respect and promote the dignity and independence of persons with disabilities.

Availability

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of employment, information and communications, and design of public spaces. This policy will be available upon request. Alternative formats will also be provided upon request.