

TO Live

ACCESSIBILITY POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
AODA - Accessibility	March 31, 2022	217

1. Application

This Policy applies to all operations and facilities of TO Live, including Meridian Hall, Meridian Arts Centre, and St. Lawrence Centre for the Arts.

2. Objectives

This policy is intended to comply with the principles and guidelines set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and to meet the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 (IASR).

3. Definitions

The following terms are used in this policy and have the following meanings:

Accessible, Accessibility: products, services, facilities or environments that can be accessed, used by, or understood by all persons, including those with disabilities

Accessible or Alternate Formats: include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities

Assistive Devices: any device used to assist persons with disabilities, including:

- Mobility assistive devices, such as a cane, walker, wheelchair, electronic scooter, or similar device used to assist with mobility
- Communication devices, such as a hearing device, laptop computer, communication board, or similar device used to assist with communication
- Medical devices, such as a personal oxygen tank or similar device used to assist with medical requirements of a disability

Barrier: anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including physical, architectural, information or communications, attitudinal, technological, or systemic policies or practices

Communication Supports: include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communication

Disability: This policy uses the AODA and Ontario *Human Rights Code* definition of Disability, which defines a disability as:

- 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*.

Information: includes data, facts and knowledge that exists in any format, including text, audio, images, digital or print, and that conveys meaning

Kiosk: an interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one or more services or products

Public spaces: As defined by the AODA, public spaces include:

- Recreational trails/beach access routes;
- Outdoor public eating areas like rest stops or picnic areas;
- Outdoor play spaces, like playgrounds in provincial parks and local communities;
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals;
- Accessible off-street parking;
- Accessible on-street parking; and
- Service-related elements like service counters, fixed queuing lines and waiting areas.

Service Animal: An animal is a service animal for a person with a disability if:

- a) The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as an identifying vest or harness worn by the animal; or

- b) The person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to a disability:
- i. A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - ii. A member of the College of Chiropractors of Ontario.
 - iii. A member of the College of Nurses of Ontario.
 - iv. A member of the College of Occupational Therapists of Ontario.
 - v. A member of the College of Optometrists of Ontario.
 - vi. A member of the College of Physicians and Surgeons of Ontario.
 - vii. A member of the College of Physiotherapists of Ontario.
 - viii. A member of the College of Psychologists of Ontario.
 - ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.

Support Person: in relation to a person with a disability, a support person is any person who accompanies a person with a disability in order to help with communication, mobility, personal care, or medical needs or with access to goods, services or facilities

Web Content Accessibility Guidelines: refers to the World Wide Web Consortium (W3C) recommendations entitled Web Content Accessibility Guidelines (WCAG)

4. Responsibilities

Statement of Commitment to Accessibility

TO Live is committed to providing a safe, dignified, and welcoming environment for everyone. We are committed to providing an accessible and inclusive environment for all patrons, employees, job applicants, contractors, vendors, and others who use our programs, services, goods, information, or facilities. TO Live strives to meeting the principles of dignity, independence, integration, and equality of opportunity in all of our operations, and to meet the requirements of the AODA and Human Rights Code.

Training

TO Live will provide AODA and accessibility training to all employees, volunteers, and Board members. This training will include, at minimum:

- The purpose and principles of the *Accessibility for Ontarians with Disabilities Act*;
- An overview of the requirements of the Customer Service standard;

- An overview of TO Live's Accessibility Policy and related procedures;
- Tips on how to interact with persons with disabilities;
- Tips on how to interact with people who use an assistive device or require the assistance of a service animal or support person;
- Tips on what to do if a person with a disability is having difficulty accessing TO Live's programs, services, goods, or facilities;
- Role-specific areas of the AODA standards related to individual work responsibilities; and
- Ontario *Human Rights Code* content, as it relates to persons with disabilities.

In addition, role-specific and venue-specific accessibility training will be provided annually to Patron Services and Box Office staff at each TO Live facility.

This training will be provided during the initial onboarding period and when changes are made to the AODA or to TO Live accessibility policies or procedures.

TO Live will also ensure that those who are involved in the development and approval of accessibility-related policies, practices and procedures are trained on the AODA and the Ontario Human Rights Code as it relates to persons with disabilities.

Human Resources will maintain all AODA training records.

Information and Communication

Upon request, TO Live will provide public information, including public safety information, in accessible formats.

TO Live will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements as required under the AODA, with any web content that TO Live controls or manages.

Alternate Formats and Communication Supports

Upon request, TO Live will provide or arrange for the provision of information in alternate formats and with communication supports for persons with disabilities. TO Live will take into account the person's accessibility needs when responding to individual requests and will do so in a timely manner and at no additional cost to the individual.

TO Live is committed to providing accessible telephone service to our customers. We train staff to communicate using clear and plain language. We also provide the option for customers to communicate using email or operator-assisted relay services.

Assistive Devices

TO Live is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from the Company's goods and services. Staff will be trained how to interact with persons with disabilities who use an assistive device.

TO Live provides a range of assistive devices for use by patrons at each of our performance venues, including Meridian Hall, Meridian Arts Centre, and St. Lawrence Centre for the Arts. Designated Patron Services staff at each facility are trained on the procedures for use of the following assistive devices available at each TO Live venue:

- Wheelchairs
- Assistive listening devices
- Booster seats

For more information on how to ensure accessible seating while using a mobility device or how to access TO Live's on-site assistive devices, contact the appropriate TO Live venue box office or go to the TO Live Accessibility page at <https://www.tolive.com/Accessibility-for-Everyone> and review the procedures described under "Assistive Devices."

Service Animals

TO Live is committed to welcoming persons with disabilities who are accompanied by a service animal at TO Live facilities that are open to the public and other third parties. This excludes areas prohibited by law (for example, in an area where food is being prepared in a commercial kitchen).

Patron Services and other TO Live staff are trained how to interact with persons with disabilities who require the assistance of a guide dog or other service animal.

Service animals can often be identified through visual indicators. For example, a guide dog might be wearing a harness or a vest with a certification badge or it may be helping a person perform tasks. If a service animal cannot be identified easily, TO Live staff may request that the person with the animal provide documentation from a regulated health professional to confirm that the animal is required for reasons relating to their disability.

Support Persons

TO Live is committed to welcoming persons with disabilities who are accompanied by a support person. Patron Services and other TO Live staff are trained how to interact with persons with disabilities who require the assistance of a support person.

Any person with a disability who is accompanied by a support person will be allowed to access TO Live premises that are open to the public and other third parties. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on the premises. For ticketed performances or events, each person attending, including support persons, must have

a valid ticket for that performance or event. Unless otherwise indicated for specific events, the same fees apply for support persons as for regular ticket holders.

For specific accessible seating requests or accommodation requests to ensure seating with an accompanying support person, patrons are requested to make accommodation requests with venue Box Office ticket sales staff at the time of ticket purchase. TO Live makes every effort to meet specific seating and accommodation requests for patrons with disabilities and accompanying support persons.

For more information, contact the appropriate TO Live venue box office or go to the TO Live Accessibility page at <https://www.tolive.com/Accessibility-for-Everyone> and review the procedures described under “Support Persons and Service Animals.”

Notice of Temporary Disruption

TO Live will provide notice in the event of a planned or unexpected disruption in accessible services or facilities usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Notice of disruption of accessible services or facilities will be posted at the location of the disruption, at the front entrance of the affected facility, and where appropriate for the particular disruption (for example, service counters, box office ticket sales, communication with patrons who have made accommodation requests).

For lengthy and planned delays, notice will also be posted on the TO Live website.

Accessibility Feedback

Feedback regarding accessibility to goods and services and the manner in which TO Live employees interact with others is welcome and appreciated. An accessibility feedback form is available upon request and on the TO Live website at <https://www.tolive.com/Accessibility-for-Everyone>.

TO Live will provide a response to accessibility feedback within five business days. Concerns will be addressed according to TO Live’s complaint management procedures and, if necessary, the appropriate TO Live management team will work with the author of the feedback to address and resolve complaints.

Establishment of Accessibility Policies and Plans

TO Live will create and maintain a multi-year accessibility plan outlining its strategy to identify, remove, and prevent barriers and to meet its requirements under the AODA. TO Live will post its accessibility plan on its website and will provide the plan in an alternate format upon request. TO Live will review the accessibility plan annually and update its plan once every five years, in consultation with TO Live senior management, members of an Inclusion, Diversity, Equity, and Access (IDEA) Committee, applicable City of Toronto staff, and with the TO Live Board.

Procuring or Acquiring Self-Service Kiosks

TO Live will incorporate accessibility criteria and features when procuring or acquiring self- service kiosks, except where it is not possible or practical to do so. If it is not possible and practical to incorporate accessibility criteria when procuring or acquiring goods, TO Live will provide an explanation upon request.

Hiring (for applicants)

TO Live is committed to being inclusive in our hiring policies. We will notify the public that we will accommodate the needs of persons with disabilities throughout our selection and hiring process. During the selection process, we will include the following paragraph in print and online job postings:

TO Live is an equal opportunity employer that is committed to inclusive recruitment and selection. If you require an accommodation during the selection process, please inform us as soon as possible at human.resources@tolive.com and we will make every effort to fulfill your request.

When scheduling an interview, we will ask applicants if they have any accommodation requests. If an interview candidate requests an accommodation, we will discuss their request with them and make every effort to fulfill their accommodation requests.

Workplace information (for employees)

Upon request by an employee, TO Live will provide workplace information in an accessible or alternate format or offer communication supports when needed. Workplace information includes:

- Any information employees need to perform their jobs (for example, job descriptions and manuals), and
- General information that is available to all employees at work (for example, Accessible Employment Policy, Company-wide communication, and health and safety information).

TO Live will work with employees who request accommodations to determine how best to meet their needs and to provide accessible workplace information in a timely manner.

TO Live will work with employees with disabilities to develop individual accommodation plans. Where necessary, these plans will also include individual emergency response plans and information to assist during an emergency or evacuation.

TO Live will take into account any accessibility needs identified by employees during performance management, career development and redeployment processes.

Design of Public Spaces

When building or making major changes to public spaces of its Ontario-based facilities, TO Live will ensure that accessible designs are incorporated wherever possible.

Communicate accessibility policies

TO Live will inform all employees about policies to support persons with disabilities. Our Accessibility Policy will be reviewed with new employees when they are hired. If we modify our Accessibility Policy, all current employees will be informed.

The current TO Live Accessibility Policy, Multi-year Accessibility Plan, and other public accessibility policies and procedures are posted on our website.

Changes to existing TO Live policies

TO Live will modify or remove any existing policies that do not respect and promote the dignity and independence of persons with disabilities.

Learn more about accessibility at TO Live:

<https://www.tolive.com/Accessibility-for-Everyone>

TO Live venues:

Meridian Hall: 416-368-6161, extension 1

St. Lawrence Centre: 416-368-6161, extension 2

Meridian Arts Centre: 416-368-6161, extension 3

TO Live administration:

1 Front St. E., Toronto, ON M5E 1B2, 416-368-6161

accessibility@tolive.com