



Statement of Commitment to Accessibility

Mattamy Athletic Centre is committed to providing a barrier-free environment for our clients/customers, students, employees, job applicants, suppliers, visitors, and other stakeholders who enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard, and the Integrated Accessibility Standards Regulation for Information and Communications, Employment, and Transportation, and eventually, for the Built Environment.

Approximately 1.8 million Ontarians live with a disability, and as the population grows older, this number will also increase. Our organization has made a commitment to accessibility for everyone who uses our building because this makes good business sense, and it is also a legal obligation.

Our organization has an important responsibility for ensuring a safe, dignified, and welcoming environment for everyone. Also, our unique building design allows for full access for guests with special needs and disabilities.

We are committed to ensuring our organization's compliance with accessibility legislation by incorporating policies, procedures, equipment requirements, training for employees, and best practices. We will review these policies and practices on a regular basis. Our commitment to making our organization accessible to everyone includes the integration of accessibility legislation with our policies, procedures, programs, and training. We are committed to reviewing and incorporating the following information with our employees:

- Integrated Accessibility Standards for Information and Communications, Employment, and Transportation.
- Accessible employment practices such as recruitment, assessment, and selection.
- Developing emergency response plans and individual workplace accommodation plans for employees with disabilities.
- Customer service standards.
- Accessible communication supports and information formats (both digital and non-digital).
- Communicating with people with various forms of disabilities.
- Assistive devices, mobility aids, service animals and support persons.
- Notices of service disruptions (temporary or long-term).
- Mattamy Athletic Centre's relevant policies and procedures regarding accessibility.
- Reporting and training procedures.

Note that all employees must sign an Agreement, acknowledging that he/she has reviewed our policy manual and understand our Code of Ethics, Accessible Customer Services and Respect in the Workplace policies.

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ATHLETIC CENTRE

We at Mattamy Athletic Centre have put into place strategies to meet the communication needs of people with disabilities. These strategies include:

- Providing information and communication in accessible formats or with communication supports upon request, include emergency procedure, plans or public safety information.
- Upon request, providing accessible formats and communication supports for persons with disabilities in a timely manner taking into account the person's accessibility needs, at no additional cost than the cost charged to other persons.
- Notifying the public about the availability of accessible formats and communication supports.

Mattamy Athletic Centre is committed to welcoming people with disabilities who are accompanied by a service animal and/or a support person. At no time will a person with a disability who is accompanied by a service animal and/or a support person be prevented from having access to his/her service animal and/or support person while on our premises.

In the event of a planned or unexpected disruption in the facility, notice will be delivered in mass forms of communication (email, Twitter, notes on website) which will include all feasible information concerning disruption, reason, duration, alternate services, and facilities available as well as any other appropriate measures needed to be delivered to those affected. Furthermore, notice of disruption will also be placed at all public entrances and service counters on our premises, as well as on our website.

Mattamy Athletic Centre realizes that providing accessible and barrier-free environments for everyone is a shared effort. As a community, all businesses and services must work together to make accessibility happen. For more detailed information on our accessibility policies, plans, and training programs, or any feedback regarding said policies, plans and programs, please contact Sara Tiffin, Box Office Manager at 416-598-5970.