

## **Accessibility Policy**

The Royal Agricultural Winter Fair (RAWF) is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act* ("AODA").

### **Employment**

The RAWF will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring processes.

The RAWF will notify employees that assistance is available for employees with disabilities. Individual accommodation plans will be developed for employees with disabilities. Records will be kept regarding the process of developing accommodation plans and return-to-work plans.

When needed, the RAWF will also provide customized emergency information to help an employee with a disability during an emergency. This assistance will be provided at the request of the employee or when the RAWF becomes aware that the employee may need accommodation in an emergency.

When asked, the RAWF will provide publicly available emergency information (e.g., evacuation plans or brochures).

### **Training**

The RAWF will train its volunteers and employees on Ontario's accessibility laws and on accessibility aspects of the *Human Rights Code* that apply to persons with disabilities.

### **Information and communications**

Upon request, the RAWF will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about the RAWF and emergency information in an accessible format. The RAWF will consult with people with disabilities to determine their information and communication needs.

The RAWF will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

### **Design of Public Spaces**

The RAWF will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include service-related elements (e.g., service counters, parking lots, waiting areas with fixed seating, etc.).

### **Kiosks**

Should the RAWF use self-service kiosks, it will consider accessibility when purchasing or designing self-service kiosks.

### **Modifications to this or other policies**

Any of the RAWF's policies that do not respect and promote the dignity and independence of people with disabilities will be modified

### **Accessibility Plan**

This accessibility plan outlines the steps the Royal Agricultural Winter Fair ("RAWF") is taking to meet the requirements in the *Accessibility for Ontarians with Disabilities Act* ("AODA").

### **Past Initiatives to Remove and Prevent Barriers**

The RAWF has an "assisted tour program" provided by WindReach Farm, which assists groups of people with disabilities to visit the fair.

#### **1. Customer Service Standard**

The RAWF is compliant with the Customer Service Standard. The RAWF:

- trains its staff and volunteers to serve customers of all abilities;
- keeps a written record of the training;
- welcomes service animals and support persons;
- creates accessible ways for people to provide feedback; and
- has an accessibility policy in place.

Wheelchairs are available in different locations of the fair.

When RAWF has received feedback on its accessibility practices and it has taken steps to address the feedback on actions.

#### **2. Information and Communications**

The RAWF provides information and communications in different accessible formats.

#### **3. Employment**

The RAWF performs its obligations under applicable employment and accessibility laws.

#### **4. Training**

The RAWF complies with its obligations to train its employees with respect to accessibility.

#### **5. Self-service kiosks (if applicable)**

The RAWF uses accessible self-service kiosks.

## **Ongoing Initiatives**

### **1. Customer Service**

The RAWF plans to continue to support of the "assisted tour program".

### **2. Information and Communications**

The RAWF plans to review and update information and communications to ensure accessibility for people with disabilities:

### **3. Employment**

The RAWF plans to continue to provide fair and accessible employment practices:

### **4. Self-service kiosks (if applicable)**

The RAWF plans to increase accessibility features or consider accessibility for people with disabilities when acquiring self-service kiosks.

### **5. Training**

The RAWF will provide training on the AODA requirements and the Ontario *Human Rights Code* as it applies to people with disabilities.

### **6. Design of Public Spaces**

The RAWF will comply with accessibility laws when building or making major changes to public spaces. As well, it will take steps to prevent service disruptions to the accessible parts of public spaces and inform the public accordingly.

## **Information Inquiries**

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