

**The International Centre**  
**Accessibility for Ontarians with Disabilities Act, 2005**  
**Multi-Year Plan**  
**Updated: May 2024**

**Multi-Year Accessibility Plan Requirement**

Regulation 191/11: Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005 requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

**Message from the COO**

Accessibility is about ensuring that every member of our team, regardless of their abilities or challenges, has equal opportunity to contribute and succeed. It's about removing barriers and fostering an environment of understanding, respect, and support. Our commitment to accessibility extends beyond compliance with regulations; it's about embracing diversity, empowering individuals, and promoting innovation through inclusive practices. We recognize that each person brings unique strengths and perspectives to the table, and by embracing these differences, we enrich our workplace and enhance our collective success.

We are dedicated to:

- Providing reasonable accommodation to employees with disabilities to ensure they can perform their roles effectively.
- Promoting awareness and understanding of accessibility issues among our team members.
- Continuously improving our policies, facilities, and technologies to enhance accessibility and inclusivity.

Together, we can create a workplace where everyone feels valued, respected, and empowered to reach their full potential.

Sincerely,

A handwritten signature in black ink, appearing to be 'D. Quinn', enclosed within a circular scribble.

David Quinn

Chief Operating Officer

# Introduction

At The International Centre, we pride ourselves on creating inclusive and accessible environment for all individuals, including persons with disabilities. Our commitment to accessibility is rooted in our belief that everyone deserves equal opportunities to fully participate in our facilities and services.

## About The International Centre

The International Centre is a premier event venue located in Mississauga, Ontario. With state-of-the-art facilities and a reputation for excellence, we host a wide range of events, conferences and exhibitions that attract visitors from around the world. Our dedication to providing exceptional service extends to ensuring accessibility for all members of our community.

## Key Accessibility Achievements

Over the years, we have achieved significant milestones in our journey towards accessibility. These achievements include:

- Implementation of additional accessible parking spaces and pathways throughout our facility.
- Training programs for our staff to enhance awareness and understanding of accessibility issues.
- Improvements to make our restrooms more accessible.
- Collaboration with stakeholders to gather feedback and insights on accessibility initiatives.

## Executive Summary of Our Accessibility Statement

At the International Centre, we are committed to creating an inclusive and accessible environment for all individuals, including persons with disabilities. We firmly believe in the importance of identifying and eliminating all barriers that could prevent full participation in our facilities for all members of our community. We are dedicated to upholding the principles and requirements of the accessibility for Ontarians with Disabilities Act (AODA) and exceeding its standards whenever possible.

To achieve our vision, we will:

1. Promote Awareness and Understanding
2. Remove Barriers
3. Provide Accommodations
4. Involve Stakeholders
5. Continuous Improvement
6. Compliance and Beyond

Through these initiatives, we aim to enhance accessibility, foster inclusivity, and ensure that everyone can enjoy the exceptional experiences offered at The International Centre.

## **Section 1. Past Achievements to Remove and Prevent Barriers**

The International Centre has completed the following accessibility initiatives:

### **Customer Service**

At The International Centre, we are pleased to confirm that our organization has remained fully compliant with the customer service standards outlined in AODA. We continue to actively seek and welcome feedback from our customers and visitors, including those with disabilities.

### **Information and Communication**

We have improved our feedback channels and enhanced website accessibility to meet Web Content Accessibility Guidelines (WCAG).

Our accessibility feedback channels have been updated to include:

- Submitting feedback through our website
- Through email correspondence at [info@internationalcentre.com](mailto:info@internationalcentre.com)
- Phone calls to our main line at 1-800-567-1199; and
- In-person communication with our staff

### **Employment**

Our recruitment processes include:

- Accommodation statements in job postings both for internal and external postings
- Continuous communication about accommodations throughout the recruitment process
- Regularly reviewing our recruitment processes to ensure they are as inclusive as possible.

### **Training**

- Training on accessibility has been updated to be more effective.
- All current staff have received disability awareness training (AODA training)

### **Design of Public Spaces**

- Restroom signage has been replaced with large, high-contrast text and symbols, as well as tactile signage with Braille.
- Restroom sinks have been lowered on second floor to accommodate those with disabilities.
- Additional accessible parking spaces have been designated on the north side of the building that are wider and include access aisles that provide ample room for wheelchair users to enter and exit vehicles safely. These parking spaces are closest to the entrance, minimizing the distance individual with mobility impairments need to travel to access our facilities.
- Additional tactile strips added around a public entrance to aid those with visual impairments.

## **Section 2. Strategies and Actions**

### **Customer Service**

The International Centre is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, service, and facilities to people with disabilities with the same high quality and timelines as others.

- Each new hire will receive a comprehensive training on disability awareness, etiquette and best practices for accommodating guests with disabilities. This includes understanding different types of disabilities, effective communication techniques, and how to assist guests with mobility aids or service animals.
- We will continue to investigate possible additional ways to solicit feedback from our guests with disabilities and to offer solutions to shows or event clients that ensure their guests with disabilities will feel welcome.

### **Information and Communications**

The International Centre is committed to making our information and communications accessible to people with disabilities.

- We will seek additional ways to clearly communicate the venue's accessibility features on the website, on any promotional materials, and on signage throughout the venue. This includes information on accessible parking, entrances, seating options, restroom facilities, and an additional services or accommodations available to guests with disabilities.
- We will look into ways to potentially offer accessible services for client presentations or performances.

### **Employment**

The International Centre is committed to fair and accessible employment practices.

- Goals – The International Centre wants every person to have an equal chance to apply and participate fully in our recruitment process. Our goal is to continually evaluate, improve, and remove any barriers that may exist in our talent acquisition process. We desire that all candidates should feel comfortable and supported throughout our recruitment process.
- Consultation for Accommodation Requests – Should a candidate requests accommodation during the recruitment process, The International Centre will arrange for a consultation with that candidate to understand their accessibility needs. Then, we will arrange for suitable provisions to ensure they can fully participate in our candidate evaluation process, up to undue hardship.
- Regular Review of Recruitment Programs – The International Centre will continue to regularly review our recruitment strategies and initiatives to ensure they are inclusive and accommodate individuals with disabilities.

## **Training**

The International Centre is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human rights Code as it applies to people with disabilities.

- Newly Hired Employees - Continue to train every newly hired employee, full-time, part-time, and casual workers, in the importance of reducing barriers in the workplace for those with disabilities. This training must be completed within 2 weeks of their start date, and the completion date is documented and on file with
- Ongoing Training - Continue to provide ongoing training on inclusivity and reducing barriers for those with disabilities to all staff at regular intervals. When this training occurs, it will be documented and dated in either the employee's HR file or in a general training record.

## **Design of Public Spaces**

The International Centre will meet accessibility laws when building or making major changes to public spaces.

- We will strive to enhance the accessible of our facilities and amenities including, but not limited to:
  - entrances
  - parking areas
  - restrooms
  - seating areas
  - and event spaces
- This may involve evaluating for the need of additional:
  - ramps
  - accessible seating options
  - accessible restroom facilities
  - providing additional parking spaces for guests with disabilities.

## **For More Information**

For more information on this accessibility plan, please contact:

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The International Centre

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This plan will be posted and available at: [www.internationalcentre.com](http://www.internationalcentre.com)

Standard and accessible formats of this document are free upon request.