

**centre** IN THE SQUARE

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# **CENTRE IN THE SQUARE**

MULTI-YEAR  
ACCESSIBILITY PLAN  
**2021 - 2026**



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## Centre In The Square Multi-Year Accessibility Plan 2021-2026

### Commitment to Accessibility

As the Region's largest and busiest performing arts centre, Centre In The Square (CITS) is committed to access and equity. We believe in equal opportunity and are dedicated to providing a barrier-free environment that allows all persons to maintain their independence and dignity. This means treating people fairly and taking into account and accommodating different needs, where possible, so that everyone can have access to employment and programming, as well as participate in other activities at CITS.

As a not-for-profit registered charity, CITS respects and upholds the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and associated Regulations, and strives to meet the needs of individuals with disabilities in a timely and effective manner. With the support and leadership of the Board of Directors, General Manager, management, and staff, Centre In The Square is committed to ensuring our world class facility is enjoyed by all.

### Customer Service Standard

Centre In The Square has documented a set of policies and procedures that are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities, in compliance with the AODA Customer Service Standard. They address the following areas:

1. Training
2. Feedback Process
3. Alternate Means of Communication (Accessible Formats)
4. Support Persons
5. MagnusMode
6. Service Animals
7. Assistive Devices
8. Wheelchair Seating
9. First Aid/AED
10. Communicating Temporary Disruptions in Service



## Multi-Year Accessibility Plan Intent

This Accessibility Plan outlines the policies and actions being implemented by Centre In The Square to continue to improve access for visitors, staff and volunteers with disabilities, in compliance with the requirements communicated under the Accessibility for Ontarians with Disabilities Act (AODA) guidelines for the Integrated Accessibility Standards Regulation (IASR).

O. Reg. 191/11: Integrated Accessibility Standards Regulation of the Accessibility for Ontarians with Disabilities Act (AODA-IASR)



## CITS Multi-Year Accessibility Plan: 2021-2026

Accessibility Requirement / Action(s)	Status	Compliance Date	Responsibility
<b>Part 1: General Requirements</b>			
<p><b>Establishment of Accessibility Policies</b></p> <ol style="list-style-type: none"> <li>1. Create and make public a statement of commitment.</li> <li>2. Develop and implement company-specific accessibility policies.</li> </ol> <p><b>CITS Action Plan</b></p> <ol style="list-style-type: none"> <li>1. CITS has created and made public a statement of commitment. The statement of commitment is located on CITS' website and at Stage Door Reception.</li> <li>2. CITS' policies and procedures have been reviewed to identify current and future barriers to accessibility. Identified barriers have been addressed and policies amended.</li> </ol>	Complete	January 1, 2014	General Manager
<p><b>Multi-Year Accessibility Plan</b></p> <ol style="list-style-type: none"> <li>1. Create and make public a multi-year accessibility plan.</li> <li>2. Provide the plan in accessible formats upon request.</li> <li>3. Review the plan every five (5) years.</li> </ol> <p><b>CITS Action Plan</b></p> <ol style="list-style-type: none"> <li>1. All applicable IASR requirements have been reviewed to develop a living Accessibility Plan.</li> <li>2. Roles of all internal stakeholders have been reviewed to determine how each will be affected by requirements.</li> </ol>	Complete	January 1, 2014	General Manager



<ol style="list-style-type: none"> <li>3. The Accessibility Plan has been created to include training, procedures and policy development to ensure the identification and removal of barriers.</li> <li>4. The plan has been approved and is available to the public.</li> <li>5. Requests for accessible formats of this document will be forwarded to the Manager, Digital &amp; Social Media, Director of Finance and/or Box Office Manager who will work with the individual to determine the most suitable format.</li> <li>6. This plan will be amended as required and will be reviewed fully by June 1, 2026 and every five (5) years thereafter.</li> </ol>			
<p><b>Training</b></p> <ol style="list-style-type: none"> <li>1. Train all employees, including contract and unpaid mentees/interns on applicable IASR requirements and the organization's responsibilities under the Human Rights Code (as it pertains to persons with disabilities).</li> </ol> <p><b>CITS Action Plan</b></p> <ol style="list-style-type: none"> <li>1. Centre In The Square will provide Accessible Customer Service Training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.</li> <li>2. CITS will ensure that training is provided on the requirements of the Accessibility Standards referred to in the Integrated Accessibility Standards Regulation (IASR), O. Reg. 191/11, and on the Human Rights Code.</li> <li>3. Accessible Customer Service Training will include:             <ol style="list-style-type: none"> <li>a. An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements laid out in that Act.</li> <li>b. An overview of the Human Rights Code as it pertains to persons with disabilities.</li> <li>c. Appropriate ways to interact and communicate with persons with various disabilities, both visible and invisible, such as learning and</li> </ol> </li> </ol>	<p>Complete / Ongoing</p>	<p>January 1, 2015</p>	<p>Director of Finance</p>



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<p>mental health disabilities.</p> <ul style="list-style-type: none"> <li>d. How to interact with people who use various assistive devices.</li> <li>e. How to interact with people who require the assistance of a support person.</li> <li>f. How to interact with people who require the assistance of a service animal.</li> <li>g. How to use the equipment or assistive devices available at CITS.</li> <li>h. What to do if a person with a particular type of disability is having trouble accessing goods or services.</li> <li>i. Centre In The Square's policies, practices and procedures relating to the Accessible Customer Service Standard.</li> </ul> <p>4. CITS will provide training with respect to any changes to its accessibility policies on an ongoing basis.</p> <p>5. CITS will keep a record of all training provided, along with who received the training and when.</p> <p>6. This training will be provided within 3 months of staff being hired and will require refresher training every 3 years.</p>			
<p><b>Self-Service Kiosks</b></p> <ul style="list-style-type: none"> <li>1. Ensure the incorporation of accessibility features when designing, procuring or acquiring self-service kiosks.</li> </ul> <p><b>CITS Action Plan</b></p> <ul style="list-style-type: none"> <li>1. Centre In The Square does not use self-service kiosks at the present time but will take the following steps to ensure management considers the needs of people with disabilities when designing, procuring or acquiring self-service kiosks in the future:             <ul style="list-style-type: none"> <li>a. Consider a variety of accessibility features that could be built into future kiosks to best meet the needs of users.</li> <li>b. Consider technical features, structural features and the access</li> </ul> </li> </ul>	N/A	January 1, 2014	Director of Operations & Director of Guest & Event Services





path.			
<b>Part 2: Information and Communications Standard</b>			
<p><b>Feedback Process</b></p> <ol style="list-style-type: none"> <li>1. Upon request, be able to receive and respond to feedback from persons with disabilities.</li> <li>2. Notify the public about the availability of accessible formats and communications supports with respect to the feedback process.</li> </ol> <p><b>CITS Action Plan</b></p> <ol style="list-style-type: none"> <li>1. Centre In The Square is committed to meeting the communication needs of people with disabilities. We will ask for feedback on information and communication needs from our visitors, employees and volunteers.</li> <li>2. CITS will ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</li> <li>3. In order to ensure the continued success and efficacy of our Customer Service, CITS has set up a process for receiving and responding to feedback given to us by customers with disabilities. The System includes:             <ol style="list-style-type: none"> <li>a. A hardcopy feedback form which can be filled out and returned to any CITS staff member.</li> <li>b. An email address, <a href="mailto:comments@centreinthesquare.com">comments@centreinthesquare.com</a>, dedicated to customer feedback.</li> <li>c. The option of having an in-person talk to discuss our Customer Service Standards.</li> <li>d. A guarantee that any feedback will receive a response, if desired, within ten (10) business days.</li> </ol> </li> <li>4. Since customers with disabilities may communicate in different ways, CITS</li> </ol>	Complete	January 1, 2015	Manager, Digital & Social Media & Box Office Manager(s) & Director of Guest & Event Services



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<p>allows them to offer feedback in a variety of formats. Customers can provide feedback in the following manner:</p> <ol style="list-style-type: none"> <li>a. In person       <ol style="list-style-type: none"> <li>i. Speak with the Front of House Manager or a Box Office representative on duty.</li> <li>ii. Communicate with staff through a support person.</li> </ol> </li> <li>b. By phone       <ol style="list-style-type: none"> <li>i. Call the Box Office at (519) 578-1570 or 1-800-265-8977.</li> <li>ii. Call the Bell Relay service (BRS) for TTY.           <ul style="list-style-type: none"> <li>• Voice to TTY: 1-800-855-0511</li> <li>• TTY to Voice: 711</li> <li>• TTY to TTY: 1 800 855-1155</li> </ul> <p>The BRS supports communication by phone between hearing people and people who are deaf, deafened, hard of hearing, or those with speech disabilities and is available 24 hours a day, 7 days a week.</p> <p><u>Bell Relay Service</u></p> </li> </ol> </li> <li>c. In writing       <ol style="list-style-type: none"> <li>i. Mail to 101 Queen St N, Kitchener, ON N2H 6P7.</li> <li>ii. Email to <a href="mailto:comments@centreinthesquare.com">comments@centreinthesquare.com</a>.</li> <li>iii. Message CITS via social media outlets.</li> </ol> </li> </ol> <p>5. Additionally, CITS will review its processes for receiving and responding to feedback in order to:</p> <ol style="list-style-type: none"> <li>a. Identify additional barriers.</li> <li>b. Ensure compliance.</li> <li>c. Ensure mechanisms are available to persons with disabilities in accessible formats or with appropriate communication supports on request.</li> <li>d. Integrate best practices for improvement.</li> <li>e. Ensure the public is aware of the feedback processes that are</li> </ol>			
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<p>available to them.</p> <ol style="list-style-type: none"> <li>6. CITS will notify the public about the availability of accessible formats and communications supports with respect to the feedback process.</li> <li>7. All employees that are involved in developing or disseminating information internally or externally on behalf of the organization will receive training on the AODA Information and Communication Standards.</li> <li>8. Receiving and responding to feedback will be included in all new hire orientations where the position frequently receives and responds to requests.</li> <li>9. All other employees will be notified as to the internal party to whom they should direct any accessible feedback requests.</li> </ol>			
<p><b>Accessible Websites and Web Content</b></p> <ol style="list-style-type: none"> <li>1. Ensure that websites and web content conform to the World Wide Web Consortium, Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, to the extent possible, as outlined here: <a href="#">WCAG</a>.</li> </ol> <p><b>CITS Action Plan</b></p> <ol style="list-style-type: none"> <li>1. Centre In The Square will ensure that its websites conform to the World Wide Web Consortium, Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, to the extent possible, as outlined here: <a href="#">WCAG</a>.</li> <li>2. CITS' public website and its content meet all requirements under the WCAG 2.0 Level AA, including:             <ol style="list-style-type: none"> <li>a. Success criteria 1.2.4 Captions (Live)</li> <li>b. Success criteria 1.2.5 Audio Descriptions (Pre-recorded)</li> </ol> </li> <li>3. CITS' Marketing department is fully aware of WCAG requirements and will ensure all new content and/or any substantial refreshes to the site conform to established guidelines.</li> </ol>	<p>Complete</p>	<p>January 1, 2021</p>	<p>Manager, Digital &amp; Social Media</p>



<p><b>Accessible Formats and Communication Supports</b></p> <ol style="list-style-type: none"> <li>1. Upon request, provide accessible formats and communication supports to individuals with disabilities.</li> <li>2. Notify the public of the availability of accessible formats and communication supports.</li> <li>3. Where a communication support or accessible format cannot be provided immediately, consult with the client to arrange for a suitable format as soon as possible.</li> </ol> <p><b>CITS Action Plan</b></p> <ol style="list-style-type: none"> <li>1. Centre In The Square has established a policy and processes around providing or arranging for the provision of accessible formats and communication supports for persons with disabilities.</li> <li>2. CITS will notify the public of the availability of accessible formats and communication supports.</li> <li>3. CITS will work collaboratively with the person making the request to determine the most appropriate format of the communication support.</li> <li>4. CITS will communicate with its customers in whatever way is most useful to them. To this end, CITS will make best efforts to have accessible formats of all pertinent documents and information available upon request at no extra cost. These formats include but are not limited to:             <ol style="list-style-type: none"> <li>a. Large print</li> <li>b. High contrast</li> <li>c. Electronic formats</li> </ol> </li> <li>5. Where a communication support or accessible format cannot be provided immediately, CITS will consult with the client in determining the suitability of an accessible format/support.</li> <li>6. CITS uses a variety of ways, wherever possible, to make communications more accessible by:</li> </ol>	<p>Ongoing</p>	<p>January 1, 2016</p>	<p>Manager, Digital &amp; Social Media &amp; Box Office Manager(s) &amp; Director of Finance</p>
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<ul style="list-style-type: none"> <li>a. Using plain language to make a document easier to read for people with certain learning disabilities.</li> <li>b. Handwriting or typing information back and forth for patrons with hearing impairments.</li> <li>c. Reading information to our visually impaired patrons, as required.</li> <li>d. Providing commonly used information in printed format, on our websites and on our telephone lines.</li> <li>e. Providing assistive listening systems to the patrons at our shows and events.</li> <li>f. Informing patrons who are accessing information on our website and who may be experiencing some difficulties reading the information in its current size to use Control + or Command + to make the information appear in a larger version.</li> </ul> <p>7. Information regarding the availability of communication supports will be posted on CITS' website.</p> <p>8. CITS will train employees on guidelines/processes and ensure they are aware that requests that cannot be met immediately must be forwarded to the Director of Finance who will arrange for a suitable and alternative format/communication support.</p> <p>9. In the future, CITS will investigate American Sign Language (ASL) related technologies.</p> <p>10. In the future, CITS will assess the need for braille throughout the building.</p>			
<p><b>Emergency Procedures, Plans or Public Safety Info</b></p> <ul style="list-style-type: none"> <li>1. Upon request, provide emergency procedures, plans or public safety information in an accessible format or with appropriate communication supports.</li> </ul> <p><b>CITS Action Plan</b></p>	<p>Ongoing, As Required</p>	<p>January 1, 2012</p>	<p>Director of Operations &amp; Director of Finance</p>



<ol style="list-style-type: none"> <li>Centre In The Square is committed to providing its customers and employees with emergency information in an accessible way or with the appropriate communication supports upon request.</li> <li>CITS will create an individual emergency evacuation plan for any employee or member of the public who discloses that they require accommodation and communicate it per the above.</li> <li>Public safety information, when applicable, is available in accessible formats upon request and in a timely manner.</li> </ol>			
<b>Part 3: Employment Standard</b>			
<p><b>Recruitment, General</b></p> <ol style="list-style-type: none"> <li>Notify employees and the public about the availability of accommodation.</li> </ol> <p><b>CITS Action Plan</b></p> <ol style="list-style-type: none"> <li>Centre In The Square is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities and is committed to ensuring that its recruitment and assessment processes are fair and accessible.</li> <li>CITS has notified employees and the public about the availability of accommodation.</li> </ol>	Complete	January 1, 2016	Director of Finance
<p><b>Recruitment, Assessment or Selection Process</b></p> <ol style="list-style-type: none"> <li>Notify employees and the public about the availability of accommodation for applicants with disabilities in the company's recruitment processes.</li> <li>During the recruitment process, notify applicants selected to participate in our selection and assessment processes that accommodations are available upon request and in relation to the materials and/or processes used by CITS.</li> <li>Should a job applicant request accommodation, consult with the individual and make adjustments to best suit their needs.</li> <li>Notify successful applicants of the company's policies for accommodating</li> </ol>	Complete / Ongoing	January 1, 2016	Director of Finance & Hiring Manager



<p>employees with disabilities.</p> <p><b>CITS Action Plan</b></p> <ol style="list-style-type: none"> <li>1. Centre In The Square has an accessibility statement posted on its online Careers page notifying applicants that reasonable accommodations will be made upon request to ensure that individuals with disabilities are able to fully participate in our recruitment efforts. As not all applicants apply through our Careers page, this statement will also be included on future job postings to ensure that it is properly communicated to all potential applicants.</li> <li>2. CITS will ensure that information regarding the availability of accommodation for applicants with disabilities is communicated to employees and the public throughout the recruitment process.</li> <li>3. CITS will notify those applicants selected for interviews and/or further assessments that accommodation is available upon request.</li> <li>4. If a selected applicant requests an accommodation, CITS will work in collaboration with that individual to provide or arrange for suitable accommodation in a manner that takes into account the applicant's accessibility needs.</li> <li>5. CITS will notify successful applicants of the company's policies for accommodating employees with disabilities.</li> <li>6. Any accommodation requests pertaining to the selection/assessment and/or notification process that cannot be met with current alternative formats will be forwarded to the hiring manager who will work with the individual to develop an acceptable alternative.</li> <li>7. CITS will ensure that those responsible for hiring receive diversity and inclusion training.</li> <li>8. The recruitment process will be reviewed periodically to identify gaps and updated as needed to ensure continued compliance.</li> </ol>			
<p><b>Notifying Employees of Support</b></p>	<p>Complete /</p>	<p>January 1, 2016</p>	<p>Director of</p>



<ol style="list-style-type: none"> <li>1. Communicate CITS' policy on accommodating employees with disabilities to all staff members.</li> <li>2. Ensure that all new hires are informed of CITS' policy on accommodating employees with disabilities.</li> </ol> <p><b>CITS Action Plan</b></p> <ol style="list-style-type: none"> <li>1. Centre In The Square will advise all staff members of its policies and updates to those policies with respect to supporting and accommodating the needs of employees with disabilities.</li> <li>2. CITS' policies related to accommodating employees with disabilities are found within the Employee Handbook and address the ways in which the organization will support employees with disabilities including emergency planning/response, accessible formats, communication supports, performance management, career development and job changes.</li> <li>3. The Employee Handbook is kept on the Corporate Server and in paper form for those employees who do not have access to the server.</li> <li>4. CITS will provide all new hires with the Employee Handbook upon commencement of employment.</li> <li>5. CITS will ensure that all employees are informed of changes to policies related to accommodating employees with disabilities as they occur. Changes will be communicated via email and/or group information sessions.</li> </ol>	Ongoing		Finance & Director of Guest & Event Services
<p><b>Accessible Formats and Communication Supports for Employees</b></p> <ol style="list-style-type: none"> <li>1. Where an employee with a disability requests it, work with that individual to provide or arrange for the provision of accessible formats and communication supports for:             <ol style="list-style-type: none"> <li>a. Information that is needed in order to perform the employee's job.</li> <li>b. Information that is generally available to employees in the workplace.</li> </ol> </li> <li>2. Where a request is made, work with the requesting employee to</li> </ol>	Ongoing	January 1, 2016	Director of Finance & Manager of employee who requires accommodation





<p>determine the suitability of the proposed accessible format/communication support.</p> <p><b>CITS Action Plan</b></p> <ol style="list-style-type: none"> <li>1. The availability of accessible formats and communication supports has been communicated to all employees through CITS' Employee Handbook.</li> <li>2. All future employees will be made aware of their availability through the Employee Handbook which is provided with the new hire orientation package.</li> <li>3. Upon receiving a request, the Director of Finance will work with the employee and any individual(s) responsible for providing the information (for example the employee's manager) to deliver a suitable accessible format or communication support. Consent will be obtained from the employee prior to involving the employee's manager.</li> </ol>			
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<p><b>Workplace Emergency Response Information</b></p> <ol style="list-style-type: none"> <li>1. Create and implement individualized plans to assist employees with disabilities during an emergency.</li> <li>2. Obtain consent from employees with individualized plans to disclose emergency response or evacuations plans to the person responsible for assisting the employee in situations where the plan requires the assistance of a co-worker.</li> <li>3. Create and provide emergency information formatted in such a way that the employee with the disability can understand its contents/direction as soon as possible following the receipt of the request and/or becoming aware of the need for an individualized plan.</li> <li>4. Review the individualized plan/information:             <ol style="list-style-type: none"> <li>a. When the employee moves to a different location.</li> <li>b. When the employee's overall accommodation needs and plan are reviewed.</li> <li>c. When the company reviews its general emergency response policies.</li> </ol> </li> </ol> <p><b>CITS Action Plan</b></p> <ol style="list-style-type: none"> <li>1. Upon request, Centre In The Square will provide an individualized emergency response plan to employees with disabilities and any member of the public who discloses they require accommodation and will ensure the plan is provided in such a way that the person with the disability can understand its contents and direction.</li> <li>2. Additionally, CITS will:             <ol style="list-style-type: none"> <li>a. Obtain consent from employees with individualized plans to disclose emergency response or evacuation plans to the person (s) responsible for assisting the employee in situations where the plan requires the assistance of a co-worker.</li> <li>b. Provide plan-related training to the affected employee and others</li> </ol> </li> </ol>	<p>Ongoing, As Required</p>	<p>January 1, 2012</p>	<p>Director of Finance &amp; Director of Operations</p>
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<p>directly involved in that employee’s plan.</p> <ul style="list-style-type: none"><li>c. Review the individualized plan:<ul style="list-style-type: none"><li>i. When the employee moves to a different location.</li><li>ii. When the employee's overall accommodation needs and plan are reviewed.</li><li>iii. When CITS reviews its emergency response plan(s).</li></ul></li></ul> <p>3. The Individual Emergency Evacuation Plan will include:</p> <ul style="list-style-type: none"><li>a. Specific information about the workplace such as the floor, office number, or work location of the employee.</li><li>b. The employee’s personal emergency contact information.</li><li>c. Information related to any assistance the employee needs, such as:<ul style="list-style-type: none"><li>i. Whether the employee needs assistance or a volunteer to help them exit the building or work area.</li><li>ii. How to move the employee if they have a mobility impairment.</li></ul></li><li>d. Detailed information regarding equipment and devices the employee uses such as:<ul style="list-style-type: none"><li>i. Any piece(s) of equipment or device(s) the employee uses.</li><li>ii. The location of the equipment or device(s), if it is stored.</li><li>iii. How to use the equipment or device(s).</li></ul></li></ul> <p>6. An email will be sent out to notify employees of regular fire system testing and to remind staff that if they require an individualized emergency plan, to contact the Director of Operations.</p> <p>7. Centre In The Square’s emergency evacuation plan(s) as well as individual plans will be reviewed periodically to identify gaps and updated as needed to ensure continued compliance.</p>			
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<p><b>Documented Individual Accommodation Plan</b></p> <ol style="list-style-type: none"> <li>1. Develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities.</li> </ol> <p><b>CITS Action Plan</b></p> <ol style="list-style-type: none"> <li>1. Centre In The Square is committed to developing and implementing Individual Accommodation Plans (IAPs) for all employees who require accommodation.</li> <li>2. IAPs will be created in consultation with staff to ensure:             <ol style="list-style-type: none"> <li>a. A high level of privacy. The content of the IAP will be limited to only those required to facilitate or supervise the employee.</li> <li>b. Clear communication with the employee of any limitations of the IAP before development.</li> <li>c. Regular review and updates, especially if the employee moves to another location within the office or if CITS amends its procedures.</li> <li>d. IAPs take into account the needs of the employee.</li> </ol> </li> <li>3. Additionally, IAPs shall:             <ol style="list-style-type: none"> <li>a. Outline all accommodations needed by the employee to make their job accessible.</li> <li>b. Identify when accommodations will begin and end, how CITS will provide accessible-format workplace information if needed, how CITS will provide emergency information in an accessible format if needed and when or how often the plan should be reviewed and updated.</li> <li>c. Involve the employee’s health care provider(s), the employee’s manager and/or union representative and health and safety professional(s), as applicable.</li> <li>d. Be kept strictly confidential. Only pertinent information will be</li> </ol> </li> </ol>	<p>Ongoing, As Required</p>	<p>January 1, 2016</p>	<p>Director of Finance &amp; Manager of employee who requires IAP</p>
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<p>disclosed to those directly involved in the employee's IAP.</p> <ol style="list-style-type: none"> <li>4. If applicable, employees are provided with reason for denial.</li> <li>5. The IAP creation process as well as individual plans will be reviewed periodically to identify gaps and updated as needed to ensure continued compliance.</li> </ol>			
<p><b>Return to Work Process</b></p> <ol style="list-style-type: none"> <li>1. Create a process to develop accommodation plans and return to work plans for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.</li> </ol> <p><b>CITS Action Plan</b></p> <ol style="list-style-type: none"> <li>1. Centre In The Square will develop, implement and maintain a return to work (RTW) process for its employees who have been absent from work due to a disability and who require disability-related accommodation to return to work.</li> <li>2. The RTW process shall:       <ol style="list-style-type: none"> <li>a. Outline the steps CITS will take to facilitate the return to work of employees who were absent because their disability required them to be away from work.</li> <li>b. Identify when the employee will be returning, what job tasks the employee may need to perform differently after returning and what kinds of accommodations the employee may need.</li> <li>c. Use documented individual accommodation plans as part of the process.</li> <li>d. Involve the employee's health care provider(s), the employee's manager and/or union representative and health and safety professional(s), as applicable.</li> <li>e. Be kept strictly confidential. Only pertinent information will be</li> </ol> </li> </ol>	<p>Ongoing, As Required</p>	<p>January 1, 2016</p>	<p>Director of Finance &amp; Manager of employee who requires RTW plan</p>



<p>disclosed to those directly involved in the employee's RTW process.</p> <ol style="list-style-type: none"> <li>3. CITS will ensure RTW plans are properly recorded and retained on file.</li> <li>4. The return to work process as well as individual RTW plans will be reviewed periodically to identify gaps and updated as needed to ensure continued compliance.</li> </ol>			
<p><b>Performance Management &amp; Career Development</b></p> <ol style="list-style-type: none"> <li>1. Ensure CITS' performance management and career development opportunities account for the accessibility needs and plans of employees and that these processes are inclusive and barrier-free.</li> </ol> <p><b>CITS Action Plan</b></p> <ol style="list-style-type: none"> <li>1. In order to ensure that performance management and career development opportunities account for the accessibility needs and plans of employees and that these processes are inclusive and barrier-free, Centre In The Square will:             <ol style="list-style-type: none"> <li>a. Consider the accessibility needs of employees with disabilities, as well as individual accommodation plans when using its performance management process with respect to employees with disabilities.</li> <li>b. Consider the accessibility needs of employees with disabilities as well as any individual accommodation plans when providing career development and advancement to its employees with disabilities.</li> <li>c. Consider the accessibility needs and accommodation plans of employees who are reassigned to an alternate department or position within CITS as an alternative to a layoff.</li> <li>d. Provide applicable employees with documents, coaching and feedback in the formats that work best for them.</li> <li>e. Evaluate CITS' current performance management, career development/ advancement and re-deployment processes to</li> </ol> </li> </ol>	<p>Ongoing</p>	<p>January 1, 2016</p>	<p>General Manager &amp; Director of Finance</p>



<p>identify barriers.</p> <p>f. Develop processes to ensure that such functions are completely accessible.</p> <p>2. All accommodations will be made in consultation with the employee to determine suitability.</p> <p>3. The performance management and career development processes will be reviewed periodically to identify gaps and updated as needed to ensure continued compliance.</p>			
<p><b>Part 4: Design of Public Spaces</b></p>			
<p>Centre In The Square will meet the Accessibility Standards for the <u>Design of Public Spaces</u> when building or making major modifications to its public spaces, venues and grounds. When building or making major modifications to spaces not governed by the Design of Public Spaces Standards, Centre In The Square will follow current <u>Ontario Building Code (OBC)</u> legislation.</p>			
<p><b>Exterior Paths of Travel*</b></p> <p>1. Ensure that exterior paths of travel constructed or redeveloped that CITS intends to maintain meet the requirements set out in O. Reg. 413/12, s. 6. <u>Exterior Paths of Travel</u></p> <p><b>CITS Action Plan</b></p> <p>1. When constructing or redeveloping exterior paths of travel, the Exterior Paths of Travel standards will be met.</p> <p>*This includes sidewalks, ramps, stairs, curb ramps, depressed curbs and rest areas.</p>	<p>As Required: Will be addressed if/when there is construction or redevelopment of exterior paths of travel.</p>	<p>Any build or redesign after January 1, 2017</p>	<p>Director of Operations</p>
<p><b>Accessible Parking*</b></p> <p>1. Ensure that off-street parking facilities constructed or redeveloped that CITS intends to maintain meet the requirements set out in O. Reg. 413/12, s. 6. <u>Accessible Parking</u></p> <p><b>CITS Action Plan</b></p> <p>1. When constructing or redeveloping off-street parking, the Accessible</p>	<p>As Required: Will be addressed if/when there is construction or</p>	<p>Any build or redesign after January 1, 2017</p>	<p>Director of Operations</p>



<p>Parking standards will be met.</p> <p>*This includes the parking lot and parking spaces on ring road.</p>	<p>redevelopment of off-street parking.</p>		
<p><b>Service Counters, Fixed Queuing Guides and Waiting Areas *</b></p> <p>1. Ensure that newly constructed and redeveloped service counters, fixed queuing guides and waiting areas meet the requirements set out in O. Reg. 413/12, s. 6. <u>Obtaining Services</u></p> <p><b>CITS Action Plan</b></p> <p>1. When constructing or redeveloping service counters, fixed queuing guides and waiting areas, the Obtaining Services standards will be met.</p> <p>*This includes the Box Office lobby, Orchestra level lobbies, Mezzanine level lobbies, Balcony level lobbies, Bar areas, Merchandise/Coat Check area and the Studio lobby.</p>	<p>As Required: Will be addressed if/when there is construction or redevelopment of service counters, fixed queuing guides and waiting areas.</p>	<p>Any build or redesign after January 1, 2017</p>	<p>Director of Operations</p>





<p><b>Maintenance of Accessible Elements</b></p> <ol style="list-style-type: none"> <li>1. In addition to the accessibility plan requirements set out in Part 4, ensure that the multi-year accessibility plan includes the following:             <ol style="list-style-type: none"> <li>a. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under O. Reg. 413/12, s. 6.</li> <li>b. Procedures for dealing with temporary disruptions when accessible elements required under this section are not in working order.</li> </ol> </li> </ol> <p><u>Maintenance</u></p> <p><b>CITS Action Plan</b></p> <ol style="list-style-type: none"> <li>1. CITS will provide notice to customers of any planned or unplanned maintenance or disruptions in any of our services or devices which are usually used by persons with disabilities. This notice will appear by way of:             <ol style="list-style-type: none"> <li>a. an announcement on our website; and/or</li> <li>b. an email communication to applicable patrons; and/or</li> <li>c. a message on our after-hours voicemail; and/or</li> <li>d. printed signs at each public entrance, the Box Office and at each of our bars.</li> </ol> </li> </ol> <p>The notice will include the reason for the disruption, the expected duration of the disruption and a description of any alternative services that may be available.</p>	<p>Complete / Ongoing</p>	<p>January 1, 2017</p>	<p>Director of Guest &amp; Event Services</p>
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## Accessibility Initiatives (2021 – 2026)

In consultation with the Grand River Accessibility Advisory Committee (GRAAC), Centre In The Square will undertake several projects designed to enhance accessibility and further its commitment to providing a barrier-free environment that empowers all persons to participate. All projects will meet the Accessibility Standards for the Design of Public Spaces and will comply with current Ontario Building Code (OBC) legislation, as applicable.

Project	Timeline*
<b>Washroom Renovation</b> This project will completely renovate 12 theatre washrooms, which includes replacing the fixtures, plumbing, ventilation and electrical components.	2022 – 2023
<b>Theatre Seat Replacement</b> This project involves the replacement and reconfiguration of almost 1900 theatre seats to allow for more accessible seating and to improve access to the main lobby. The lifts used to remove and store theatre seats in the orchestra pit will also be replaced or refurbished.	2023 – 2024
<b>Replacement of Lobby Flooring</b>	2024
<b>Replacement of Entrance Doors</b>	2024 – 2025
<b>Paving of Ring Road</b>	2024 - 2025

\*Timelines are published in good faith and are for general information purposes only. CITS will make best efforts to complete the project within the stated timeframe, however accuracy is not guaranteed.



**For more information on this Accessibility Plan, please contact:**

Deborah Daub

Director of Finance

T: (519) 578-5660

E: [Comments@centreinthesquare.com](mailto:Comments@centreinthesquare.com)

All feedback will be forwarded to the appropriate personnel, documented, tracked and responded to within ten (10) business days.

Accessible formats of this document are available free upon request.

Please contact the Manager of Digital & Social Media or the Box Office for the appropriate documentation.

William Muir

Manager, Digital & Social Media

T: (519) 578-5660

E: [Comments@centreinthesquare.com](mailto:Comments@centreinthesquare.com)

Box Office

T: (519) 578-1570 or 1-800-265-8977

E: [Comments@centreinthesquare.com](mailto:Comments@centreinthesquare.com)



[centreinthesquare.com](http://centreinthesquare.com)