

# **Niagara Casinos Annual Accessibility Status Report**

## **December 2020**

### **Customer Service Standard Regulation**

- In 2019-20, Niagara Casinos remained in compliance with the Ontario Regulation 429/07, Accessibility Standards for Customer Service.
- Niagara Casinos has an accessible feedback process to respond to inquiries and suggestions from the public by mail, e-mail, and telephone.

### **Integrated Accessibility Standards Regulation (IASR)**

- In 2019-20, Niagara Casinos remained in compliance with the Ontario Regulation 191/11, Integrated Accessibility Standards Regulation.

### **Accessibility policies**

- Niagara Casinos has posted information for the public on the Internet site.

### **Accessibility plans**

- The Niagara Casinos Multi Year Accessibility Plan outlines the corporation's strategy to prevent and remove barriers to accessibility.

### **Self-service kiosks**

- Niagara Casinos is committed to incorporating accessibility features into self-service kiosks.

### **Emergency procedures and plans**

- Emergency procedures and plans that are prepared by Niagara Casinos and made available to the public will be made available in an accessible format, upon request.

### **Training**

- Niagara Casinos developed a training program to communicate the requirements of the AODA Integrated Accessibility Standards. All Niagara Casinos associates are required to complete the training.
- Niagara Casinos New Hire Orientation Training includes an AODA module.

## **Feedback**

- Upon request, Niagara Casinos will provide or arrange for the provision of accessible formats and communication supports to persons with disabilities in a timely manner, taking into account the person's accessibility needs and in consultation with the person making the request to determine the suitability of an accessible format or communication support
- Niagara Casinos customer feedback processes allow for multiple types of communication such as emails, telephone, or regular mail.
- Accessibility-related inquiries are forwarded to the Legal Department for review and resolution.

## **Websites and web content**

- Niagara Casinos has met the Web Content Accessibility Guidelines to WCAG 2.0, Level A and WCAG 2.0, Level AA.
- All Niagara Casinos websites have been assessed and evaluated for accessibility to ensure conformance with WCAG 2.0 Level A and WCAG 2.0 Level AA

## **Workplace emergency management**

- Where Niagara Casinos is aware that an associate has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the associate.

## **Information and Communications**

- Niagara Casinos is committed to provide communications support, publications and information to the public in accessible formats upon request.
- Niagara Casinos has a formal process and procedure in place to provide documents in accessible formats to persons with disabilities upon request.
- To increase associate awareness, Niagara Casinos has posted information on its intranet site regarding accessibility.
- Niagara Casinos is committed to making company information and communications accessible to persons with disabilities.

## **Employment**

- Niagara Casinos is committed to fair and accessible employment practices that attract and retain associates with disabilities. This includes providing accessibility across all stages of the employment cycle. Niagara Casinos has reviewed and, as necessary, revised its employment policies, procedures and processes to ensure accessibility and accommodation is provided to applicants and employees with disabilities.

- Niagara Casinos New Hire Orientation Training is reviewed and updated with legislation amendments.

### **Design of Public Spaces**

- Niagara Casinos is committed to the applicable Design of Public Spaces Standards and its goal to remove barriers in public spaces and buildings. Niagara Casinos will ensure that any applicable requirements for new construction and redevelopments, as set out and scheduled in the standards, are followed.