

Task/Process: AODA Accessibility Plan and Policies	Department: All theatres and head office
Prepared by: James Sandham	Approved by: Ron Jacobson
Supersedes: n/a	Date Issued: Jan. 1, 2014

### **Ed Mirvish Enterprises Limited AODA Accessibility Plan and Policies**

#### **Purpose:**

This 2014-21 accessibility plan outlines the policies and actions that Ed Mirvish Enterprises Limited (EMEL) will put in place to improve opportunities for people with disabilities.

#### **Scope:**

The EMEL Human Rights Policy applies to all areas at:

- The Princess of Wales Theatre – 300 King St. W.
- The Royal Alexandra Theatre – 260 King St. W.
- The Ed Mirvish Theatre – 244 Victoria St.
- The Panasonic Theatre – 651 Yonge St.
- Mirvish Productions/Ticketing – 284 King St. W.

#### **Statement:**

Ed Mirvish Enterprises Limited (EMEL) is committed to providing a barrier-free environment for all stakeholders including our patrons/customers, employees, job applicants, suppliers, and any visitors who may 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), and its associated standards and regulations. EMEL will strive to ensure that its policies, practices and procedures are consistent with the following core principles as outlined in the Act.

#### **Accessible Emergency Information:**

EMEL is committed to providing our customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

#### **Training:**

EMEL will provide training to employees and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members. EMEL will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

- Creation of internal AODA handbook for customer service staff training;
- Bi-annual seminar training for all customer service staff starting 2014.

#### **Information and communications:**

EMEL is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. EMEL will make

all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014 and will ensure all websites and content conform with WCAG 2.0, Level AA by January 1, 2021.

**Design of Public Spaces:**

EMEL will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. EMEL will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces:

- Commencing in 2016, EMEL will assess built environments on an annual basis to address accessibility issues as they pertain to new hires and theatre patrons;
- Additional wheel chair seating locations at the Royal Alexandra Theatre are currently under review within the 2016 RAT renovation project;
- Annual review of physical spaces to optimize accessibility options.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

**For More Information:**

For more information on this accessibility plan, please contact EMEL at:

Phone: 416 593 0351

Email: [rjacobson@mirvish.com](mailto:rjacobson@mirvish.com)

Accessible formats of this document are available free upon request from: [jsandham@mirvish.com](mailto:jsandham@mirvish.com)

**Revisions:**

Revision Made	Revision Made By	Date
“Scope” added; “Design of Public Spaces” revised; “Statement” revised with copy from mirvish.com website	Mark Lavaway	Jun. 13, 2016

**Approvals:**

The following individuals have read and approved the policy herein:

Name and Title	Signature	Date
Ron Jacobson GM, Theatre Operations		
Mark Lavaway Director of Labour Relations		
David Mucci Managing Director		