

Niagara Casinos Multi-Year Accessibility Plan



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Executive Summary

Niagara Casinos Multi-Year Accessibility Plan is a road map that describes how we will transform Niagara Casinos into an accessible organization. This Plan documents our approach to building an inclusive Niagara Casinos and takes our vision to a whole other level: becoming a fully accessible hospitality and gaming provider.

This accessibility plan outlines the policies and actions that Niagara Casinos will put in place to improve opportunities for all. The contents were developed in consultation with the OLG Accessibility Department, and Niagara Casinos' HR, Marketing, Facilities and Legal Departments as well as people with disabilities.

In this document, you will find important background information about accessibility at Niagara Casinos. You will also find three key sections detailing our approach to building an accessible organization:

- The overall vision, desired outcomes, and strategy that will lead to achieving accessibility by 2025.
- Key focus areas for immediate results: What we are doing to get results over the next few years.
- Compliance with the AODA: Our approach to compliance with Ontario's accessibility legislation and highlights of key successes

Commitment to persons with disabilities

Niagara Casinos is committed to treating all people in a way that allows them to maintain their dignity and independence. We, along with our partners at the Ontario Lottery and Gaming Corporation (OLG), believe in integration and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Niagara Casinos Legal Department

The Niagara Casinos Legal Department is coordinating the efforts to ensure that we meet our obligations under the AODA. This department will work closely with our partners at the OLG as well as other Resort Casinos under the OLG's portfolio to ensure we are achieving the highest possible standards and compliance with the legislation.

Niagara Casinos Accessibility Strategic Roadmap

Niagara Casinos has been working on creating an inclusive and accessible organization for a number of years.

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA), which requires that Ontario be an accessible province by 2025. To help public, private and non-profit organizations identify, prevent, and remove barriers to accessibility; the AODA contains accessibility standards in areas, including:

- Customer service
- Information and communications
- Employment
- Transportation
- The built environment

The accessibility standard for Customer Service came into force in 2008. Niagara Casinos implemented the AODA Customer Service Standard requirements by January 1, 2013. The next three standards - Information and Communications, Employment and Transportation - have been combined into the Integrated Accessibility Standards Regulation (IASR). The IASR is now law and the requirements will be phased in over time. The standard for the Built Environment has been combined with the IARS and is now referred to as the Design of Public Spaces Standard.

Accessible Emergency Information

Niagara Casinos is committed to providing the 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

Niagara Casinos will provide training to all associates 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.

Niagara Casinos will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

- All Niagara Casinos associates will be required to complete AODA training for the AODA Integrated Accessibility Standards prior to December 2014.
- Niagara Casinos' New Hire Program will be enhanced to include accessibility training for all AODA Standards.

Kiosks

Niagara Casinos will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring, or acquiring self-service kiosks by January 1, 2014:

- Kiosk business requirements documentation includes accessibility features and functions checklists.
- Niagara Casinos Procurement processes have been enhanced with accessibility compliance statements and each contract for services or products are modified with accessibility expectations.

Information and communications

Niagara Casinos 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.

Niagara Casinos will take the following steps to make all websites and content on those sites conform to WCAG 2.0, Level A by January 1, 2014, to the extent practicable:

- All Niagara Casinos websites are assessed and evaluated for accessibility to ensure conformance with WCAG 2.0 Level A.
- All Niagara Casinos web content is assessed and evaluated for accessibility conformance.

Niagara Casinos will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015, to the extent practicable:

- Niagara Casinos customer feedback processes allow for multiple types of communication such as email, telephone, or regular mail.
- Niagara Casinos calls are monitored and all accessibility related inquiries are forwarded to the Legal department for review and resolution.

Niagara Casinos will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016, to the extent practicable:

- All Niagara Casinos associates will receive training on the AODA IARS by December 2015.

Niagara Casinos will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by January 1, 2021, to the extent practicable:

- Ensure all web sites are WCAG 2.0 Level A compliant by January 1, 2014
- Identify accessibility features and functions during planning stages; identify all accessibility non-compliance during User Acceptance Testing phases.
- Conduct accessibility reviews of all web sites prior to launch.

Employment

Niagara Casinos is committed to fair and accessible employment practices and will take the following steps to notify applicants and associates that accommodations will be provided, upon request.

- Review existing policies and procedures and where necessary, augment processes for people with disabilities.
- Niagara Casinos New Hire Orientation training program includes a section on accessibility.

Niagara Casinos will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Review existing policies and procedures and if necessary, augment processes for people with disabilities on the development of accommodation plans and return to work processes.

The following steps will be taken to ensure the accessibility needs of associates with disabilities are taken into account during performance management, career development, and redeployment processes:

- Review existing policies and procedures amend where necessary.

Design of Public Spaces (formerly the Built Environment)

Niagara Casinos will meet the Accessibility Standards for the Design of Public Spaces when building new structures or during major renovations to public spaces. Public spaces include:

- Outdoor paths of travel, such as sidewalks, ramps, stairs, curb ramps, rest areas
- Accessible off street parking
- Service-related elements such as service counters, fixed queuing lines and waiting areas.

Niagara Casinos' Accomplishments

Customer Service Policy

Niagara Casinos accessible customer service policy meets all the requirements of the customer service regulation.

Accessibility training

Niagara Casinos provides training to all new hires as part of the Orientation training.

For more information

For more information on this accessibility plan, please contact Niagara Casinos Customer Support Line:

- Phone: 1-888-325-5788
- Email: visit the website page (www.fallsviewcasinoresort.com) , Contact Us>Policies>Accessibility section

Alternative accessible formats of this document can be made available upon request to Niagara Casinos Customer Service department.