

## **BOYD INTERACTIVE CANADA MULTI-YEAR ACCESSIBILITY PLAN ONTARIO, CANADA**

### **Introduction and Statement of Commitment**

In 2005, the government of Ontario passed the *Accessibility for Ontarians with Disabilities Act* (the “AODA”). The AODA requires that effective January 1, 2014, Boyd Interactive Canada establish, implement, maintain and document a multi-year accessibility plan which outlines the organization’s strategy to prevent and remove barriers for persons with disabilities and to meet its requirements of the Integrated Accessibility Standards (the “IAS”).

This multi-year accessibility plan (the “Accessibility Plan”) outlines Boyd Interactive Canada’s strategy to prevent and remove barriers for persons with disabilities and to address the current and future requirements of the IAS in order that Boyd Interactive Canada may fulfill its commitment as outlined in the Boyd Interactive Canada’s Integrated Accessibility Standards Policy.

Boyd Interactive Canada invites the public to review its accessibility policies:

- Integrated Accessibility Standards Policy
- Accessible Customer Service Policy
- Individual Accommodation and Return to Work Policy

## General Accessibility Standards

Requirement	Responsible Individual/Department	Action	Status
Accessibility Policy	Director of HR	Completed	<p>Boyd Interactive Canada (“BIC”) has developed multiple policies on the general accessibility requirements of the IAS, the Information and Communication Standards, the Employment Standards, and the Customer Service Standards (the “AODA Policies”).</p> <p>These policies are posted on the BIC corporate webpage and will be provided in an accessible format upon request.</p>
Multi-Year Accessibility Plan	Director of HR	Completed	<p>BIC has established a Multi-Year Accessibility Plan outlining BIC’s strategy to prevent and remove barriers and to meet requirements of the IAS.</p> <p>BIC has posted the Multi-Year Accessibility Plan on its corporate website and will provide the Plan in a more accessible format upon request.</p> <p>BIC will review its Multi-Year Accessibility Plan, at least once every five years.</p> <p>The last review occurred in <b>January 2025</b>. The next review is scheduled for <b>January 2030</b> unless an earlier review is required due to changes in the legislation or BIC’s AODA Policies.</p>
Training	Director of HR	Completed	<p>BIC provides training to all existing employees, volunteers and all persons who participate in the development of AODA Policies. This training includes:</p> <ul style="list-style-type: none"> <li>i. the requirements of the IAS; the <i>Human Rights Code</i> as it pertains to persons with disabilities; and</li> <li>ii. the AODA Policies as required by the IAS.</li> </ul> <p>BIC will ensure training is provided as soon as practicable after a person is hired or otherwise retained. On-going training will also occur as</p>

			<p>changes are made to the legislation, the AODA Policies or Multi-Year Accessibility Plan.</p> <p>BIC will maintain a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.</p> <p>BIC will ensure that contractors providing goods, services and/or facilities on its behalf have received the training required under the IAS.</p>
<b>Self-Service Kiosks</b>	Director of HR	N/A	<p>BIC does not currently use self-service kiosks. However, BIC will have regard to functional accessibility features, if the need for self-service kiosks arises.</p>

## Information and Communication Standards

Requirement	Responsible Individual/Department	Action	Status
<b>Emergency Plans, Procedures or Public Safety Information</b>	Director of HR	Completed	BIC will provide any emergency plans, procedures or public safety information that it makes available to the public in an Accessible Format or with appropriate Communication Supports, as soon as practicable, upon request.
<b>Feedback</b>	Director of HR	Completed	<p>BIC ensures that 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.</p> <p>BIC currently accepts feedback from team members, customers, and the public in a number of different ways, including but not limited to: (i) in-person, (ii) over the telephone, and (iii) in writing (i.e., handwritten, by mail or email.</p> <p>BIC notifies the public that Accessible Formats and Communications Supports are available in respect of its feedback procedures. This notification is posted on BIC's website.</p>
<b>Accessible Formats and Communication Supports</b>	Director of HR	Completed	<p>Upon request, BIC will provide or arrange for the provision of Accessible Formats and Communication Supports in order to make its communications or information about the goods, services and/or facilities it offers accessible to persons with disabilities.</p> <p>If needed, BIC will provide the Accessible Formats and Communication Supports in a timely manner at a cost that is no more than the regular cost charged to other persons and in a manner that takes account the person's accessibility needs due to disability.</p>

			<p>BIC will consult with the person making the request when determining the suitability of an Accessible Format or Communication Support and will notify the public of the availability of same.</p> <p>Should BIC determine the information or communication is unconvertible, it will explain why this is the case and provide the person making the request with a summary of the said information or communication.</p>
<b>Accessible Websites and Web Content</b>	Director of HR	In progress	<p>BIC will ensure, where practicable, any New Internet Website and web content on such site(s) conforms with WCAG 2.0 Level AA to the extent required by the IAS.</p> <p>BIC operates a website to service customers and members of the public. BIC conducts regular reviews of its website and content to ensure they are compliant with WCAG 2.0 Level AA, where practicable. These reviews include exploring existing and new technology that would help remediate the website and content that cannot conform to WCAG 2.0 Level AA.</p> <p>When determining whether meeting the requirements of this section is practicable, BIC will consider: the availability of commercial software or tools required to achieve web accessibility, and the impact meeting the requirements of this section will have on projects planned before January 1, 2012, BIC will develop a remediation plan for any remaining issues that cannot be fixed and document the issues with clear timelines for completion, where practicable.</p>

## Employment Standards

Requirement	Responsible Individual/Department	Action	Status
<b>Recruitment</b>	Director of HR	Completed	BIC will notify the public and team members about the availability of accommodation for applicants with disabilities in its recruitment processes
<b>Recruitment, assessment or selection process</b>	Director of HR	Completed	<p>BIC will notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>There is a notification posted on BIC's website regarding the availability of accommodation during the recruitment process.</p> <p>If the applicant requests accommodation, BIC will consult with the applicant requesting accommodation and will provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability, to the point of undue hardship.</p>
<b>Notice to successful applicants</b>	Director of HR	Completed	BIC will notify successful applicants of BIC's policies for accommodating employees with disabilities.
<b>Informing employees of supports</b>	Director of HR	Completed	<p>BIC will inform employees of policies used to support employees with disabilities, including policies on, but not limited to, the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>This information will be provided to new employees as soon as practicable after commencing employment.</p> <p>All AODA policies, including those on the provision of job accommodations, are provided to new employees as part of their onboarding training with BIC.</p>

			BIC will provide employees with updated information whenever there is a material change to its policies on the provision of job accommodations for employees with disabilities.
<b>Accessible Formats and Communication Supports for employees</b>	Director of HR	Completed	<p>Upon the request of an employee with a disability, BIC will provide or arrange for the provision of Accessible Formats and Communication Supports in order to ensure that (i) information required by the employee to perform his/her job; and (ii) information generally available to employees in the workplace, is accessible to the employee with a disability.</p> <p>BIC will consult with the employee making the request to determine the suitability of any Accessible Format or Communication Support. However, where the needs of an employee with a disability may be accommodated in various different ways, BIC reserves the right to determine the type of Accessible Format or Communication Support that will be provided in the circumstances.</p>
<b>Workplace emergency response information</b>	Director of HR	Completed	<p>BIC will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if BIC is aware of the need for accommodation due to the employee's disability.</p> <p>BIC will provide this information as soon as practicable after becoming aware of the need for accommodation.</p> <p>With the consent of the employee, BIC will provide the workplace emergency response information to the person designated by BIC to provide assistance to the employee if the employee needs assistance by reason of disability</p> <p>BIC will review individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodation needs or plans are reviewed and when BIC reviews its general emergency response policies.</p>

<b>Documented individual accommodation plans</b>	Director of HR	Completed	<p>BIC has a written process for the development of documented individual accommodation plans for employees with disabilities. The process includes all elements required by the IAS.</p> <p>Any individual accommodation plan prepared for a team member will include:</p> <ul style="list-style-type: none"> <li>i. Information on Accessible Formats or Communication Supports provided to the team member.</li> <li>ii. Any individualized workplace emergency response plan developed for the team member.</li> <li>iii. Any other forms of accommodation being provided to the team member as a result of their disability.</li> </ul>
<b>Return to Work Process</b>	Director of HR	Completed	<p>BIC has a documented a return-to-work process for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.</p> <p>The return-to-work process outlines the steps BIC will take to facilitate the employee's return to work and will include documented individual accommodation plans as part of the process.</p>
<b>Performance management</b>	Director of HR	Completed	<p>BIC considers the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p> <p>Individuals responsible for evaluating a team member's performance are also aware of their obligations under the <i>Human Rights Code</i> and the need to take accessibility needs into account when engaging in performance management.</p>
<b>Career development and advancement</b>	Director of HR	Completed	<p>BIC considers the accessibility needs of employees with disabilities as well as any individual accommodation plans when providing career development and advancement to employees with disabilities.</p>



			Individuals responsible for team members' career development and advancement are also aware of their obligations under the <i>Human Rights Code</i> and the need to take accessibility needs into account when making decisions regarding career development and advancement.
<b>Redeployment</b>	Director of HR	Completed	<p>BIC considers the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</p> <p>Individuals responsible for Redeployment are aware of BIC's obligation under the <i>Human Rights Code</i> and the need to take accessibility needs into account.</p>

## Customer Service Standard

Requirement	Responsible Individual/Department	Action	Status
<b>Customer Service Policy</b>	Director of HR	Completed	<p>BIC has implemented and will continue to maintain policies governing how BIC provides goods, services or facilities to persons with disabilities in compliance with the requirements of the Customer Service Standard. This information is outlined in BIC's Accessible Customer Service Policy.</p> <p>BIC's AODA Policies and training program addresses the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities.</p> <p>A person with a disability is permitted, where possible, to use their own Assistive Device when on BIC premises for the purposes of obtaining, using or benefiting from BIC's services or facilities.</p> <p>BIC will notify persons to whom it provides goods, services or facilities that the Accessible Customer Service Policy is available upon request</p>
<b>Service Animals</b>	Director of HR	Completed	<p>A person with a disability may enter BIC's premises to which a customer has access accompanied by a service animal, and keep the service animal with them, if the service animal is not otherwise excluded by law.</p> <p>If the service animal is excluded by law, BIC will provide an explanation for why and explore alternative ways to meet the customer's needs.</p> <p>BIC has implemented and will continue to maintain an Accessible Customer Service Policy, which includes information on service animals.</p> <p>Upon request, BIC will provide a copy of the Policy to any person and will provide notification of the availability of this Policy by posting it on BIC's corporate website.</p>

			BIC provides training to team members on how to identify a service animal and the requirement that the service animal be permitted to accompany the client while they are on BIC premises.
<b>Support Persons</b>	Director of HR	Completed	<p>A person with a disability may enter BIC's premises to which a customer has access accompanied by their support person.</p> <p>BIC has implemented and will continue to maintain its Accessible Customer Service Policy, which includes information on support persons.</p> <p>Upon request, BIC will provide a copy of the Policy to any person and will provide notification of the availability of this Policy by posting it on BIC's corporate website.</p> <p>BIC provides training to team members on the Policy with respect to Support Persons including how to identify a support person and how to communicate and interact with a customer who is accompanied by a support person. BIC also provides training on how to address the disclosure of confidential information when a customer is accompanied by a support person.</p> <p>BIC does not hold events for which it charges attendees an admission fee.</p>
<b>Notice of Temporary Disruptions</b>	Director of HR	Completed	<p>BIC provides notices of temporary disruptions to facilities or services used by persons with disabilities to access the organization's goods, services or facilities.</p> <p>The notice of disruption will include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.</p> <p>BIC has implemented and will continue to maintain its Accessible Customer Service Policy, which includes information on notices of disruption.</p>

			Upon request, BIC will provide a copy of the Policy to any person and will provide notification of the availability of this Policy by posting it on BIC's corporate website.
<b>Training</b>	Director of HR	Completed	<p>BIC has developed a training program on the provision of goods, services or facilities to persons with disabilities. This training is provided to everyone who is an employee or volunteer; provides goods, services, or facilities on BIC's behalf; or who participates in developing BIC's policies.</p> <p>BIC maintains records of when and to whom training is provided.</p>
<b>Feedback Process</b>	Director of HR	Completed	<p>BIC has established a process for receiving and responding to feedback about the manner in which organization provides goods, services or facilities to persons with disabilities.</p> <p>BIC currently accepts feedback from team members, customers, and the public in a number of different ways, including but not limited to: (i) in-person, (ii) over the telephone, and (iii) in writing (i.e., handwritten, by mail or email.</p> <p>Information about BIC's feedback procedure is posted on its website and will be provided in Accessible Format or with a Communication Support upon request, where possible.</p> <p>The feedback procedure is also outlined in BIC's Accessible Customer Service Policy, a copy of which is available upon request.</p>
<b>Accessible Formats &amp; Communication Supports</b>	Director of HR	Completed	<p>BIC will provide, or arrange for the provision of, its Accessible Customer Service Policy in an accessible format or with communication supports upon request in a timely manner and in a manner that takes into account the person's accessibility needs and at no additional cost.</p> <p>BIC will consult with person requesting the Policy to determine suitability of format or support.</p>

