

PARAMOUNT EVENTSPACE

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A.O.D.A

WHAT IS A.O.D.A.

The Accessibility for Ontarians with Disabilities Act (AODA) is a law that sets out a process for developing and enforcing accessibility standards. Workers in Ontario are required to be certified through compliant AODA Training. OSG offers full online training that will get you certified in under 30 minutes.

What is the AODA training?

The AODA training aims to give employees the basic knowledge about accessibility and skills to interact with people with various types of disabilities effectively.

Is AODA training mandatory?

The Accessibility for Ontarians with Disabilities Act (the AODA) requires every employer and employee in Ontario to take training on the AODA and the Ontario Human Rights Code in the next couple of years.

Paramount Event Space for All.

OUR COMMITMENT TO DIVERSITY, INCLUSION, EQUITY & ACCESSIBILITY

Learn more the progress of Paramount Event Space on Diversity, Inclusion, Equity and Accessibility strategy and what we've accomplished to date.

After the pandemic, 2020 was a year that served as a deep reminder of the work institutions still have to do to become more diverse, equitable and inclusive spaces. We believe everyone should feel safe, welcome, and have access to experience great service that reflects our respect for high value standards and commitment.

We are on a journey of listening, learning, reflecting and taking action to build ongoing approaches to diversity and inclusion at each of our venues. We recognize our opportunity to model and act as leaders in the hospitality industry, and moving forward, we commit to:

- Deepening our efforts towards implementing reconciliation, and dismantling institutional discrimination, racism and oppression in all areas and levels of our organization.
- Strengthening our efforts towards building greater diversity, inclusion, equity, and accessibility; and in doing so reflecting our values and vision to lead industry conversations from our core venues to all our communities.
- Building on our work to create an organizational culture that fosters an environment that is inclusive, diverse, equitable, and accessible to all.
- Providing continued training and education who are voices of change in our culture and who better reflect the diversity of our community.
- Improving our record for attracting, hiring, developing, and retaining employees who reflect our values and the diversity of the cities in which we live and work to support our communities.

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HOUSE
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- Developing a detailed action plan to achieve our goals and commitments, and sharing yearly progress updates in an open and transparent way.

YOUR VOICE IS IMPORTANT TO US

As we continue on our journey towards creating a more diverse, inclusive, equitable and accessible Paramount Event Space for our guests, the community, employees and suppliers, we know how important and valuable it is to hear directly from you. We invite you to share your questions and thoughts with us.

Please connect with us through the coordinates below:

Email: paramount.bypeterandpauls.com

QR Code: _____

- Paramount Event Space, established an Inclusion, Diversity, Equity and Accessibility learning program to provide training regular and ongoing learning for new and existing employees and management. Sessions have included an Introduction to Diversity & Inclusion, Anti-Racism 101 - Moving from 'Not Racist' to 'Anti-Racist'.
- Paramount Event Space, Internal Diversity, Equity and Accessibility Group, a voluntary employee-led group formed in 2023 to advance more equitable and inclusive policies and practices, recommendations for change and ongoing assessment of diversity and inclusion initiatives. The IDEA Group meets monthly to review initiatives and to bring forward items for discussion and action.

CUSTOMER SERVICE POLICIES:

In accordance with the AODA Customer Service Standard, Paramount Event Space has documented a series of policies and procedures that deal specifically with the following issues:

- assistive devices
- service animals
- support persons
- alternate means of communication
- training for staff and volunteers
- feedback mechanisms
- communicating temporary disruptions in service.

Assistive Devices

Some visitors may require assistive devices to enjoy their experience at our venues. Paramount Event Space provides certain assistive devices and will accommodate, wherever possible, personal assistive devices brought by visitors with disabilities.

Paramount Event Space provides a number of assistive devices. These include, but are not limited to:

- **Automated entry doors:** Paramount Event Space has automated entry doors at the main entrances of all our venues.
- **Wheelchairs:** Wheelchairs are available to visitors free of charge. (2 per venue) Wheelchairs may be reserved in advance through direct contact with our reception team or through our sales managers when booking an event, or may

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be requested on site on a "first come first serve" basis. Our operations department will help providing wheelchairs to guests in need, and other key front-line staff will be trained in the safety and use of wheelchairs.

- **Pen and paper:** Pen and paper should be available at all Front Desks / reception areas and all food service studios to assist communication with guests. Security Services Officers also carry pen and paper which may be used to assist communications with a guest.
- Paramount Event Space recognizes that visitors with disabilities may bring personal assistive devices. These devices will be accommodated unless they present an immediate danger to other guests or during events. articles will be marked with a sticker to indicate that permission has been granted to bring the item into the venues.

Alternate means of communication:

A visitor with a disability may need to use an alternate means of communication to ask for and understand information provided by the Venue. We will identify and offer the most effective and courteous two-way communication with a visitor with a disability. Paramount Event Space uses a variety of ways, wherever possible, to make communications more accessible by:

- Considering the needs of people with disabilities during the planning stage of services, programs and communication systems and vehicles.
- Using plain language to make a document easier to read for people with certain learning disabilities.
- Including captioning or sign language windows to audio presentations, as resources permit, so people who are Deaf, Deafened or hard of hearing can understand these communications.
- Offering information in an alternate format, such as:
 - Handwriting or typing information back and forth
 - Large prints of floor plans
 - Providing commonly used information in printed format, including large print and Braille versions for people who have low vision
 - Using the web as an alternate channel to provide accessible communication

Service Animals:

A service animal may accompany a visitor or any third party with a disability to all Venues areas that are open to the public and designated office areas.

Service animals may be used for, but not limited to, the following disabilities: vision loss, physical disability, hearing loss, autism, epilepsy etc. Service animals are most commonly dogs, but can also include ferrets, monkeys and other animals. Our venues ensures that all employees, volunteers and others dealing with the guests are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

The person with a disability may be asked to provide a letter from a physician or nurse confirming that the service animal is required because of his or her disability. Service animals are not pets - they are working animals. They are used by people with disabilities to overcome barriers much like assistive devices such as a white cane or a wheelchair. Paramount Event Space enforces a general by-law that does not permit pets on the premises, including the venue property surrounding the building.

Paramount Event Space anticipates there will be special situations and is prepared to make every effort to accommodate the circumstances on an individual basis, as they arise, keeping safety to the visitors, service animals and art work in mind. At times,

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due to capacity situations in public areas, visitors with disabilities accompanied by service animals may be advised that the crowded conditions may make it difficult to manoeuvre.

The owner is responsible for the conduct of the service animal while on venues property. The owner is responsible for looking after the service animal's needs, including the cleanup and disposal of feces.

If the service animal is causing a disturbance for other visitors or is deemed by the Security team Department to be disruptive to venue operations, the visitor and accompanying service animal may be required to leave the area or the venue.

Support Persons:

A support person accompanying a visitor with disabilities will be allowed to stay with the visitor at all times.

Any person with a disability who is accompanied by a support person is allowed to enter the venue's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on the venue's premises.

A support person is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services. Requests for additional support people will be addressed by Management on a case-by-case basis.

Front of the Line Access:

Paramount Event Space offers front of the line barrier free access to the venues, coat check and food & beverage services, to any visitor with a disability. Visitors with disabilities will be allowed immediate access all food and beverage areas and coat check rather than waiting in a line up (a line up is defined as more than four individuals waiting in a queue) the visitor with a disability and those accompanying him/her will be allowed entry first when there is space available.

Temporary Disruption of Service:

Visitors with disabilities will be made aware of temporary disruptions of service that could diminish their access to our venues. When a temporary disruption of service is scheduled, a public notice will be communicated through the following networks, as appropriate:

- www.peterandpauls.com
- Telephone recordings
- Security Guards and Operations Staff
- Intranet for staff and management
- Temporary signage
- Instagram
- Facebook

In the event of an unexpected disruption, when advance notice is not possible, the Venue provides notice, as soon as possible, through the above communication networks, as appropriate.

Feedback vehicles:

Paramount Event Space provides a variety of vehicles for the public to provide feedback on its programs and services. These feedback vehicles are available for the public to comment on the venue customer service for visitors with disabilities.

Visitors can offer comments about the venues and services for visitors with disabilities through the following feedback vehicles:

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- Visitor Comment Cards available throughout the venues
- Paramount Event Space web site
- E-mail
- Telephone
- Social media
- Canada Post
- In person to venue or contact through management

Once feedback is received, the following actions are taken to respond:

- The feedback is directed to the appropriate person for action.
- The feedback is assessed for appropriate action.
- Visitors who provide their contact information can expect an answer within two business days, where appropriate.

The public is made aware of the availability of these feedback vehicles through:

- A notice on the web site;
- A sign | signs at the venue;
- A document describing the feedback process, available on request in different formats;
- Other communication networks, as appropriate.

AODA Customer Service Standard Training for staff and management:

Paramount Event Space ownership, management, staff, volunteers, interns and all those involved in the development and approval of customer service policies and procedures complete training on the AODA Customer Service Standard and appropriate methods to serve visitors with disabilities. Paramount Event Space ensures that third parties and others who deal with the public already have the mandatory AODA training.

Paramount Event Space will develop, deliver and evaluate ongoing training programs for its owners, partners, management, staff, volunteers, interns ensuring that all are fully apprised of AODA Customer Service Standards.

A record will be kept of the dates of training sessions delivered and the names of individuals having completed the training.

Learning outcomes from the training include:

- Awareness of the AODA legislation, the Customer Service Standard.
- Awareness of the importance of access for visitors with disabilities and the four principles of dignity, independence, integration and equal opportunity.
- An understanding of the impact of the legislation/standard on Paramount Event Space and on the individual's role.
- Increased confidence by the staff and volunteers when welcoming and hosting visitors with disabilities and their empowerment to respond to individual needs.

The training content includes:

- The history of the legislation and the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.

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- Definitions of disability, dignity, independence, integration and equal opportunity.
- How to interact and communicate with people with various types of disabilities.
- Paramount Event Space policies and procedures relating to the customer service standard, including service animals, support persons, alternate communications, feedback mechanisms.
- The assistive devices available on the Paramount Event Space premises or otherwise that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing the Paramount Event Space services.
- A description of an exceptional Paramount Event Space venues experience for guests with different disabilities.
- Guests' scenarios, specific to the Paramount Event Space venues experience.

Developed by:

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Paramount Event Space

Peter and Paul's Hospitality Group

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