



LEGOLAND® Discovery Centre Toronto

Accessibility for Ontarians with Disabilities Act (AODA) – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

LEGOLAND® Discovery Centre Toronto's Multi-Year Accessibility Plan is intended to outline and identify the policies, processes and plans the company currently has in place, is in the process of developing and/or implementing or intends to develop and/or implement in response to the requirements established by the Integrated Accessibility Standards Regulation (IASR).

LEGOLAND® Discovery Centre Toronto takes its obligations under the IASR very seriously and will review and revise this Multi-Year Accessibility Plan annually, or more frequently, as deemed necessary.

Statement of Commitment

LEGOLAND® Discovery Centre Toronto is committed to providing a barrier-free environment for all stakeholders, including our clients/customers, employees, job applicants, suppliers, the public and any visitors who may enter our attraction. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (AODA) and its associated standards and regulations and will ensure that we offer a safe and welcoming environment that is respectful of each person's dignity and independence.

The goal of the AODA is the achievement of a fully accessible Ontario through the identification, prevention and removal of barriers. To meet this objective and the requirements under the AODA, LEGOLAND® Discovery Centre Toronto has, and will continue to, incorporate accessibility measures into our policies, procedures, training, websites, environment and best practices (as identified in our Multi-Year Accessibility Plan).

The AODA's key principles of integration, equality, dignity and independence will be applied regardless of whether an individual is:

- Working within or visiting LEGOLAND® Discovery Centre Toronto;
- Accessing our information;
- Welcoming us into their place of employment.

LEGOLAND® Discovery Centre Toronto is dedicated to meeting the needs of individuals with disabilities in a timely manner. We understand that providing a barrier-free environment is a shared effort, and as an organization, we are committed to working with the necessary parties to make accessibility a reality for all.



Questions or concerns regarding LEGOLAND® Discovery Centre Toronto's Accessibility Policy and Multi-Year Accessibility Plan are to be directed to the Human Resources Generalist or submitted via the company's Accessibility Email. We encourage any individual interested in providing feedback to do so by any of the following means:

- In person to LEGOLAND Discovery Centre, 1 Bass Pro Mills Drive, Vaughan Mills, ON L4K 5W4. Canada.
- By telephone at 905 761 7066.
- In writing to LEGOLAND Discovery Centre, 1 Bass Pro Mills Drive, Vaughan Mills, ON L4K 5W4. Canada.
- By email to LDCTorAccess@merlinentertainments.biz

Introduction

LEGOLAND® Discovery Centre Toronto is a world of entertainment, colour and creativity for families with children aged 3-10. We offer a wealth of attractions, two rides, 4D cinema and more!

We have full access for guests with disabilities giving everyone the same opportunity to enjoy and benefit from our services and attractions. The centre has been designed for all individuals needs in mind. We review our risk assessments and policies annually to ensure we remain as accessible as possible to all guests, including wheelchair access.

LEGOLAND® Discovery Centre Toronto also has a charity known as Merlin's Magic Wand. Merlin's Magic Wand provides magical days out to children with disabilities, serious illness or a disadvantage, and their families. Merlin's Magic Wand also participates in outreach events and hosts private events for organizations that support children with disabilities.

LEGOLAND® Discovery Centre Toronto is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments.

LEGOLAND® Discovery Centre Toronto strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. Our organization/business is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps LEGOLAND® Discovery Centre Toronto is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how LEGOLAND® Discovery Centre Toronto will play its role in making Ontario an accessible province for all Ontarians.



Multi-Year Accessibility Plan: 2013- 2021

Accessibility Requirement	Status	Compliance Deadline	Responsibility
Customer Service			
<p><i>Accessible Customer Service Policy</i></p> <ol style="list-style-type: none"> 1. Develop and implement an AODA Policy addressing all requirements under the regulation. 2. Develop and deliver training to all staff, volunteers, and individuals completing work on behalf of LEGOLAND® Discovery Centre Toronto. Provide training to all new staff. 3. Develop and make public a process for receiving and responding to feedback from customers with disabilities. 	Completed/ Ongoing	01/01/13	Human Resources (HR)/Department Managers
<p><i>LEGOLAND® Discovery Centre Toronto's Action Plan</i></p> <ol style="list-style-type: none"> 1. LEGOLAND® Discovery Centre Toronto has developed and implemented an AODA Policy specific to the organization. This policy is updated and maintained by the HR department. 2. Training has been developed and delivered to all current staff. All new staff members are required to participate in and complete an AODA Customer Service Training. Record of completed training is retained by the company's HR department. 3. LEGOLAND® Discovery Centre Toronto has developed and made public a process for receiving and responding to feedback from customers with disabilities. The feedback process is inclusive of multiple means by which feedback can be received, including by phone, in-person, by email and by written correspondence. Client-facing employees have been informed of and trained on the company's feedback process. <ul style="list-style-type: none"> • <i>Alternative formats of the AODA Customer Service Training are also available upon request, including in-person presentations.</i> 			
Part 1 - General Requirements			
<i>Accessibility Policies</i>	Completed	01/01/14	HR



<ol style="list-style-type: none"> 1. Create and make public a statement of commitment. 2. Develop and implement company-specific accessibility policies. 			
<p><i>LEGOLAND® Discovery Centre Toronto's Action Plan</i></p> <ol style="list-style-type: none"> 1. LEGOLAND® Discovery Centre Toronto has created and made public a statement of commitment. The statement of commitment is located on the company's website and in the employee staffroom area of our attraction. 2. LEGOLAND® Discovery Centre Toronto's policies and procedures have been reviewed to identify current and future barriers to accessibility. Identified barriers have been addressed and policies amended. The Accommodation Policy has been provided to all employees and will be provided to all new hires as part of their induction package. <ul style="list-style-type: none"> • <i>Alternative formats of the policy will be made available upon request.</i> 			
<p><i>Multi-Year Accessibility Plan</i></p> <ol style="list-style-type: none"> 1. Create and make public a multi-year accessibility plan. 2. Provide the plan in accessible formats upon request. 3. Review the plan every five (5) years. 	<p>Completed/ Ongoing</p>	<p>01/01/14</p>	<p>HR</p>
<p><i>LEGOLAND® Discovery Centre Toronto Action Plan</i></p> <ol style="list-style-type: none"> 1. All applicable IASR requirements have been reviewed to develop an Accessibility Plan. Roles have been reviewed to determine how each will be affected by requirements. The Accessibility Plan has been created to include training, procedures and policy development to ensure the identification and removal of barriers. The plan has been approved and is available to the public. 2. Requests for accessible formats of this document will be forwarded to the HR department who will work with the individual to determine the most suitable format. 3. This plan will be amended as required and will be reviewed fully by January 1, 2019 and every five (5) years thereafter. 			
<p><i>Training</i></p>	<p>Completed/</p>	<p>01/01/15</p>	<p>HR</p>

<ul style="list-style-type: none"> • Train all employees, including contract and unpaid mentees/interns on applicable IASR requirements and the organization's responsibilities under the Human Rights Code (as it pertains to persons with disabilities). Document all training including date and names of attendees which will be maintained by the HR Department. 	Ongoing		
<p><i>LEGOLAND® Discovery Centre Toronto Action Plan</i></p> <ol style="list-style-type: none"> 1. Training for new employees will be delivered covering all applicable content as required under the IASR: <ol style="list-style-type: none"> a. Integrated Accessibility Standards -Information/Communication and Employment; and b. Understanding Human Rights Training (AODA edition). 2. Prior to January 1, 2015, all current employees will complete the IASR and Human Rights Code training with HR. 3. As of January 1, 2015, all new employees (including contract and unpaid positions) will be required to complete the above training as part of their induction with the company. HR will be responsible for facilitating training and tracking for completion. 4. Record of completed training will be retained by the HR department. <ul style="list-style-type: none"> • <i>Training will also be made available via alternate formats including in-person presentation, as requested.</i> 			
<p>Part II - Information and Communication Standard</p>			
<p><i>Accessible Websites and Web Content</i></p> <ul style="list-style-type: none"> • Ensure website and web content published after January 1, 2012 conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level A. 	Ongoing	01/01/14	IT / HR Department
<p><i>LEGOLAND® Discovery Centre Toronto's Action Plan</i></p>			

<p>1. To date, LEGOLAND® Discovery Centre Toronto’s web developer department is fully aware of WCAG 2.0 level A. requirements and will ensure all new content and/or any substantial refreshes and upcoming edits to the website conform to established guidelines.</p>			
<p><i>Feedback</i></p> <ul style="list-style-type: none"> • Upon request, be able to receive and respond to feedback from guests, individuals inquiring about LEGOLAND® Discovery Centre Toronto, our employees and members of the public who have a disability. We will ensure our feedback process is accessible by providing or arranging for accessible formats and communication supports, on request. 	<p>Completed/ Ongoing</p>	<p>01/01/14</p>	<p>HR/Department Managers</p>
<p><i>LEGOLAND® Discovery Centre Toronto’s Action Plan</i></p> <ol style="list-style-type: none"> 1. A process for receiving and responding to accessible feedback requests has been developed and communicated to all relevant employees. 2. As feedback may be received by various departments and personnel at LEGOLAND® Discovery Centre Toronto, training on how to receive and respond to accessible feedback requests has been developed and delivered. 3. Receiving and responding to feedback will be included in all new hire inductions. 4. All other employees will be notified as to the internal party to whom they should direct any accessible feedback requests. 			
<p><i>Accessible Formats and Communication Supports</i></p> <ol style="list-style-type: none"> 1. Upon request, provide accessible formats and communication supports to individuals with disabilities. 2. Notify the public of the availability of accessible formats and communication supports. 	<p>Ongoing</p>	<p>01/01/16</p>	<p>HR/Department Managers</p>

<p>3. Where a communication support or accessible format cannot be provided immediately, consult with the client to arrange for a suitable format as soon as possible without undue hardship to the company.</p>			
<p><i>LEGOLAND® Discovery Centre Toronto's Action Plan</i></p> <ol style="list-style-type: none"> 1. Complete an assessment of the ways in which each department provides information to our guests/customers, potential guests/customers and the public (i.e. invoices, customer service, etc.). 2. Develop guidelines/processes for responding to various requests. 3. Train employees on guidelines/processes and ensure they are aware that requests that cannot be met immediately must be forwarded to the HR Generalist who will arrange for a suitable and alternative format/communication support. Training to include typical requests that may be encountered, how the request may be facilitated and will be department-specific. 4. Make public LEGOLAND® Discovery Centre Toronto's ability to provide for or arrange for the provision of accessible formats and communication supports by posting a statement on the company website. 			
<p>Part III - Employment Standard</p>			
<p><i>Workplace Emergency Response Information</i></p> <ol style="list-style-type: none"> 1. Create and implement individualized plans to assist employees with disabilities during an emergency. 2. Obtain consent from employees with individualized plans to disclose emergency response or evacuations plans to the person responsible for assisting the employee in situations where the plan requires the assistance of a colleague. 3. Create and provide emergency information formatted in such a way that the employee with the disability can understand its contents/direction 	<p>Ongoing (based on employee needs)</p>	<p>01/02/13</p>	<p>HR/Department Managers</p>



<p>as soon as practicable following the receipt of the request and/or becoming aware of the need for an individualized plan.</p> <p>4. Review the individualized plan/information:</p> <ul style="list-style-type: none">a. When the employee moves to a different department;b. When the employee's overall accommodation needs and plan are reviewed; andc. When the company reviews its general emergency response policies.			
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LEGOLAND® Discovery Centre Toronto's Action Plan

1. Recognizing that most disabilities are invisible or episodic and therefore not readily apparent, relevant documents will be amended to allow employees to identify emergency planning requirements. Emergency planning information and directions are also included in relevant company policies which will always be provided and communicated to all current employees and provided to all new hires as a part of their induction package.
2. The process for providing emergency information includes alternative formats and will be completed in a timely manner upon receipt of the request or becoming aware of the need for an individualized plan.
3. The process/policy used by the HR department to develop an individualized emergency response plan includes the requirement that consent is obtained from the requesting employee to disclose the contents of the plan to the individual required to provide assistance when responding to the emergency or evacuation. The process for obtaining consent also includes obtaining the acknowledgement of the employee designated to provide the assistance that the confidentiality of the individualized plan will be maintained, unless the health and safety of either party is potentially compromised.
4. Individualized emergency plans include the requirement that the plan be reviewed:
 - a. If the employee moves to another department within the attraction that would affect that person's ability to respond to the emergency or evacuation (the ability of the individual designated to provide assistance, where needed, will also be considered);
 - b. On a recurring timeline, to be established during the creation of the individualized emergency response plan. Factors that are taken into



consideration when developing the recurring timeline (i.e. once every six (6) months, annually, etc.) include the nature and severity of the disability as well as its classification of permanent or temporary. A review of the plan will also be initiated if requested by the employee; and

c. When the company amends its emergency response and/or evacuation procedures.

<p><i>Documented Individual Accommodation Plans</i></p> <ul style="list-style-type: none"> Develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities. 	<p>Ongoing</p>	<p>01/01/16</p>	<p>HR/Department Managers</p>
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LEGOLAND® Discovery Centre Toronto's Action Plan

1. LEGOLAND® Discovery Centre Toronto will develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities. As per IASR requirements, the plan will include the following elements:
 - a. The manner in which an employee requesting accommodation can participate in the development of the accommodation plan;
 - o LEGOLAND® Discovery Centre Toronto will endeavour to ensure the employee is able to actively participate in the development of the accommodation plan. Limitations will be identified and clearly communicated to the employee prior to the development of the plan.
 - b. The means by which the employee is assessed on an individual basis.
 - c. The manner in which LEGOLAND® Discovery Centre Toronto can request the participation of a representative from the company in the development of the accommodation plan.
 - d. The steps that will be taken to protect the privacy of the employee's personal information;
 - o The content of the accommodation plan will be restricted to only those required to facilitate the plan or supervise the employee. The accommodation plan template will include a section identifying the individuals that will have knowledge of the plan and will require each person to sign an acknowledgement of the confidentiality of its contents.
 - e. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
 - f. An outline of how the reasons for a denial of an accommodation will be

<p>communicated to the requesting employee;</p> <ul style="list-style-type: none"> o Employees will be informed of the factors that will be taken into consideration by the company when a request for accommodation is received as well as employer and employee expectations and responsibilities. <p>g. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to a disability;</p> <ul style="list-style-type: none"> o Accommodation plan documents will be made available in accessible formats. <p>h. The accommodation plan template will include a section regarding the provision of accessible formats and communication supports to be completed in the event that such supports are required by the employee.</p> <p>i. The accommodation plan will also include an emergency response/evacuation plan if required by the employee.</p> <p>j. The accommodation plan will be created to include a section outlining additional accommodations that are required.</p>			
<p><i>Recruitment, Assessment and Selection</i></p> <ol style="list-style-type: none"> 1. Notify employees and the public about the availability of accommodation for applicants with disabilities in the company's recruitment processes. 2. During the recruitment process, notify applicants selected to participate in our selection and assessment processes that accommodations are available upon request and in relation to the materials and/or processes used by LEGOLAND® Discovery Centre Toronto. 3. Should a job applicant request accommodation, consult with the individual and make adjustments to best suit his/her needs without undue hardship to the company. 4. Notify successful applicants of the company's policies for accommodating employees with disabilities. 	<p>Ongoing</p>	<p>01/01/16</p>	<p>HR/Department Managers</p>



LEGOLAND® Discovery Centre Toronto's Action Plan

1. LEGOLAND® Discovery Centre Toronto has an accessibility statement posted on our job postings notifying applicants that reasonable accommodations will be made upon request to ensure that individuals with disabilities are able to fully participate in our recruitment efforts. This statement will also be included on future job postings to ensure that it is properly communicated to all potential applicants.
2. Successful applicants will be informed of the availability of accommodations relating to LEGOLAND® Discovery Centre Toronto's selection/assessment processes upon initial contact from the hiring manager or HR department;
 - a. All assessment methods utilized by the company will be reviewed and alternates developed to facilitate accessibility requests;
 - b. When updating or amending assessment/selection methods, an assessment will be conducted to identify potential barriers and alternative/accessible formats will be developed; and
 - c. Any accommodation request pertaining to the company's selection/assessment methods that cannot be met with current alternate formats will be forwarded to the HR department who will work with the individual to develop an acceptable alternative.
3. When scheduling interviews, LEGOLAND® Discovery Centre Toronto will include a statement in all email confirmations indicating to the applicant that accommodations are available and inviting the applicant to inform the hiring manager/HR department of any necessary accommodations.
4. Our AODA Policy will be provided to all new hires as part of their induction package. Alternative formats of the policy will be made available upon request.

<p><i>Accessible Formats and Communication Supports for Employees</i></p> <ol style="list-style-type: none"> 1. Where an employee with a disability requests it, work with that individual to provide or arrange for the provision of accessible formats and communication supports for: <ol style="list-style-type: none"> a. Information that is needed in order to perform the employee's job; and b. Information that is generally available to employees in the workplace. 	Ongoing	01/01/15	HR/Department Managers
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<p>2. Where a request is made, work with the requesting employee to determine the suitability of the proposed accessible format/communication support.</p>			
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LEGOLAND® Discovery Centre Toronto's Action Plan

- The availability of accessible formats and communication supports has been communicated to all employees through the company's AODA Policy. All future employees will be made aware of their availability through the same policy which is provided with the new hire induction package. LEGOLAND® Discovery Centre Toronto has completed a review of information that is provided to employees and the manner in which it is provided. Information that is needed to perform an employee's job is generally provided via one-on-one or group training sessions whereas information that is generally available in the workplace is typically provided in written policy format available in hardcopy or electronically. Prior to providing the information needed to perform one's job or information generally available in the workplace, employees requiring accessible formats or communication supports will be requested to notify the HR department so that alternate arrangements may be made.
- Upon receiving a request, the HR department will work with the employee and any individuals responsible for providing the information (for example the employee's manager, supervisor or team lead) to deliver a suitable accessible format or communication support. Prior to involving the employee's supervisor, manager or team lead, consent will be obtained from the employee.

<p><i>Information for Employees</i></p> <ol style="list-style-type: none"> Communicate the company's policy on accommodating employees with disabilities to all staff members. Ensure that all new hires are informed of the company's policy on accommodating employees with disabilities. 	<p>Ongoing</p>	<p>01/01/16</p>	<p>HR</p>
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LEGOLAND® Discovery Centre Toronto's Action Plan

- LEGOLAND® Discovery Centre Toronto's AODA Policy has been developed.

<p>Communication will occur during a quarterly full team meeting. The policy will then be posted on the company's employee bulletin boards (located in the staffroom).</p> <ol style="list-style-type: none"> 2. Provide all new hires with the AODA Policy in their new hire package. The policy addresses all of the means by which LEGOLAND® Discovery Centre Toronto will support employees with disabilities, including emergency planning/responses, accessible formats and communication supports as well as accessible performance management, career development and job change processes. 3. Ensure that all employees are informed of changes to the AODA Policy as they occur. Changes will be communicated via email and/or group information sessions. Delivery of information will adhere to LEGOLAND® Discovery Centre Toronto's AODA Policy. 			
<p><i>Processes to Accommodate Employees/Return to Work Process</i></p> <ul style="list-style-type: none"> • Create a process to develop accommodation plans and return to work plans for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. 	Ongoing	01/01/16	HR
<p><i>LEGOLAND® Discovery Centre Toronto's Action Plan</i></p> <ul style="list-style-type: none"> • Assess IASR requirements and develop a template accommodation form and a return to work form that both address all applicable requirements. Use of these updated forms will ensure that all accommodation and RTW plans are properly recorded and retained on file. For consistency, the accommodation plan template will be used in conjunction with RTW processes. 			
<p><i>Accessible Performance Management, Career Development and Job Changes</i></p> <ul style="list-style-type: none"> • Ensure the organization's performance management and career development opportunities account for the accessibility needs and plans of employees and that these processes 	Ongoing	01/01/16	HR



are inclusive and barrier-free.			
<p><i>LEGOLAND® Discovery Centre Toronto's Action Plan</i></p> <ul style="list-style-type: none"> Evaluate LEGOLAND® Discovery Centre Toronto's current performance management and career development processes to identify barriers. Develop processes to ensure that such functions are completely accessible. Identify/outline accessible performance management and career progression options to ensure consistent and clear communication to all employees. 			
<p><i>Redeployment</i></p> <ul style="list-style-type: none"> Take into account the accessibility needs and accommodation plans of employees who are reassigned to an alternate department or position with the company as an alternative to a layoff. 	Ongoing	01/01/16	HR
<p><i>LEGOLAND® Discovery Centre Toronto's Action Plan</i></p> <ul style="list-style-type: none"> As part of the redeployment process, LEGOLAND® Discovery Centre Toronto will incorporate the accessibility needs and accommodation plans of any employee that is being redeployed to an alternate position and/or department. The HR department will oversee the redeployment process; however, new and/or amended reporting hierarchies will be reviewed to determine who is to be involved with and informed of any accessibility plans and requirements. 			

For More Information

For more information on this accessibility plan, please contact LEGOLAND® Discovery Centre Toronto Human Resources Department by telephone at 905.761.2510 or by email at LDCTorAccess@merlinentertainments.biz or in person or by mail at 1 Bass Pro Mills Drive, Vaughan Mills, ON L4K 5W4. Canada.

<https://www.legolanddiscoverycentre.ca/toronto/>
<https://www.merlinsmagicwand.org/>

Standard and accessible formats of this document are free on request from LEGOLAND® Discovery Centre Toronto Human Resources Department.