



## IASR Policy

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### Statement of Commitment

CN Tower is committed to treating all individuals in a way that allows them to maintain their dignity and independence. The Tower is committed to meeting the needs of individuals with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

### Training

CN Tower is committed to training staff and volunteers about Ontario's accessibility laws and accessibility aspects of the Ontario Human Rights Code that apply to individuals with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and Board of Directors.

### Kiosks

CN Tower will consider the needs of individuals with disabilities when designing, procuring or acquiring self-service kiosks.

### Information and Communications

CN Tower is committed to meeting the communication needs of individuals with disabilities. When asked, information and communications materials will be provided in accessible formats or with communication supports. This includes publicly available information about goods, services and facilities, as well as publicly available emergency and safety information.

CN Tower will consult with individuals with disabilities to determine their information and communication needs.

CN Tower will ensure existing feedback processes are accessible to individuals with disabilities upon request.

CN Tower's website and content will conform with WCAG 2.0, Level AA by January 1, 2021.

## **Employment**

CN Tower is committed to fair and accessible employment practices.

CN Tower will notify the public and staff that, when requested, will accommodate disabilities during recruitment and assessment processes and when individuals are hired.

If needed, an individual accommodation plan and/or workplace emergency information will be created for any employees who have a disability.

Performance management, career development, redeployment, and return-to-work processes will take into account the accessibility needs of employees with disabilities.

## **Design of Public Spaces**

CN Tower will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces including:

- Service-related elements like service counters, fixed queuing lines and waiting areas
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities

In the event of a service disruption, the public notified of the service disruption and available alternatives.

### **Modifications to this or other policies**

Any policies that do not respect and promote the dignity and independence of individuals with disabilities will be modified or removed as necessary.

## **For More Information**

For more information on this policy, please contact:

Phone: 416-868-6937

Email: [accessibility@cntower.ca](mailto:accessibility@cntower.ca)

***Accessible formats of this document are available free of charge upon request.***