

## Accessibility Plan 2018-2022

### 1. Glossary of Terms

**Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”):** The law that sets out a process for developing and enforcing accessibility standards (Government of Ontario).

**Accessibility Standards:** The laws that government, businesses, non-profits and public sector organizations must follow to become more accessible. The AODA is comprised of five standards:

- Customer Service Standard
- Information and Communications Standard
- Transportation Standard
- Employment Standard
- Design of Public Spaces Standard

The Customer Service Standard was the first standard to become law. The remaining four standards – Information and Communications, Employment, Transportation and Design of Public Spaces – have been combined under one regulation, the **Integrated Accessibility Standards Regulation (“IASR”)** (Government of Ontario, 2014).

**Barrier:** Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice (AODA, 2005).

**CNE Advisory Council on Inclusion of Persons with Disabilities (or “Advisory Council”):** The independent, multi-disciplinary, and arms-length committee convened by the CNEA to review practices related to persons with disabilities at all levels of the organization.

**Board of Governors of Exhibition Place (“BOG”):** The local board of management of the City of Toronto (also “City”) that manages the site known as Exhibition Place.

**Canadian National Exhibition (“CNE”):** The annual event operated by the Canadian National Exhibition Association that takes place at Exhibition Place during the 18 days prior to and including Labour Day Monday.

**Canadian National Exhibition Association (“Association” or “CNEA”):** The organization that organizes the annual Canadian National Exhibition in Toronto, Ontario.

**Chief Executive Officer (“CEO”):** The Chief Executive Officer of the Canadian National Exhibition Association.

**Disability:** A broad range and degree of conditions, some visible and some not visible. A disability may have been present from birth, caused by an accident, or developed over time. There are physical, mental and learning disabilities, mental disorders, hearing or vision disabilities, epilepsy, drug and alcohol dependencies, environmental sensitivities, and other conditions (Ontario Human Rights Commission, 2016).

**Exhibition Place:** The site at which the annual CNE takes place and at which the CNEA offices reside.

**Support Person:** In relation to a person with a disability, another person who accompanies him or her in order to help with communications, mobility, personal care or medical needs or with access to goods or services (AODA, 2015).

## 2. Introduction

As the producer of Canada’s largest annual event, the Canadian National Exhibition (CNE), the Canadian National Exhibition Association (CNEA) has the opportunity and capacity to make a difference in the community and in the lives of persons with disabilities.

The *Canadian National Exhibition Association Accessibility Plan 2018-2022* sets out the CNEA’s approach to removing barriers for guests and members of the organization over the next five years.

The Plan outlines the CNEA’s work related to the Customer Service Standard of the Accessibility for Ontarians with Disabilities Act (AODA), as well as the Integrated Accessibility Standards Regulation (IASR), which combines the remaining four Accessibility Standards: Information and Communications; Transportation; Employment; and Design of Public Spaces.

Above and beyond the requirements of the AODA, the CNEA aims to improve accessibility at all levels of the organization. With the recommendations of the CNE Advisory Council for Inclusion of Persons with Disabilities as a launchpad, the CNEA is committed to becoming a leader in accessibility and inclusivity in North America.

## 3. Commitment

The Canadian National Exhibition Association is dedicated to ensuring that all guests and members of the organization are treated fairly and equitably. The organization is committed to improving accessibility and inclusivity at the CNEA at all levels, from employment through to admissions and customer service.

The CNEA strives to be a leader in accessibility in North America, and, ultimately, to become an inclusive destination in terms of entertainment and innovation for persons with disabilities.

## **4. About the Canadian National Exhibition Association**

### **a. Canadian National Exhibition Association**

The Canadian National Exhibition Association is the provincially incorporated agricultural society that organizes the annual CNE in Toronto. Operating since 1879, the CNEA encourages and promotes agriculture, horticulture, the arts and manufacturing. A corporation without share capital, the CNEA became independent from the City of Toronto and the Board of Governors of Exhibition Place on April 1, 2013.

### **b. Canadian National Exhibition**

The CNE, or The EX as it is also known, is Canada's largest fair and the fifth largest in North America.

Taking place over the 18 days leading up to and including Labour Day Monday, the CNE offers a wide variety of interactive entertainment experiences. Attractions include concerts, feature exhibits, live performances and demonstrations, midway rides and games, a working farm, food, shopping, and a three-day Air Show.

A cherished tradition for the people of Toronto and surrounding communities, the CNE attracts approximately 1.5 million visitors annually. The fair generates an annual economic impact of approximately \$93.1 million for the Greater Toronto Area and \$128.3 million for the province of Ontario.

The CNE is held at Exhibition Place, which is a 192-acre site along Toronto's waterfront on the shores of Lake Ontario and just west of downtown Toronto.

## **5. Accessibility for Ontarians with Disabilities Act**

In 2005, the Ontario Government passed the *Accessibility for Ontarians with Disabilities Act* to make Ontario accessible by 2025.

Accessibility Standards have been created as part of the *Accessibility for Ontarians with Disabilities Act*. These standards are rules that businesses and organizations in Ontario need to follow to identify, remove and prevent barriers so that people with disabilities have more opportunities to participate in everyday life.

The Accessibility Standard for Customer Service was the first standard to become law.

The next four standards – Information and Communications, Employment, Transportation and Design of Public Spaces – have been combined under one regulation, the Integrated Accessibility Standards Regulation (IASR). This regulation is now law and the requirements currently in regulation are being phased in between 2011 and 2021 (Government of Ontario, 2014).

**a. Customer Service Standard**

Since January 1, 2012, the CNEA has been in compliance with the Customer Service Standard and will continue to comply with that regulation during the five-year period covered under this CNEA Accessibility Plan 2018-2022.

The CNEA is committed to providing a high level of service to all visitors, including people with disabilities. The organization aims to provide programs and services in a way that respects the dignity and independence of visitors with disabilities. The CNEA is committed to integration and equal opportunity.

Under the Customer Service Standard, the CNEA created a policy and outlined its commitment to all aspects of the Standard, which includes:

- Allowing for service animals and support persons
- Providing notice of service disruption
- Ensuring an accessible feedback process
- Providing for the use of assistive devices and alternate formats
- Training employees on the Standard and how to effectively communicate and interact with persons with disabilities

**b. Integrated Accessibility Standards Regulation**

The IASR outlines a number of requirements to prevent and remove barriers for persons with disabilities. The CNEA is committed to meeting these requirements, as outlined in Table 1 below. Some of these requirements apply to CNE visitors and the general public, while other requirements are specific to CNEA employees and volunteers.

Table 1: AODA Accessibility Standards Requirements

Action	Standard	Deadline
A policy on the Customer Service Standard was created on April 1, 2013, outlining the CNEA's response to all aspects of the Standard.	Customer Service Standard	July 27, 2016  UPDATED

Action	Standard	Deadline
All existing employees were trained on how to interact with persons with disabilities through a presentation facilitated by people managers.	Customer Service Standard	June, 2016 COMPLETED Yearly training
Upon hire, all new employees must participate in training on AODA and the Customer Service Standard.	Customer Service Standard	April 1, 2013 ONGOING
Information about emergency response plans is available to customers and employees with disabilities upon request.	IASR - Information and Communications	April 1, 2013 ONGOING
Employees with disabilities will be provided with individualized emergency response information when necessary upon request.	IASR - Information and Communications	ONGOING
The AODA policy was revised in July 2016 to include the policy and procedures to meet the requirements of the Integrated Standards.	IASR - General	July, 2016 COMPLETED
The CNEA will ensure that all new internet websites and web content conform with WCAG 2.0 Level A.	IASR - Information and Communications	August, 2016 ONGOING
Access to CNE's Accessibility policy and resources, the AODA and the Standards are and will continue to be available for employees on <a href="http://www.theex.com">www.theex.com</a>	Customer Service and IASR	April, 2013 ONGOING
The section on Accessibility on the CNEA's public website <a href="http://www.theex.com">www.theex.com</a> will be updated with a copy of this multi-year plan.	IASR - Information and Communications	August, 2016 ONGOING

Action	Standard	Deadline
Access to this multi-year plan and customer feedback information will be available on the CNEA's public website <a href="http://www.theex.com">www.theex.com</a>	Customer Service and IASR	August, 2016 ONGOING
The CNEA will review its employment practices and revise where needed to ensure that it accommodates for persons with disabilities during the recruitment and assessment processes and when people are hired, as per the Standard.	IASR - Employment	April 1, 2013 ONGOING
The CNEA will consult with employees and ensure the accessibility needs of employees with disabilities are taken into account when using performance management and career development.	IASR - Employment	September, 2016 ONGOING
The CNEA will develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.	IASR - Employment	October, 2016 ONGOING
A plan will be developed and executed to ensure that all internet websites and web content achieve WCAG 2.0 Level AA by 2021.	IASR - Information and Communications	January 1, 2021 Deferred due to impacts of COVID-19 pandemic
The CNEA will work with employees with disabilities to develop individualized workplace emergency response plans and provide information regarding emergency response.	Employee Accommodation Policy	July, 2016 ONGOING

## 6. CNE Advisory Council

Above and beyond the requirements of the AODA, the CNEA aims to improve accessibility at all levels of the organization.

In 2016, the Canadian National Exhibition Association (CNEA) convened the independent, multi-discipline, and arms-length CNE Advisory Council on Inclusion of Persons with Disabilities to review practices related to persons with disabilities at the governance, leadership and operations levels, including admissions and programming partnerships. The

Advisory Council was asked to obtain appropriate input to assist in its discussions and, to this end, heard presentations from a range of expert sources.

The Advisory Council concluded its work, and presented five recommendations to the CNEA for consideration. To ensure all comments and concerns on these recommendations were heard, the CNEA requested (through news releases, newspaper advertisements, online advertisements and social media posts) public participation through an online feedback form that was available between April 4 to 21, 2017.

After considering the extensive feedback from the public consultation, the Advisory Council finalized its recommendations and report, and presented six recommendations to the CNEA with unanimous support.

At its May 17, 2017, meeting, the CNEA Board approved the Advisory Council's recommendations, along with organizational recommendations put forward by staff and the Board, including reporting timelines and advancing inclusivity at the national level through the Canadian Association of Fairs and Exhibitions.

The initiatives approved by the Board encompass all aspects of the organization, from employment through to admissions and customer experience. The CNEA is striving to improve accessibility at Canada's largest fair for all guests. By acting on these recommendations, the CNEA will continue to work toward ensuring that all guests and members of the organization are treated fairly and equitably.

[Click here to view the Advisory Council's final report](#) *Nothing About Us Without Us: Enabling a Great Experience for Everyone.*

**a. Recommendations**

Table 2 below summarizes the status of the six Advisory Council recommendations, approved by the CNEA Board in May 2017:

#	Recommendation	Status
No. 1	<p>“Create a strong governance structure with representation from persons with disabilities at the Board of the CNEA to champion an annual review of policies and plans for becoming increasingly inclusive of persons with disabilities in addition to ensuring the broad scale implementation of formal awareness training</p>	<p>The CNEA Board concurred that representation on the Board from persons with disabilities was important. However, given the organization’s governance structure that specifies directors are elected from the membership, an approach to achieving this goal was required.</p> <p>After referring the matter to the Governance Committee and later the Nominations and Credentials Committee, a plan was developed.</p>

	<p>throughout all levels of the CNE organization on the importance and value of greater accessibility and inclusion.”</p> <p>The CNEA would recruit disability advocates as part of its biennial Community-at-Large Member recruitment campaign and have successful candidates, now members, stand for election to the Board. Several disability advocates were appointed to the CNEA membership as a result of this campaign.</p> <p>Based on their professional experience and qualifications, two disability advocates were successfully elected to the CNEA Board in October 2017.</p> <p>As a result of a governance transition within the CNEA, the Community-At-Large recruitment did not take place in 2019 and existing appointments were extended.</p> <p>The Board is considering a staff recommendation to pause 2021 recruitment and appointments during the ongoing novel coronavirus pandemic. Existing appointments would be extended. A timeline would be assessed at a later date.</p>
<p>No. 2</p> <p>“Assign a senior executive or their designate with accountability for leading the evolution of the CNE to become a more inclusive environment for persons with disabilities. Create an aspirational accessibility policy and a multi-year plan for the evolution of the organization including suppliers and partners with feedback mechanisms developed to ensure informed evolution.”</p>	<p>The Senior Manager, Special Projects &amp; Strategic Initiatives serves as the organizational lead on all matters related to accessibility and inclusivity, seeking inputs from industry experts through accessibility audits, as well as individual feedback from lived experience visits organized through agencies, in order to keep abreast of best practices and needs of guests.</p> <p>This <i>Canadian National Exhibition Association Accessibility Plan 2018-2022</i> fulfills the recommendation related to the development of a multi-year plan.</p>
<p>No. 3</p> <p>“Hire permanent and temporary staff to include persons with disabilities at proportional levels to the community served (currently 16% to 20% and rising over time). Conduct focused training for all staff which ensures high awareness of appropriate sensitivities, language and specific accommodation needs for persons with disabilities.”</p>	<p>In 2017, the CNEA contracted the Ontario Disability Employment Network (ODEN) to provide employment consulting services, with a focus on inclusive hiring and training.</p> <p>As a result of the work with ODEN and the implementation of the CNEA’s own internal recruitment initiatives, the CNEA has achieved the 16 to 20 per cent range recommended by the Advisory Council, with the following metrics representing the proportion of the CNEA workforce represented by people with disabilities: 17 per cent in 2017, 21 per cent in 2018 and 18 per cent in 2019.</p> <p>During each CNE season from 2017 to 2019, the CNEA conducted training in advance of the seasonal hiring interview process to assist management and supervisory staff during the inclusive hiring initiative, and trained seasonal</p> <p>staff in the areas of the AODA legislation and customer service. Job coaches were provided by the various ODEN service agencies to</p>



assist with integration into the workforce. With funding achieved through the Canada Summer Jobs Program, the CNEA hired Accessibility Assistants to provide further support to both the employees with disabilities and their supervisors.

The CNEA has been recognized with the following awards in recognition of its inclusive hiring initiatives:

- 2017 Champions League Award – Ontario Disability Employment Network
- 2018 Eunice & David Mouckley Employer of the Year Award - JVS Toronto
- 2018 Employer of the Year Award – JOIN (Ontario Job Opportunity Information Network)
- 2019 Employer of the Year – Spinal Cord Injury Ontario

No. 4 “Give strong consideration to establishing a destination for persons with disabilities through an exhibition experience such as an Innovation Showcase of technology developments which address barriers that persons with disabilities identify as significant. Motivate and encourage participants to highlight this important area of innovation, with a focus on values identified by persons with disabilities.”

Product Development staff is researching programming initiatives and opportunities. Examples of new initiatives to be introduced can be found in the Departmental Priorities section of this plan.

No. 5 “Modernize admissions policies from a holistic perspective including all customer segments. Separate consideration for persons with disabilities from the question of ability to pay or poverty and address each separately. Introduce the Access2 Entertainment Program provided by Easter Seals as the generally accepted admissions approach for persons with disabilities in entertainment business. Consider poverty in the context of other discounted admission policies and implement the broad admissions policy changes in an integrated manner that does not single out persons with disabilities.”

In May 2017, the CNEA Board approved a new admission policy for persons with disabilities, effective as of the 2018 season.

While the Advisory Council recommended that all visitors, including those with disabilities, pay full-priced admission, the CNEA elected to offer a 50 per cent discount to persons with disabilities until such time that the CNE event provides a barrier-free experience for all guests – the guiding vision of this five-year accessibility plan.

In 2017, the CNEA enrolled in the Easter Seals Access 2 Card Program. Beginning in 2018, Access 2 cardholders received complimentary admission for their support persons.

To address affordability, the CNEA rolled out a community pass program in July 2018. Through this program, 20,000 complimentary, one-day, general admission passes were made available to individuals facing financial barriers, which could include, but are not limited to, persons with disabilities.

These passes were available on a first come, first served basis, through service agencies of the City of Toronto and Province of

Ontario, including Ontario Disability Support Program and Ontario Works offices in the Greater Toronto and Hamilton Area.

Complete details of this program are available on the CNE website: [theex.com](http://theex.com)

This Canadian National Exhibition Association Accessibility Plan 2018-2022 incorporates improvements in the areas of communications, operations and service enhancements to improve comfort and access of the experience for persons with disabilities and their family and friends.

To inform the development of the plan, feedback was sought from various sources during the 2017 CNE:

No. 6 “Focus on improvements to the operations of the CNE which will enable a better experience for those attending. Use the learnings from the public consultation and research to build a strong plan for communications, operations and service enhancements to improve the comfort and access of the experience for persons with disabilities and their family and friends.”

- Tracy Schmitt, an accessibility consultant, audited the staff AODA training sessions and the fair itself through several site visits. Ms. Schmitt shared her findings and recommendations with the CNEA staff team.
- Twenty-five persons with disabilities were recruited to participate in a Lived Experiences program. These individuals visited the CNE event and provided their feedback through an online questionnaire.
- The CNEA contracted the Abilities Centre to complete accessibility and inclusivity audits during the 2018 CNE season. The team presented their findings and recommendations at all all-staff session in the fall of 2018.

Staff has implemented these recommendations wherever possible and continues to make improvements based on feedback received.

As an immediate step toward providing additional assistance to guests with disabilities, a *CNE Accessibility Guide* was produced for the first time during the 2017 CNE season, and has since been produced in 2018 and 2019, incorporating enhancements in each edition.

**Note:** The 2020 CNE was cancelled due to the novel coronavirus pandemic. Since a “CNE At Home” event was held exclusively online in that year, no on-site initiatives or metrics are reported for 2020.

## 7. CNEA Strategic Plan

In 2017, the CNEA initiated the development of a new strategic plan to guide the organization over the next three years. Following a comprehensive planning process, involving an extensive list of stakeholders, the Canadian National Exhibition Association Strategic Plan 2018-2021 was developed.

Accessibility and inclusivity were among the areas of focus during the strategic planning process. Not only were these words included in the organization’s newly developed list of organizational values, the concepts were also included in several key strategic objectives outlined in the plan, which include the introduction of new programs and events, human resources goals, and more.

In other words, with the introduction of the new CNEA Strategic Plan 2018-2021, accessibility and inclusivity became part of the overall guiding vision for the CNEA as an organization.

Please visit [theex.com](http://theex.com) to view Canadian National Exhibition Association Strategic Plan 2018-2021 Synopsis.

## 8. Departmental Priorities

**Note:** The cancellation of the 2020 CNE, due to the COVID-19 pandemic, has presented budgetary challenges to some CNE’s accessibility initiatives that were originally included in this section during the development of the CNEA’s Accessibility Plan.

All CNEA departments participate in the development of the *Canadian National Exhibition Association Accessibility Plan 2018-2022* and set out key accessibility priorities for their areas, which are outlined in Table 3 below:

Table 3: CNEA Key Divisional Accessibility Priorities

Department	Key Accessibility Priorities	Timeframe
<b>1. Special Projects &amp; Strategic Initiatives</b>	a) Champion accessibility at all levels of the organization	Ongoing through 2022
	b) Lead development of a fair system for distribution of 20,000 complimentary admission passes for the CNE event to address affordability with key municipal and provincial government organizations	Completed 2018 Review and repeat annually through 2022
	c) Monitor for funding opportunities in support of CNEA accessibility initiatives	Ongoing through 2022
	d) Lead development of five-year accessibility plan for the organization	Completed 2018 Review annually through 2022

	e) Assess and report on progress of divisional accessibility priorities	Ongoing through 2022
	f) Prepare updates for the Board of Directors on progress and development of accessibility initiatives	Ongoing through 2022
	g) Create synergistic relationships with external organizations to advance CNEA accessibility initiatives	Ongoing through 2022
	h) Recommend accessibility advocates during CNEA Community-at-Large Member recruitment	2017 and biennially thereafter  <i>Note:</i> In 2019, Community-At-Large appointments were extended due to an organizational governance transition and the 2021 recruitment is paused due to the novel coronavirus pandemic.
	i) Recommend accessibility-focused organizations in future CNEA membership recruitment initiative	2021
	j) Foster evolution of the CNE event as a destination for entertainment and innovation for persons with disabilities	Ongoing
<b>2. Casino</b>	a) Continue to ensure accessibility of CNEA temporary casino building for guests and staff	Annually through 2022
	b) Ensure availability of accessible tables and accommodation support in temporary casino	Annually through 2022
<b>3. Corporate Support &amp; Legal Services</b>	a) Recommend development of a policy to the Board of Directors concerning accessibility and accommodation for meetings (e.g. meeting logistics, venues, etc.)	Completed 2018

b) Develop standardized language for use in all meeting correspondence and invitations with respect to accessibility and accommodation

Completed 2018  
Ongoing through 2022

c) Build on current accessibility and accommodation practices related to all CNEA events (e.g. Annual Meeting, Board, Committee, hospitality etc.)

Completed 2018  
Ongoing through 2022

d) Communicate and engage with CNEA membership on the topic of the organization's accessibility initiatives and explore any potential partnership opportunities that arise

Ongoing through 2022

e) All contracts should demonstrate a commitment to, at minimum, AODA compliance and CNEA accessibility priorities

Ongoing through 2022  
Extend to contracts related to new CNEA events beyond annual CNE

f) The CNEA had Board representation from persons with disabilities.

Ongoing through 2022

g) Staff has proposed monitoring of Board representation from persons with disabilities through self-assessment.

For consideration by Q2 2021

h) Strive for input in mainstream decision-making from persons with disabilities/disability advocates, including Board representatives.

Ongoing through 2022

i) In collaboration with the CNE Human Resources Department, Board Director online training includes two AODA sessions: 'AODA Customer Service Training' and 'Understanding Human Rights Training (AODA Edition)'

Annually since 2015

j) Engage and educate key and relevant government officials to gain support and awareness for current and future CNEA accessibility initiatives	Ongoing through 2022
a) Post signage in areas of concern where accessible access is poor or not possible	Completed 2018 Annually through 2022
b) Work with internal departments to ensure garbage receptacles (especially in the washrooms) are unobstructed	Completed 2018 Annually through 2022
c) Work with internal departments to ensure curb cut access for assistive devices are not blocked by temporary structures	Completed 2019 Review annually through 2022
d) Continue to raise accessibility awareness and encourage development/implementation of initiatives with all of our stakeholders including the midway supplier and all vendors	Ongoing through 2022
<b>4. Exhibit &amp; Midway Sales</b>	
e) Provide training to concessionaires and midway partner and explore feasibility of online training portal	Completed 2018 Review annually through 2022
f) Asphalt over temporary electrical and plumbing lines, as well as driveway to washrooms at Bandshell	Completed 2018 Review annually through 2022
g) Ensure access for wheelchairs and other assistive devices at midway games	Completed 2018 Annually through 2022
h) Strive to influence evolution of amusement devices in cooperation with partners with potential to use CNE event as a venue for	2022 and into next accessibility plan

	display and/or public introduction of new devices	
	i) Work with food operators to ensure viable solutions are in place to meet the needs of visitors with disabilities	Ongoing through 2022
	j) Work with Exhibition Place regarding inexpensive/easily adoptable plans to improve facilities	Ongoing through 2022
<b>5. Finance</b>	There are no specific accessibility priorities for the Finance Department.	n/a
	a) Expand annual equity survey to include all seasonal and 18-day hiresf	Completed 2018
	b) Ensure AODA training is available for all existing and new staff	Ongoing through 2022
	c) Review all job descriptions to ensure use of inclusive language	Completed 2019
<b>6. Human Resources</b>	d) Add additional staff resources to support 18-day hires who require additional resources	Completed 2019
	e) Cooperate with internal departments to comply with Web Content Accessibility Guidelines (WCAG) 2.0, including the CNEA online employment portal	Deferred due to impacts of COVID-19 pandemic
	f) Continue to work with ODEN to expand CNEA network and develop strategic partnerships that support people with disabilities	Annually through 2022

## 7. Marketing & Communications

g) Review all policies and procedures in relation to accessibility to ensure alignment with best practices and new/evolving legislation	Annually through 2022
h) Work to ensure representation of people with disabilities mirrors community (Advisory Council 2017: 16 to 20 per cent of population)	Annually through 2022
a) Update and expand the <i>CNE Accessibility Guide</i> to include ride policy information	Completed 2018 Updated annually through 2022
b) Create an accessible version of the <i>CNE Accessibility Guide</i> for the website	Completed 2019 Updated annually through 2022
c) Continue to work on the CNE website ( <a href="http://theex.com">theex.com</a> ) to ensure that it is accessible	Ongoing through 2022
d) Refresh and reconfigure accessibility section in guest information section of CNE website	Completed 2019
e) Communicate the work that the CNEA is doing in the area of accessibility through traditional media outlets and social media channels	Ongoing through 2022
f) Mobilize CNEA communications channels to celebrate its accessibility initiatives during the days/months where accessibility is being denoted in the community at large (e.g. Global Accessibility Awareness Day, May 16, 2019)	Completed 2019 Annually through 2022
g) Canvass persons with disabilities within the CNEA's online panel to learn about their "lived experience" during the 2018 CNE	Completed Q4 2018 to Q1 2019



h) Contribute to the evolution of the CNE event as a destination for entertainment and innovation for persons with disabilities	Ongoing through 2022
i) Work with sponsors to consider accessible options for all CNE visitors	Ongoing through 2022
<p>j) Develop an Accessibility Taxonomy for the CNE event:  The CNE Accessibility Taxonomy is a system under development that when complete, will provide context and description about each attraction, show, ride, and experience within the CNE. Approximately 16 aspects of each component of the CNE will be given a ranking (elements such as heights, footings, sounds, motion, crowding, etc., will be considered), and then a rating scale will be applied to three categories: physical attributes, sensory perception, and social interaction. Once complete, the system will enable fair-goers the opportunity to make choices for themselves about how they would like to enjoy the fair, and it will also be used as benchmark by CNE organizers to make improvements in the future.</p>	Completed 2019
a) Work with internal departments to ensure communication of accessible amenities/facilities to guests	Ongoing through 2022
b) Implement the new admission policy, update gate procedures and provide specific training to all gate staff	Completed 2018
c) Install a new gate to facilitate Wheel-Trans entry point	Completed 2018

**8. Operations**

<p>d) Address deficiencies identified in 2017 accessibility audit in washrooms under CNEA control (e.g. moving garbage receptacles from under paper towel dispensers to allow for wheelchair or other assistive device access, insulate hot water pipes under sinks where required, etc.) and endeavour to influence implementation in Exhibition Place-controlled washrooms</p>	<p>Completed 2018</p>
<p>e) Review inventory and location of accessible parking spaces and adjust as appropriate</p>	<p>Completed 2018 Review annually through to 2022</p>
<p>f) Extend coverage of accessible transportation on the site during the CNE event</p>	<p>Completed 2018 Review annually through to 2022</p>
<p>g) Modify four-seat tables to accommodate inclusion of visitors in chairs/scooters</p>	<p>Ongoing through 2022</p>
<p>h) Investigate potential accessibility event mobile application to support visitors with disabilities in cooperation with internal departments</p>	<p>Ongoing through 2022</p>
<p>i) Commission production of customized, accessible ticket booths</p>	<p>Next Accessibility Plan</p>
<p>j) Cooperate with internal departments to improve accessibility of beach bar and sandy beach area of Virginia Beach</p>	<p>Completed 2018 Ongoing through 2022</p>

	<p>k) Set aside an area (or areas) where visitors with disabilities using assistive devices can access: repair services; charging stations; and in cooperation with other departments quiet zones or controlled sensory environments</p>	<p>Next Accessibility Plan</p>
	<p>l) Build relations with partners to help the CNEA implement technologies that could assist visitors with disabilities in wayfinding and locating amenities/facilities</p>	<p>2022 and into next accessibility plan</p>
	<p>m) With input from the accessibility community, create a plan to build a model home exhibit that showcases accessible living (for display at the CNE event)</p>	<p>2022 and into next accessibility plan</p>
<p><b>9. Product Development</b></p>	<p>a) Investigate programming that includes performers with disabilities</p>	<p>Completed 2018 Annually through 2022</p>
	<p>b) Engage Ill-Abilities, a dance crew comprised of "differently-abled dancers," to perform at International Stage</p>	<p>Completed 2019</p>
	<p>c) In honour of Toronto's connection with the critter, introduce the "Raccoon Project"; select agencies representing people with disabilities that offer art programs will be invited to decorate 5' raccoon sculptures that will be displayed for all to see during the CNE</p>	<p>Completed 2019</p>
	<p>d) Review accessible seating in Bandshell Stage area</p>	<p>Completed 2019 Annually through 2022</p>

e) Make best efforts to ensure accessible seating in International Stage area being utilized by persons with disabilities versus general public

Completed 2019

Annually through 2022