

LANDMARK CINEMAS
MULTI-YEAR ACCESSIBILITY PLAN

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Introduction

The Multi-Year Accessibility Plan outlines the policies, achievements, and actions that Landmark Cinemas has taken and the work underway to improve opportunities for people with disabilities.

The current plan covers a five-year period (2021-2026) to align with our strategic plan and is reviewed and updated at least every 5 years.

Landmark Cinemas strives to meet the needs of its employees and guests with disabilities and is working hard to remove and prevent barriers to accessibility.

Landmark Cinemas is committed to fulfilling our requirements under *the Accessibility for Ontarians with Disabilities Act, 2005* and *The Accessibility for Manitobans Act, 2013*. We use the highest standards between these Acts and apply them throughout the company regardless of the province we are operating in. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Policy Statement and Commitment

Landmark Cinemas is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to keep their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities promptly. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's and Manitoba's accessibility laws.

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Strategies to Prevent and Remove Barriers

Landmark Cinemas strives to prevent and remove barriers that are physical, architectural, attitudinal, technological, information or communication based, or are barriers established or perpetuated by enactment of an internal policy and practice. Strategies that we've implemented are as follows:

- Human Resources is responsible for the coordination of company accessibility initiatives.
- Periodically review all Accessibility policies and programs.
- Maintain our Multi-year Accessibility Plan.
- Meet annually as an Accessibility Advisory Committee.
- Incorporate an inclusive and accessible perspective in all areas of business.
- Provide feedback mechanisms for Guests and employees.
- Provide training as appropriate and required.

Section 1. Past Achievements to Remove and Prevent Barriers

Landmark Cinemas has completed the following accessibility initiatives between 2016 - 2021.

General Requirement

- Established and posted Guest Accessibility policy.
- Established and executed on the Multi-Year Plan.

Training

- Reviewed and updated New Hire Orientation and Onboarding process to insure AODA standard integration.

Customer Service

- Continued to train all employees on the AODA Customer Service Standard as new hires and as appropriate for specific roles, or process changes were implemented.

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Information and Communications

- Introduced accessibility to take the inclusive approach and comply with ACAG 2.0 & WCAG Level AA guidelines.

Employment

- Facilitated and maintained several formal return-to-work accommodations.
- Annual review of existing performance management, career development and advancement processes ensuring that accessibility needs, and individual accommodation plans for employees with disabilities have been considered.

Design of Public Spaces

- Brandon Theatre - Concession renovation: altered the height of a section of countertop to allow for roll-under access and the appropriate height for an individual using a wheelchair.

Section 2. Strategies and Actions

General Requirement

- Review and update accessibility policies to ensure inclusion of new requirement based on legislative additions or updates.
- Establish and post updated Multi-year Plan.
- Post compliance report on website.
- Communicate policy and multi-year plan to all staff after review and updates occur.

Self-Service Kiosks

- The Accessibility Committee is accountable to supply guidance and ensure accessibility for kiosks are part of every planning/renovation project.
- Ensure that all employees involved in the procurement or acquisition are aware of the need to consider features that will make the self-service kiosk more accessible for persons with disabilities.
- Continue to work with third party vendors and developers to provide feedback and discuss availability of accessibility features and design.

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Training

- Continue to provide training on applicable accessibility standards, Human Rights Code, and internal policies and provide training in respect of any changes to the aforementioned.
 - Ensure all current employees, have received training.
 - Identify new employees, to ensure they receive training at the onset of beginning their duties.
- Develop online Accessibility Resource section on internal People Portal.
- Review and update role specific training based on up-to-date AMA and AODA Acts and Standards, as required.
- Develop and provide training on accessible formats for internal and external documents.
- Maintain records of the training provided including the dates on which the training was provided and the names of participants.

Accessible Emergency Information for the Public

- Ensure we can provide emergency response information in an accessible format or with appropriate communication supports, as soon as practicable, upon request. This includes emergency plans and procedures, maps, printed warning signs and evacuation routes, and any other information given to the public about alarms or other emergency alerts.

Customer Service

- Review options for feedback and ensure most accessible options are provided.
 - Notify the public about the availability of accessible formats and communication support.
 - Insert a statement regarding availability of alternative formats in all communications regarding feedback processes.

Assistive Devices

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- We offer closed captioning and descriptive video services in all our Ontario and Manitoba locations. We continue to look for ways to expand these technologies across the rest of our theatres. Guests can visit our website for the list of current movie titles available in accessible formats along with the specific theatre locations that currently have these available.

Information and Communications

Landmark Cinemas is committed to making our information and communications accessible to Employees and Guests with disabilities.

- Began to integrate accessibility features in Word documents.
- Update and distribute "Pamphlet" Summarizing Policy and Multi-year Plan.
 - Review through lens of plain language.
 - Provide theatres with copies.
 - Post on website.
- Supply training to IT, Office Manager and Administration staff:
 - Accessible PDFs with WCAG 2.0
 - Accessible PDF Forms with WCAG 2.0
 - Determine Top Forms to be converted and begin testing.
- Investigate accessibility options for non-print formats of communication (i.e., Video resources, online directories, website).
- Create policy and standards for printing, developing content, communications.
- Monitor all internet and intranet websites and web content to ensure the conform to ACAG 2.0 guidelines (Web Content Accessibility Guidelines) at Level AA.

Employment

Landmark Cinemas is committed to fair and accessible employment practices.

- Review process and supporting documents to ensure availability of accommodations in recruitment, selection, hiring processes.
- Consult with individual on determining necessary accommodations.
- Provide accessible formats and communication supports for job or workplace information, upon request.
 - Develop process for the request of workplace information in alternate format and/or with communication supports and implement.

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- Inform employees of policies supporting employees with disabilities
 - Develop method of informing employees of policies supporting employees with disabilities
- Include accessibility considerations and individual accommodation plans in the Performance Coaching process.
 - Develop and integrate question(s) that ensure accessibility needs are identified and addressed in the performance coaching process.
 - Educate managers and supervisors around rationale for including these questions and obligations of the employer.
- Include accessibility considerations and individual accommodation plans in career development and advancement, including additional responsibilities within current position.
 - The use of the Performance Coaching process will identify any barriers due to disability relative to career development and prompts discussion of accommodations or supports needed.
 - Review existing Performance Coaching process and identify opportunities for integration of accessibility criteria within career development section.
 - Develop question(s) that ensure accessibility needs are identified relative to career development, including additional responsibilities within current position.
 - Provide training to people leaders around rationale for including these questions and obligations of the employer.

Accessible Emergency Information

- Employees who have made us aware of their disabilities and are unable to follow standard emergency plans will be provided with alternative emergency preparedness and response information, including when necessary, and with the employee's consent, identifying another person to help the employee.
- Alternative emergency preparedness plans will be created and updated, as required, as soon as practicable after employment begins. Alternative plans will be stored with the standard Emergency plans located in the theatre or in the cinema support centers.

Design of Public Spaces

- Review all Accessibility concerns with Experience, Construction and Operations teams as they relate to our public spaces.

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- Continue to discuss with Experience, Construction and Operations teams, and potential landlords our priority on Accessibility issues.
- Technical requirements outlined in the AODA/AMA Design of Public Spaces standard will be met in all new construction and/or renovation, in all relevant areas.
 - Identify stakeholders involved in development, redevelopment, design, renovation, and maintenance of public spaces and share information on status of Design of Public Spaces standards.
 - Stay on top of new standards implemented as they are made law.
- Review current procedures that are in place to prevent service disruptions to the accessible parts of our public spaces to ensure they are adequate.
 - Inclusive of procedures for preventative and emergency maintenance of the accessible parts of the public space, such as frequency of inspection for damage and procedure for handling temporary disruptions when an accessible part of public space is not useable.

Accessibility Reports

Landmark Cinemas will make accessibility reports in relation to the accessibility standards in the manner decided by the Minister and made available to the public.

Communication of the Plan

Landmark Cinemas' Multi-Year Accessibility Plan will be available both on internal and external websites.

If you wish to receive a print or alternative form of copy, you may contact:

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