

Accessibility Policy for People with Disabilities

Purpose

Canadian Tire Motorsport Park strives to provide its services in a manner that respects the dignity and independence of people with disabilities. Canadian Tire Motorsport Park is committed to giving people with disabilities the same opportunity as others to access and benefit from its services.

The purpose of this policy is to ensure that Canadian Tire Motorsport Park meets the objectives and requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*, and the accessibility needs of persons with disabilities.

Guiding Principles

Canadian Tire Motorsport Park will use all reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- that Canadian Tire Motorsport Park's services are provided in a manner that respects the dignity and independence of persons with disabilities;
- that Canadian Tire Motorsport Park operates its business such that persons with disabilities will benefit from its services in the same or similar way as others, and that where integration is not possible, alternative measures will be used to enable a person with disabilities to obtain, use or benefit from Canadian Tire Motorsport Park's services; and
- that persons with disabilities are given an opportunity equal to that given to others to obtain, use or benefit from Canadian Tire Motorsport Park's services.

Communication

When communicating with a person with a disability, Canadian Tire Motorsport Park and its employees should do so in a manner that takes into account the person's disability. Canadian Tire Motorsport Park will train its employees on how to interact and communicate with people with various types of disabilities.

Notice of Temporary Disruptions in Services of Facilities

Canadian Tire Motorsport Park is aware that the operation of its services and facilities is important to our clientele. On occasion, disruptions in Canadian Tire Motorsport Park services and facilities may occur due to reasons that may or may not be within Canadian Tire Motorsport Park's control or knowledge.

Canadian Tire Motorsport Park will make reasonable efforts to provide notice to the public of any disruption in its services and/or facilities, including: information about the reason for the disruption, its anticipated duration and a description of alternative services and/or facilities, if any, that may be available. Canadian Tire Motorsport Park will make reasonable efforts to provide prior notice of any planned disruptions in its services and/or facilities, if possible, recognizing that in some circumstances, including an unplanned temporary disruption, advance notice will not be possible. In such cases, Canadian Tire Motorsport Park will provide notice, including emergency and public safety information, in an accessible format, as soon as reasonably possible.

When temporary disruptions occur to Canadian Tire Motorsport Park's services and/or facilities, Canadian Tire Motorsport Park will provide notice by posting the information in visible places, or on the company's website (www.canadiantiremotorsportpark.com), or by any other method that may be reasonable under the circumstances as soon as reasonably possible.

Assisted Devices and Measures that Assist with Accessibility

A person with a disability may provide his or her own assistive device for the purpose of obtaining, using and benefiting from Canadian Tire Motorsport Park's services and facilities. Exceptions may occur in situations where Canadian Tire Motorsport Park has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on its premises. In these situations, and others, Canadian Tire Motorsport Park may offer a person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from Canadian Tire Motorsport Park's services and facilities, where Canadian Tire Motorsport Park has such other measures available.

It is the responsibility of the person with the disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Support Persons

A person with a disability may enter Canadian Tire Motorsport Park's own business offices and those parts of Canadian Tire Motorsport Park-managed buildings that are open to the public with a support person and have access to the support person while on the premises. Fees will not be charged for support persons or for admission to CTMP's premises or events. We will notify customers of this through a notice on our website. Canadian Tire Motorsport Park may require a person with disability to be accompanied by a support person while on such premises in situations where it is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises.

Service Animals

A person with a disability may enter Canadian Tire Motorsport Park's own business offices and those parts of Canadian Tire Motorsport Park-managed buildings that are open to the public accompanied by a service animal and keep the animal with them. If a service animal is excluded by law, Canadian Tire Motorsport Park will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from Canadian Tire Motorsport Park's services and facilities.

If it is not readily apparent that an animal is a service animal, Canadian Tire Motorsport Park may ask the person with a disability for confirmation that the person requires the animal for reasons relating to his or her disability.

It is the responsibility of the person with disability to ensure that his or her service animal is kept under control at all times. If an employee or any other person on Canadian Tire Motorsport Park premises has a severe allergy to animals, which could result in health and safety concerns, Canadian Tire Motorsport Park will make reasonable efforts in the circumstances to meet the needs of all individuals.

Feedback

Canadian Tire Motorsport Park is committed to providing high quality services to all members of the public it serves. Feedback from the public is appreciated as it may identify areas that require change and encourage continuous service improvements, including improvements in the manner in which Canadian Tire Motorsport Park provides services to persons with disabilities.

Feedback may be provided in person, by telephone, or by writing. All feedback should be directed to Canadian Tire Motorsport Park's Accessibility Officer.

Feedback in person or by mail should be directed to:

Canadian Tire Motorsport Park
Attention: Accessibility Officer
3233 Concession Road #10
Bowmanville, Ontario L1C 3K6

Feedback may also be provided by calling Canadian Tire Motorsport Park's Accessibility Officer at: 905-983-9141 or by e-mailing info@ctmpark.com.

Training

Canadian Tire Motorsport Park will provide training to its employees about the provision of Canadian Tire Motorsport Park's services to persons with disabilities.

Training will include:

- the purpose and application of this policy;
- a review of the purposes and requirements of the *Accessibility for Ontarians with Disabilities Act*;
- a review of the purposes and requirements of the Accessibility Standards for Customer Service Regulation;
- how to interact and communicate with persons with various types of disabilities;
- what to do if a person with a disability is having difficulty accessing Canadian Tire Motorsport Park's services and/or public facilities;
- instruction on Canadian Tire Motorsport Park's policies, procedures and practices pertaining to the provision of services to persons with disabilities; and
- how to use equipment or devices available on Canadian Tire Motorsport Park's premises, or that is otherwise provided by Canadian Tire Motorsport Park, to assist with the provision of Canadian Tire Motorsport Park's services to persons with disabilities.

Training will be provided as soon as practicable to current and new Canadian Tire Motorsport Park staff members and whenever changes are made to Canadian Tire Motorsport Park policies, procedures and practices governing the provision of its services to persons with disabilities.

Canadian Tire Motorsport Park will maintain records of all training conducted pursuant to this policy. These records will include the number of individuals trained and the dates on which the training occurred.

Multi-year Accessibility Plan

Orlando has developed and will follow a multi-year accessibility plan ("Accessibility Plan") outlining the company's strategy to prevent and remove barriers impacting persons with disabilities. Orlando's Accessibility Plan will be reviewed consistently until all objectives are carried out as required under the Integrated Accessibility Standards made pursuant to the *Accessibility for Ontarians with Disabilities Act*. The Accessibility Plan will be reviewed thereafter at least once every five years. A copy of the Accessibility Plan may be viewed by [clicking here](#).

Availability of Documents for Customer Service Standard

All documents required by the Accessibility Standards for Customer Service Regulation, including this policy and the Accessibility Plan, are available upon request.

When providing a document to a person with a disability, Canadian Tire Motorsport Park will provide the document, or the information contained in the document, in a format that properly takes the person's disability into account.

Where required, documents required by the Accessibility Standards for Customer Service Regulation, including this policy, will be posted on Canadian Tire Motorsport Park's website (www.canadiantiremotorsportpark.com).

Accessible Employment Practices

In the hiring of new employees, Canadian Tire Motorsport Park welcomes and encourages applications from people with disabilities. Accommodations will be available, on request, for candidates taking part in all aspects of the hiring selection process. If a job applicant or successful candidate requests an accommodation, Canadian Tire Motorsport Park will discuss their specific needs with them and make adjustments to support their needs in the hiring process and in the workplace. Information will also be provided in an accessible format to employees with disabilities to allow them to successfully perform their jobs, and to ensure that general company information is available to them. In the promotion or career development of employees, persons with disabilities will be treated equally and will be provided with the accommodations they need to learn new skills and take on more responsibilities. Canadian Tire Motorsport Park will also inform all employees of its policies to support people with disabilities and will provide notice to any change in its policies. Employees with disabilities will also be provided with an individualized, written accommodation plan. This information includes customized emergency information. Canadian Tire Motorsport Park will also provide a process to support employees who have been absent from work due to a disability and require disability-related accommodations in order to perform their essential duties.

Public Spaces

Where applicable, the public spaces of Canadian Tire Motorsport Park, such as off-street parking, waiting areas and paths of travel, will be made accessible to persons with disabilities.

Definitions

For the purposes of this policy,

"disability" is defined and means:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability or dysfunction in one or more of the processes involved in understanding symbols of spoken language;
- a mental disorder; and
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act*.

“support person” is defined and means, in relation to a person with a disability, another person who accompanies him or her in order to assist them with communication, mobility, personal care, or medical needs or with access to goods and services.

“service animal” is defined and means any animal used by a person with a disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability or where a person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability. A service animal includes a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations to the *Blind Persons Rights Act*.

Contact for clarification or questions

Any questions about this policy should be directed to Canadian Tire Motorsport Park’s Accessibility Officer.

Canadian Tire Motorsport Park
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905.983.9141
1.800.866.1072
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