



Accessibility Plan

Plan Date: September 30, 2024

Message from the Organization

Bingo Country strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Bingo Country is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

Customer Service

Bingo Country has remained in compliance with the Customer Service Standards.

Information and Communications

Bingo Country posts an AODA Accessibility Policy that is customer facing, and allows for information and communications to be requested in alternate formats.

Employment

Bingo Country is committed to fair and accessible employment practices. Bingo Country has an AODA Accessibility Policy that provides for employment opportunities with person with disabilities and provisions for employees, should it be required.

Training

All employees are required to complete mandatory AODA and Human Rights AODA training, with 60 days of employment and additional training will be provided, in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Design of Public Spaces

The design of public spaces is in compliance with AODA requirements. Any future renovations will meet accessibility laws when building or making major changes to public spaces. Should a service disruption occur in a public area, procedures will be put into place to accommodate all customers and employees, including those with disabilities.

Information and Communications

Bingo Country will communicate necessary information, including emergency information, on the website, media channels, telephone messaging and in person. Additional alternate formats are available upon request.

For More Information

For more information on this Accessibility Plan or to request this plan in an accessible format, please contact:

Bingo Country
General Manager
1106 Dearness Drive, London ON N6E 1N9
519.685-2730

The Accessibility Plan is publicly posted on www.bingo-country.ca