



Accessibility Plan

Plan Date: September 30, 2024

Message from the Organization

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

Jackpot Time 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

Jackpot Time has remained in compliance with the Customer Service Standards.

Information and Communications

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

Employment

Jackpot Time is committed to fair and accessible employment practices. Jackpot Time 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

Jackpot Time 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:

Jackpot Time - Sarnia

General Manager
825 Upper Canada Drive, Sarnia ON N7W 1A3
519.344.1045 Ext. 9

Jackpot Time - St. Thomas

General Manager
140 Edward Street, St. Thomas ON N5P 1Z3
519.633.1984 Ext. 3

Jackpot Time - Timmins

General Manager
251 1st. Ave, Timmins ON P4N 1H6
705.264.9700 Ext. 5

OLG

OLG Support Centre
70 Foster Drive, Suite 800, Sault Ste. Marie
1.800.387.0098

The Accessibility Plan is publicly posted on www.Jackpotime.ca