

Snow Valley Resorts (1987) Ltd.

Title: Integrated Accessibility Policy	Date of Issue: 2012-12-10
Approved by: J. Ball	Review/Revised Date: November 3, 2022
Location: Snow Valley Resorts (1987) Ltd.	

1. Purpose

This policy is intended to meet the requirements of *Ontario Regulation 429/07* under the *Accessibilities for Ontarians Disabilities Act, 2005*. It applies to the provision of goods and services to the public, not the goods themselves.

All goods and services provided by Snow Valley Resorts (1987) Ltd., (Snow Valley Resorts) shall follow the principles of dignity, independence, integration and equal opportunity.

Snow Valley Resorts' policy aims to ensure that persons with disabilities are given equal opportunity to obtain, use and benefit from Snow Valley Resort's goods and services. Reasonable efforts will be made to ensure that our goods and services are provided in a manner that respects the dignity and independence of persons with disabilities:

- a. The goods and services provided to persons with disabilities are integrated with the provision of goods and services to others unless an alternate measure is necessary to allow a person with a disability to benefit from the goods and services. The alternate measure may be temporary or permanent.
- b. Communications with a person with a disability are conducted in a manner that takes the person's disability into account
- c. People with disabilities may use assistive devices, service animals and support persons as necessary to access Snow Valley Resort's goods and services. If a service animal is excluded by law from a premise, other measures will be made available for the person with a disability to access the goods or services.

2. Our mission

The mission of Snow Valley Resorts is to be the best resort in Ontario for families to learn how to ski and snowboard and enjoy snowtubing.

3. Scope

This policy applies to all Snow Valley Resorts employees and volunteers.

4. Definitions

Accessible means customer service is provided in a manner that is capable of being easily understood or appreciated; easy to get to; capable of being reached or entered; obtainable.

Assistive Device is a technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities

Barrier as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, means 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.

Disability means,

- (a) 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 coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*;

Service Animal as reflected in *Ontario Regulation 429/07*; an animal is a service animal for a person with a disability if:

- (a) it is readily apparent that the animal is used by the person for reasons relating to his or her disability, or

(b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her to help with communication, mobility, personal care or medical needs or with access to goods and services.

5. Accessible Customer Service Standard

Our commitment

In fulfilling our mission, Snow Valley Resorts always strives to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Providing goods and services to people with disabilities

Snow Valley Resorts is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

- Communication

We will communicate with people with disabilities in ways that consider their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

- Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by e-mail if telephone communication is not suitable for their communication needs or is not available.

- Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and

familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

- Billing

We are committed to providing accessible invoices to all our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, and e-mail.

We will answer any questions customers may have about the content of the invoice in person, by telephone or by e-mail.

- CADS (Canadian Association of Disabled Skiers)

Snow Valley Resorts will offer ski and snowboard programs through CADS (Canadian Association of Disabled Skiers) on 8 Sundays throughout the operating season.

Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. In the event of an employee being uncertain of the service animal, the employee may ask to see written documentation from a physician or nurse validating such. Service animals must be supervised by their owners and kept in control when used to access Snow Valley Resorts' goods and services.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Snow Valley Resort's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

The person with a disability will pay full price for any Snow Valley Resorts activity. Fees will not be charged for a support person for admission to Snow Valley Resort's services with a valid Access 2 card, an Easter Seals program.

Notice of temporary disruption

Snow Valley Resorts will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.

This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all customer service counters on our premises.

Training for employees and volunteers

As outlined by *Ontario Regulation 429/07*, Snow Valley Resorts will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided to staff before the current operating season (early December through the end of March annually or within one month of hiring during the operating season).

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty accessing Snow Valley Resort's goods and services
- Snow Valley Resort's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

6. Information and Communication Standard

Feedback process

The goal of Snow Valley Resorts is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Customers who wish to provide feedback on the way Snow Valley Resorts provides goods and services to people with disabilities can e-mail the General Manager, submit a 'Customer Comment Form' (available at the Information Desk) to the Duty Manager or verbally to the Duty Manager.

All feedback will be directed to the General Manager – Snow Valley Resorts. Customers can expect to hear back in within five business days

Accessible Formats and Communication Supports

When providing information to or communicating with a person with a disability, we will provide, on request, the information and communication in an accessible format. We will work in consultation with the person with the disability to provide them with the information in a manner that considers the person's disability.

Accessible Website and Web Content

Snow Valley Resorts will ensure our website and website content meets the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

7. Employment Standard

Employment standards apply to paid employees, not volunteers. Snow Valley Resorts will notify its staff members and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Recruitment, Assessment or Selection Process

Snow Valley Resorts will notify job applicants when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request throughout the recruitment process.

If a selected applicant requests accommodation, Snow Valley Resorts will consult with the applicant and provide, or arrange for the provision of, suitable accommodation in a manner that considers the applicant's accessibility needs.

Notice to Successful Applicants

When making offers of employment, Snow Valley Resorts will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

Snow Valley Resorts will continue to inform employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that consider a staff's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing work.

Accessible Formats and Communication Support for Employees

Upon the request of an employee with a disability, Snow Valley Resorts will consult with the employee to provide or arrange for the provision of, accessible formats and communication supports for information that is needed to perform their job, and information that is generally available to other employees.

Workplace Emergency Response Information

Snow Valley Resorts will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Snow Valley Resorts is aware of the need for accommodation to an employee's disability. Snow Valley Resorts will provide this information as soon as practical after becoming aware of the need for accommodation.

Where the employee requires assistance, Snow Valley Resorts will, with the consent of the employee, provide the workplace emergency response information to the person(s) designated by Snow Valley Resorts to aid the employee.

Snow Valley Resorts will review the individualized workplace emergency response information when the employee moves to a different location in the resort, and when the employee's overall accommodations needs, or plans are reviewed.

Documented Individual Accommodation Plans

Snow Valley Resorts will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

Return to Work Process

Snow Valley Resorts maintains a documented return-to-work process for its employees who have been absent from work due to a disability and who require accommodations to return to work.

The return to work process outlines the steps Snow Valley Resorts will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

Performance Management, Career Development and Advancement & Redeployment

Snow Valley Resorts will consider the accessibility needs of the employee with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees or when redeploying employees.

8. Transportation

The transportation standard does not apply currently.

9. Establishment of Accessibility Policies and Plans

Snow Valley Resorts will develop, implement and maintain policies governing how it will achieve accessibility through these requirements. Snow Valley Resorts is responsible for including a statement of its commitment to meeting the accessibility need of persons with disabilities in a timely manner in its policies. This should be achieved through documentation in Snow Valley Resorts policies and making these documents publicly available, in an accessible format upon request.

10. Procuring or Acquiring Goods and Services or Facilities

Snow Valley Resorts will incorporate accessibility criteria and features when procuring or acquiring good services and facilities. The only exception is in cases where it is impractical to do so.

11. Self-Service Kiosks

Snow Valley Resorts will have consideration for accessibility when designing, procuring or acquiring self-serve kiosks to better serve persons with disabilities.

12. Design of Public Spaces

We will incorporate accessibility requirements under the IASR when building or redeveloping a public space identified under the Accessibility Standard for the Design of Public Spaces.

13. Training Employees and Volunteers

Snow Valley Resorts will ensure that training is provided to all employees on the requirements of the accessibility standards referred to in the Regulations and on the Human Rights Code as it pertains to persons with disabilities to:

- All employees and volunteers;
- All persons who participate in developing Snow Valley Resorts policies; and
- All other persons who provide goods, services or facilities on behalf of Snow Valley Resorts

The training will be appropriate to the duties of the employees, volunteers and other persons. Training will be also provided when any changes are made to Snow Valley Resorts. Snow Valley Resorts will maintain a record of training in our Risk Management Binder.

Questions about this policy

This policy exists to achieve service excellence for customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by or referred to, the Duty Manager of Snow Valley Resorts.

Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of Snow Valley Resorts that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about this policy

This policy has been developed, to break down barriers and increase accessibility for persons with disabilities in the areas of Information and Communication, Employment

and Design of Public Spaces. If anyone has a question about this policy or would like to obtain this document in an alternate format, please contact us at john.ball@kisnowvalley.com or 705-721-7669 ext. 222.