

Snow Valley Resorts (1987) Ltd. Multi Year Accessibility Plan

Part 1: General Requirements

1.1 Establish Accessibility Policies	Compliance Date: January 1, 2014	Status: Complete
<p>Integrated Accessibility Standards Regulations (IASR) Requires that every obligated organization shall develop, implement, and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation</p>		
<p>Actions(s) Taken Snow Valley Resorts developed and implemented an IASR policy. This policy is available in an accessible format upon request. This policy will be reviewed and updated as required.</p>		

1.2 Accessibility Plans	Compliance Date: January 1, 2014	Status: Complete
<p>IASR Requirement Large organizations shall,</p> <ul style="list-style-type: none"> (a) establish, implement, maintain, and document a multi-year plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation. (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and (c) review and update the accessibility plan at least once every five years. 		
<p>Action(s) Taken Snow Valley Resorts Multi-Year Accessibility Plan had been implemented and can be made available in an accessible format upon request. The plan is to be updated once every five years. The Plan was updated in 2021 and will be updated no later than 2026.</p>		

1.3 Self Serve Kiosks	Compliance Date: January 1,2014	Status: Ongoing
IASR Requirement Large organizations and small organizations shall have regard for the accessibility of persons with disabilities when designing, procuring, or acquiring self-service kiosks.		
Action(s) Taken Snow Valley Resorts will have regard for the need of a person with disabilities when designing, procuring, or acquiring self-serve kiosks		

1.4 Training	Compliance Date: January 1, 2015	Status: Complete
IASR Requirement Every obligated organization shall ensure training is provided on the requirements of the accessibility standards referred to in this regulation and on the Human Rights Code as it pertains to persons with disabilities to <ul style="list-style-type: none"> (a) all persons who are an employee of, or a volunteer with the organizations: (b) all persons who participate in developing the organization’s policies; and (c) all other persons who provide goods, services, or facilities on behalf of the organization 		
Action(s) Taken Snow Valley Resorts has developed training on the IASR and the Human Rights Code as it pertains to persons with disabilities and is provided to employees, volunteers and persons who participate in developing policies and others who provide goods, services, or facilities for the resort. Training is updated as required and records of training are kept in the Risk Management Binder and JPrep online system.		

Part 2: Information and Communication Standard

2.1 Feedback Process	Compliance Date: January 1, 2015	Status: Complete
IASR Requirement Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.		
Action(s) Taken Snow Valley Resorts has established a process for receiving and responding to feedback. Snow Valley Resorts website recommends ways in which feedback can be made. These include: <ul style="list-style-type: none"> • fill out a “Customer Comment Form” which can be obtained at the Information Desk and will be relayed to the Duty Manager • email the resort by selecting the “Contact Us” button at the bottom of the website • verbally to any Manager of the resort All feedback will be directed to the General Manager and a response will be provided within five business days.		

2.2 Accessible Formats and Communication Supports	Compliance Date: January 1, 2015	Status: Complete
IASR Requirement 1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, <ol style="list-style-type: none"> (a) in a timely manner that takes into account the person’s accessibility needs due to a disability; and (b) at a cost that is no more than the regular cost charged to other persons. 		

- 2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.
- 3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.
- 4) Every obligated organization that is required to provide accessible formats or accessible formats and communication supports by sections 3, 4, 11, 13, 19, 26, 28, 34, 37, 44 or 64 shall meet the requirements of subsections (1) and (2) but shall do so in accordance with the schedule set out in the referenced section and shall do so only to the extent that the requirements in subsections (1) and (2) are applicable to the requirements set out in the referenced section

Action(s) Taken

When providing information to or communicating with a person with a disability, Snow Valley Resorts will provide, upon request, the information and communication in an accessible format. Snow Valley Resorts will work in consultation with the person with a disability to provide them with the information in a manner that considers the person’s disability.

<p>2.3 Emergency Procedures, Plans or Public Safety Information</p>	<p>Compliance Date: January 1, 2012</p>	<p>Status: Ongoing</p>
<p>IASR Requirement In addition to its obligations under Section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports soon as practicable, upon request.</p>		
<p>Action(s) Taken Snow Valley Resorts will make emergency procedures, plans or public safety information that is publicly available, in an accessible format or with appropriate communication supports, upon request, as soon as possible.</p>		

2.4 Accessible Website and Web Content	Compliance Date: January 1, 2021 (WCAG 2.0 Level AA)	Status: Ongoing
IASR Requirement Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.		
Action(s) Taken As of December 2014, Snow Valley Resorts has built out a new corporate website and signed up with a third-party e-commerce website as of November 2015. These sites are built with the WCAG 2.0 Level A programming requirements. Snow Valley Resorts is also in contract with Customfit Online to track required updates and make suggested edits.		

Part 3: Employment Standards

3.1 Recruitment, General	Compliance Date: January 1, 2016	Status: Complete
IASR Requirement Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.		
Action(s) Taken Snow Valley Resorts will notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.		

3.2 Recruitment, Assessment, or Selection Process	Compliance Date: January 1, 2016	Status: Ongoing
IASR Requirement <ol style="list-style-type: none"> 1) During the recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. 2) If a selected applicant requests accommodation, the employer shall consult with the applicant and provide or arrange for the provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability. 		
Action(s) Taken <p>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.</p> <p>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.</p>		

3.3 Notice to Successful Applicants	Compliance Date: January 1, 2016	Status: Ongoing
IASR Requirement Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.		
Action(s) Taken When making offers of employment, Snow Valley Resorts will notify the successful applicant of its policies for accommodation for employees with disabilities.		

3.4 Informing Employees of Supports	Compliance Date: January 1, 2016	Status: Ongoing
IASR Requirement <ol style="list-style-type: none"> 1) Every employer shall inform its employees of its policies used, and support its employees with disabilities, including, but not limited to, policies on the provision of job accommodation that take into account an employee’s accessibility needs due to disability. 2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment. 3) Employers shall provide updated information to their employees whenever there is a change to existing policies on the provision of job accommodation that takes into account an employee’s accessibility needs due to disability. 		
Action(s) Taken 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. Snow Valley Resorts will inform employees of changes to accommodation policies and procedures.		

3.5 Accessible Formats and Communication Support for Employees	Compliance Date: January 1, 2016	Status: Ongoing
IASR Requirement <ol style="list-style-type: none"> 1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, <ol style="list-style-type: none"> (a) Information that is needed to perform the employee’s job; and (b) Information that is generally available to employees at the workplace 2) The employer shall consult with the employee requesting the suitability of an accessible format or communication support. 		
Action(s) Taken <p>Snow Valley Resorts will train employees and supervisors on the availability of accessible formats and communication supports and the process for when a request is made.</p> <p>Upon 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 support for information that is needed to perform their job, and information that is generally available to other employees.</p>		

3.6 Workplace Emergency Response Information	Compliance Date: January 1, 2016	Status: Complete
IASR Requirement <ol style="list-style-type: none"> 1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individual information is necessary, and the employer is aware of the need for accommodation due to the employee’s disability. 2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee’s consent, the employer shall provide the workplace emergency response 		

information to the person designated by the employer to assist the employee.

- 3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.

Action(s) Taken

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 when the employee's overall accommodations needs, or plans are reviewed.

<p>3.7 Documented Individual Accommodation Plans</p>	<p>Compliance Date: January 1, 2016</p>	<p>Status: Complete</p>
<p>IASR Requirement</p> <ol style="list-style-type: none"> 1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. 2) The process for the development of documented individual accommodation plans shall include the following elements <ol style="list-style-type: none"> 1. the way an employee requesting accommodation can participate in the development of the individual accommodation plan 2. how the employee is assessed on an individual basis 3. the way the employer can request an evaluation by an outside medical or other expert, at the employer's 		

expense, to assist the employer in determining if an accommodation can be achieved and, if so, how accommodation can be achieved.

4. the way the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where a bargaining agent does not represent the employee, in the development of the accommodation plan.
5. the steps taken to protect the privacy of the employee's personal information.
6. if an individual accommodation plan is denied, the way the reasons for denial will be provided to the employee.
7. the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Action(s) Taken

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.

3.8 Return to Work Process	Compliance Date: January 1, 2016	Status: Complete
<p>IASR Requirement</p> <ol style="list-style-type: none"> 1) Every employer, other than an employer that is a small organization, <ol style="list-style-type: none"> (a) shall develop and have in place a return-to-work process for its employees who have been absent from work due to a disability and require disability-related accommodations to return to work; and (b) shall document the process 2) The return-to-work process shall, <ol style="list-style-type: none"> (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use documented individual accommodation plans, as described in section 28, as part of the process. 3) The return-to-work process referenced in this section does not replace or override any other return-to-work process created by or under any other statute 		
<p>Action(s) Taken</p> <p>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.</p> <p>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.</p>		

3.9 Performance Management	Compliance Date: January 1, 2016	Status: Ongoing
<p>IASR Requirement</p> <ol style="list-style-type: none"> 1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when using its performance management 2) In the section, “performance management” means activities related to assessing and improving employee performance, productivity, and effectiveness, with the goal to facilitate employee success. 		

Action(s) Taken

Snow Valley Resorts reviewed current management processes and policies to ensure accessibility features are included.

Upon request from the employee, ensure performance management processes include accessibility features and any reasonable accommodation needs.

3.10 Career Development and Advancement	Compliance Date: January 1, 2016	Status: Ongoing
<p>IASR Requirement</p> <p>1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p> <p>2) In this section, “career development and advancement” includes providing additional responsibilities within an employee’s current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.</p>		
<p>Action(s) Taken</p> <p>Snow Valley Resorts reviewed current career development and advancement processes and policies to ensure accessibility features are included.</p> <p>Snow Valley Resorts will consider the accessibility needs of employees with disabilities, as well as individual accommodation plans when conducting career development and advancement for employees.</p>		

3.11 Redeployment	Compliance Date: January 1, 2016	Status: Ongoing
<p>IASR Requirement</p> <ol style="list-style-type: none"> 1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans when redeploying employees with disabilities. 2) In this section, “redeployment” means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization. 		
<p>Action(s) Taken</p> <p>Snow Valley Resorts reviewed current redeployment processes and policies to ensure accessibility features are included.</p>		

Part 4: Design of Public Spaces

4.1.1 Recreation Trails and Beach Access Routes	Compliance Date: January 1, 2017	Status: Ongoing
<p>IASR Requirement</p> <p>Recreation Trails applies to newly constructed and redeveloped recreational trails that an obligated organization intends to maintain, but does not apply to the following types of recreational trails:</p> <ol style="list-style-type: none"> 1. Trails solely intended for cross-country, mountain biking or the use of motorized snow vehicles or off-road vehicles. 2. Wilderness trails, backcountry trails and portage routes. <p>Beach access routes apply to newly constructed and redeveloped beach access routes that an obligated organization intends to maintain, including permanent and temporary routes and temporary routes that are established through the use of manufactured goods which can be removed for the winter months.</p> <p>Consultation, recreational trails</p> <ol style="list-style-type: none"> 1) Obligated organizations shall consult on the following before they construct new or redevelop existing recreational trails: <ol style="list-style-type: none"> 1. the slope of the trail 2. the need for, and location of, ramps on the trail 3. the need for, location and design of, <ol style="list-style-type: none"> 1. rest areas 2. passing areas 3. viewing areas 4. amenities on the trail and 5. any other pertinent feature. 2) Obligated organizations shall consult on the matters referred to in subsection (1) in the following manner: 3) Obligated organizations must consult with the public or persons with disabilities. <p>Obligated organizations shall ensure that any recreational trails and beach access routes that they construct or redevelop, and that they intend to maintain, meet the technical requirements as identified in the IASR, including requirements for boardwalks, ramps</p>		
<p>Action(s) Taken</p> <p>Snow Valley Resorts is exempt from the requirements of Trails.</p>		

If newly constructed or redeveloped trails are deemed to require compliance, we will meet the technical requirements in accordance with the provisions of the IASR.

4.1.2 Outdoor Public Use Eating Areas	Compliance Date: January 1, 2017	Status: Ongoing
IASR Requirement Requirements apply to newly constructed and redeveloped outdoor public use eating areas that an obligated organization, other than a small organization, intends to maintain and that are outdoor public eating consisting of tables that are found in public areas, such as in public parks, on hospital grounds and university campuses and are specifically intended for use by the public as a place to consume food. Obligated organizations, other than small organizations, shall ensure that where they construct or redevelop outdoor public-use eating areas that they intend to maintain, the outdoor public-use eating areas meet requirements of the IASR, such as percentage of accessible tables, ground surface and clear ground space around tables.		
Action(s) Taken Snow Valley Resorts will meet technical requirements following the provisions of the IASR, if newly constructed or redeveloped outdoor public eating spaces are deemed to require compliance.		

4.1.3 Outdoor Play Spaces	Compliance Date: January 1, 2017	Status: Ongoing
IASR Requirement Applies to newly constructed and redeveloped outdoor play spaces that an obligated organization, other than a small organization, intends to maintain that includes play equipment, such as swings, or features such as logs, rocks, sand, or water, where the equipment or features are designed and placed to provide play opportunities and experience for children and caregivers.		

Consultation

When constructing new or redeveloping existing outdoor play spaces, obligated organizations, other than small organizations, shall consult on the needs of children and caregivers with various disabilities and shall do so in the manner of: The Government of Ontario, the Legislative Assembly, designated public sector organizations and large organizations must consult with the public and persons with disabilities.

Accessibility in Design

When constructing new or redeveloping existing play spaces that they intend to maintain, obligated organizations, other than smaller organizations, shall,

- (a) incorporate accessibility features, such as sensory and active play components, for children and caregivers with various disabilities into the design of outdoor play spaces; and
- (b) ensure that outdoor play spaces have a ground surface that is firm, stable and has impact-attenuating properties for injury prevention and sufficient clearance to provide children and caregivers with various disabilities the ability to move through, in and around the outdoor play space.

Action(s) Taken

Snow Valley Resorts will consult with the public and persons with disabilities, incorporate accessibility elements, and have regard for ground surfaces, where practicable, in accordance with provisions of the IASR if we build new or redevelop existing outdoor play spaces.

4.1.4	Compliance Date:	Status:
Exterior Paths of Travels	January 1, 2017	Ongoing
IASR Requirement		
1) This part applies to newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience		
2) This part does not apply to paths of travel regulated under Ontario Regulation 350/03(building code) made under the Building Code Act, 1992.		
When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, obligated organizations, other than small organizations, shall		

ensure that new and redeveloped exterior paths of travel meet the technical requirements of the IASR for width, headroom clearance, surface, opening size running slope and cross slope.

Certain technical requirements must be met when an exterior path of travel is equipped with a ramp, stairs, curb ramp, accessible pedestrian control signals and rest areas.

Action(s) Taken

Snow Valley Resorts will consult with the public and persons with disabilities if we build new or redevelop existing exterior paths of travel intended for a functional purpose. Snow Valley will meet the technical requirements following the provisions of the IASR.

<p>4.1.5 Accessible Parking</p>	<p>Compliance Date: January 1, 2017</p>	<p>Status: Ongoing</p>
<p>IASR Requirement</p> <p>Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain; the off-street parking facilities meet the requirements set out in this part.</p> <p>Off street parking facilities must provide Type A and Type B parking spaces, access aisles for all accessible parking spaces for the use of persons with disabilities, and a minimum number and type of accessible parking spaces, and signage according to the requirements of the IASR.</p>		
<p>Action(s) Taken</p> <p>Snow Valley Resorts has 10 accessible parking spots on the Ski side and 3 accessible parking spots on the Tubing side.</p> <p>When constructing new or redeveloping off-street parking facilities, Snow Valley Resorts will ensure they will meet the requirements of the IASR.</p>		

<p>4.1.6 Obtaining Services (Service Counters, Fixed Queuing Guides, Waiting Areas)</p>	<p>Compliance Date: January 1, 2016</p>	<p>Status: Ongoing</p>
<p>IASR Requirement</p> <p>Service Counters When construction of new service counters, which includes replacing existing service counters, requirements must be met for the provision of the minimum number of accessible service counters, the ability to accommodate a mobility aid and must abide by the countertop height, knee clearance and floor area clearance requirements, as noted in the IASR.</p> <p>Fixed Queuing Guides When constructing new fixed queuing guides, the following requirements must be met:</p> <ol style="list-style-type: none"> 1) the fixed queuing guides must provide sufficient width to allow for the passage of mobility aids and mobility assistive devices 2) the fixed queuing guides must have a sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction 3) the fixed queuing guides must be cane detectable <p>Waiting Areas</p> <ol style="list-style-type: none"> 1) When constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three percent of the new seating must be accessible, but in no case shall there be fewer than one accessible seating 2) For this section, accessible seating is a space in the seating area where an individual using a mobility aid can wait. 		
<p>Action(s) Taken</p> <p>Snow Valley Resorts will conform to all of the required elements in accordance with the provisions of the IASR when constructing service counters and fixed queuing guides and all newly constructed or redeveloped waiting areas.</p>		

4.1.7 Maintenance of Accessible Elements	Compliance Date: January 1, 2017	Status: Ongoing
IASR Requirement In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following <ol style="list-style-type: none"> 1. Procedures for the prevention and emergency maintenance of the accessible elements in public spaces as required under this part. 2. Procedures for dealing with temporary disruptions when accessible elements required under this part are not working in order. 		
Action(s) Taken Snow Valley Resorts has educated all supervisors that they must identify preventative measures and emergency maintenance procedures and alternatives for handling disruptions and alternatives in accordance with the provisions of the IASR and that the procedures are documented, and that employees are trained on the procedures.		

Part 4.2: Customer Service Standard

4.2.1	Compliance Date:	Status:
Establishment of Policies	January 1, 2012	Complete
IASR Requirement		
<ol style="list-style-type: none"> 1) In addition to the requirements in section 3, every provider shall develop, implement, and maintain policies governing its provision of goods, services, or facilities, as the case may be, to persons with disabilities. 2) The provider shall use reasonable efforts to ensure that the policies are consistent with the following principles: <ol style="list-style-type: none"> 1. The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities. 2. The provision of goods, services, or facilities to persons with disabilities must be integrated with the provision of goods, services, or facilities to others, unless an alternative measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the goods, services, or facilities. 3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services, or facilities. 4. When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability. 3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from goods, services, or facilities or with the availability of other measures, if any, which enables them to do so. 4) Every provider, other than a small organization, shall prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person. 5) Every provider, other than a small organization, shall notify persons to whom it provided goods, services, or facilities that the documents required by subsection (4) are available upon request. 6) The notice required by subsection (5) may be given by posting the information at a conspicuous place on premises owned or operated by the 		

provider, by posting it on the provider’s website, if any, or by such other method, as is reasonable in the circumstances.

Action(s) Taken

Snow Valley Resorts had created and implemented policies for the provision of goods and services to persons with disabilities.
 These policies are trained annually for new and returning employees.

<p>4.2.2 Use of Service Animals and Support Persons</p>	<p>Compliance Date: January 1, 2012</p>	<p>Status: Complete</p>
<p>IASR Requirement</p> <ol style="list-style-type: none"> 1) This section applies if goods, services, or facilities are provided to members of the public or third parties at premises owned or operated by the provider and if the public or third parties have access to the premise. 2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premise. 3) If a service animal is excluded by law from the premises, the provider shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the provider’s goods, services, or facilities. 4) If a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises. 5) The provider may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that, <ol style="list-style-type: none"> (a) a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and 		

(b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.

- 6) If an amount is payable for a person's admission to the premises or in connection with a person's presence on the premises, the provider shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.
- 7) If, under subsection (5), the provider requires a person with a disability to be accompanied by a support person when on the premises, the provider shall waive payment of the amount, if any, payable in respect of the support person's admission to the premises or in connection with the support person's presence on the premises.
- 8) Every provider, other than a small organization, shall prepare one or more documents describing its policies with respect to the matters governed by this section and, on request, shall give a copy of any such document to any person.
- 9) Every provider, other than a small organization, shall notify persons to whom it provides goods, services, or facilities that the documents required by subsection (8) are available on request.
- 10) The notice required by subsection (9) may be given by posting the information at a conspicuous place on the premise owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.

Action(s) Taken

Snow Valley Resorts is 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 trained in how to interact with people with disabilities who are accompanied by a service animal.

Snow Valley Resorts is 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.

4.2.3 Notice of Temporary Disruptions	Compliance Date: January 1, 2012	Status: Complete
<p>IASR Requirement</p> <ol style="list-style-type: none"> 1) If in order to obtain, use, or benefit from a provider’s goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public. 2) Notice of disruption must include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. 3) Every provider, other than a small organization, shall prepare a document setting out the steps that the provider will ensure are taken in connection with a temporary disruption and, on request, shall give a copy of the document to any person. 4) Every provider, other than a small organization, shall notify persons to whom it provides goods, services, or facilities that the document required by subsection (3) is available on request. 5) The notices required by subsections (2) and (4) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider’s website, if any, or by such other method as is reasonable in the circumstances. 		
<p>Action(s) Taken</p> <p>Notice of Temporary Disruptions has been included in Snow Valley Resorts Accessible Customer Service Policy.</p>		

4.2.4 Training for Staff Etc.	Compliance Date: January 1, 2012	Status: Ongoing
<p>IASR Requirement</p> <ol style="list-style-type: none"> 1) In addition to the requirements in section 7, every provider shall ensure that the following persons receive training about the provision of the provider’s goods, services, or facilities, as the case may be, to persons with disabilities: <ol style="list-style-type: none"> 1. Every person who is an employee of, or a volunteer with, the provider. 2. Every person who participates in developing the provider’s policies 		

3. Every other person who provides goods, services, or facilities on behalf of the provider.
- 2) The training must include a review of the purposes of the Act and the requirements of the part and instruction about the following matters:
 1. How to interact and communicate with persons with various types of disabilities.
 2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
 3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services, or facilities to a person with a disability.
 4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services, or facilities.
- 3) Every person referred to in subsection (1) shall be trained as soon as practical.
- 4) Every provider shall also provide training on an ongoing basis in respect of any changes to the policies described in section 80.46.
- 5) Every provider, other than a small organization, shall keep records of the training provided under the section, including the dates on which the training is provided and the number of individuals to whom it is provided.
- 6) Every provider, other than a small organization, shall,
 - (a) Prepare a document that describes its training policy, summarizes the content of the training, and specifies when the training is to be provided; and
 - (b) On request, give a copy of the document to any person.
- 7) Every provider, other than a small organization, shall notify persons to whom it provides goods, services, or facilities that the document required by subsection (6) is available on request.
- 8) The notice required by subsection (7) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.

Action(s) Taken

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. 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.

<p>4.2.5 Feedback Process Required</p>	<p>Compliance Date: January 1, 2012</p>	<p>Status: Complete</p>
<p>IASR Requirement</p> <ol style="list-style-type: none"> 1) Every provider shall establish a process for receiving and responding to, <ol style="list-style-type: none"> (a) Feedback about the way it provides goods, services, or facilities to persons with disabilities; and (b) Feedback about whether the feedback process established for purpose or cause (a) complies with subsection (3). 2) The feedback process must specify the actions that the provider will take if a complaint is received about the way it provides goods, services, or facilities to a person with disabilities. 3) Every provider shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request. 4) Every provider shall make information about the feedback process readily available to the public 5) Every provider, other than a small organization, shall prepare a document describing the feedback process and on request, shall give a copy of the document to any person. 6) Every provided, other than a small organization, shall notify persons to whom it provides goods, services, or facilities that the document required by subsection (5) is available on request. 7) The notice required by subsection (6) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider’s website, if any, or by such other method as is reasonable in the circumstances. 		
<p>Action(s) Taken</p> <p>Snow Valley Resorts have established a process for receiving and responding to feedback. The General Manager will respond to all feedback within 5 business days.</p>		

The General Manager will respond to all feedback within 5 business days.

4.2.6 Format of documents	Compliance Date: January 1,2012	Status: Ongoing
IASR Requirement 1) The provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support, (a) Promptly that takes into account the person’s accessibility needs due to a disability; and (b) At a cost that is not more than the regular cost charged to other persons. 2) The provider shall consult with the person requesting to determine the suitability of an accessible format or communication support.		
Action(s) Taken Snow Valley Resorts 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.		