



Accessibility for Ontarians with a Disability

Responsibility: Senior Director of Human Resources

Date of Original Policy: December 1, 2011

Date of Revision: July 27, 2023

POLICY STATEMENT

Great Wolf Lodge, Niagara Falls is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equality of opportunity. Great Wolf Lodge, Niagara Falls permits persons with a disability to use their own assistive devices when accessing our goods and services. These assistive devices may include but are not limited to: support persons, service animals, communication aids, cognition aids, mobility aids and medical aids.

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about this policy, or if the purpose of this policy is not understood, questions can be referred to Anne Marie Malleau, Senior Director of Human Resources at (905) 353-5623, amalleau@greatwolfniagara.com.

PURPOSE

This policy is intended to meet the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 and all related standards and regulations introduced under this legislation, ensuring that persons with disabilities are provided equal opportunities and standards of service. Reasonable efforts will be made to ensure that:

- Persons with disabilities are provided equal opportunity to obtain, use and benefit from the goods and services of Great Wolf Lodge, Niagara Falls.
- Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.
- Communications with a person with a disability are conducted in a manner that takes the person's disability into account.
- Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access the goods and services of Great Wolf Lodge, Niagara Falls.

SCOPE

This policy applies to all Great Wolf Lodge, Niagara Falls pack members as well as volunteers, agents and contractors, who act on behalf of, or represent Great Wolf Lodge, Niagara Falls in any manner.

ACCESSIBILITY AT GREAT WOLF LODGE, NIAGARA FALLS

For specific information regarding accessibility, please contact our Guest Services Agents at (905) 354-4888.

In general, accessible features at Great Wolf Lodge, Niagara Falls include:

- Designated accessible guest rooms.
- Designated accessible check in/out counter.
- Designated accessible seating in the restaurant and the waterpark.
- Accessible public spaces and some accessible attractions/experiences.

Please note, although Great Wolf Lodge, Niagara Falls strives to be the accessible destination of choice for all of our guests, some attractions are not accessible. Partially accessible attractions/experiences include:

- Arcade: although many attractions within the arcade are accessible, some attractions including mini-putt, bowling and laser tag are not accessible.
- Waterpark: the Rainbow Lake wave pool, Chipmunk Cove, Otter Lake activity pool, Loon Lagoon outdoor pool and designated seating are some of the accessible features of the waterpark. Please note, the water slides are not accessible.

DEFINITIONS

The term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- (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 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;
- (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*.

PROCEDURES

Assistive Devices

The use of assistive devices by persons with disabilities to obtain, use or benefit from the goods or services of Great Wolf Lodge, Niagara Falls is recognized unless otherwise prohibited due to health and safety or privacy issues. Where applicable, assistive devices owned and operated by Great Wolf Lodge, Niagara Falls will be available for use by persons with disabilities. We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Support Persons

Persons with disabilities are permitted to be accompanied by their support person in areas/premises that are open to the public, when accessing goods and services provided by Great Wolf Lodge, Niagara Falls. If a person with a disability is accompanied by a support person, Great Wolf Lodge, Niagara Falls 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. Where a department of Great Wolf Lodge, Niagara Falls charges an admission or participation fee, the department will ensure that notice is given in advance about the amount, if any, payable in respect of the support person. In situations where confidential information might be discussed, consent will be obtained from the guest, prior to any conversation where confidential information might be discussed.

Service Animals

Persons with disabilities are permitted to be accompanied by their service animal and keep that animal with them in areas/premises that are open to the public, when accessing goods and services provided by Great Wolf Lodge, Niagara Falls.

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional

that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

In the event that a service animal is otherwise prohibited by law from the premises, Great Wolf Lodge, Niagara Falls will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from goods and services of Great Wolf Lodge, Niagara Falls.

Communication, Telephone Services

We will communicate with people with disabilities in ways that take into account their disabilities. We will train pack members who communicate with guests on how to interact and communicate with people with various types of disabilities. We will offer to communicate with guests by email or Zingle (text messaging) if telephone communication is not suitable to their communication needs or is not available.

Service Disruptions

In the event of a planned service disruption to facilities, services or systems that are relied upon by persons with disabilities to access the goods or services of Great Wolf Lodge, Niagara Falls, notice of the disruption shall be provided in advance.

Notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems that may be available. Notice may be given by posting the information in a prominent location on the premises of Great Wolf Lodge, Niagara Falls. In the event of an unexpected disruption, notice will be provided as soon as possible.

Training

All Pack Members, volunteers, agents/contractors of Great Wolf Lodge, Niagara Falls will receive training on the following topics as outlined in Ontario Regulation 191/11:

- Review of the AODA and the requirements of Regulation 191/11.
- How to interact and communicate with persons with various types of disabilities.
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or the assistance of a support person.
- How to use equipment or devices provided by Great Wolf Lodge, Niagara Falls (if applicable).
- What to do if a person with a particular type of disability is having difficulty accessing the goods or services of Great Wolf Lodge, Niagara Falls.
- Accessible Customer Service policies, procedures and practices of Great Wolf Lodge, Niagara Falls.

The Human Resources Department will retain all the training records.

INFORMATION AND COMMUNICATIONS

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

FEEDBACK PROCESS

The ultimate goal of Great Wolf Lodge, Niagara Falls is to meet and surpass customer expectations while providing service to customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Feedback from a member of the public or third party about the delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods. All feedback will be directed to:

Contact person: Anne Marie Malleau, CHRE
Senior Director of Human Resources

Mail: 3950 Victoria Ave
Niagara Falls, ON L2E 7M8

Telephone: 905-353-5623

Fax: 905-353-5626

Email: amalleau@greatwolfniagara.com

FORMAT OF DOCUMENTS

Documents required under this regulation are available upon request. Great Wolf Lodge, Niagara Falls will take into consideration the person's disability and provide documents in an appropriate format. Great Wolf Lodge, Niagara Falls and the person with the disability will agree on the format being used.