



ACCESSIBILITY PLAN AND POLICIES FOR H2O LIFEGUARD AND RECREATIONAL MANAGEMENT

Last updated: August 2018

This 2014-2021 accessibility plan outline the policies and action that H2O Lifeguard and Recreational Management will put in place to improve opportunities for people with disabilities.

Statement of Commitment:

H2O Lifeguard and Recreational Management is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Accessibility Policies:

H2O Lifeguard and Recreational Management will provide, on request, information in an accessible format or with communication supports to people with disabilities, in a manner that takes into account their disability.

Definitions:

Accessibility — The term accessibility means giving people of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service, product, device, or environment is available to as many people as possible. Accessibility can be seen as the ability to access and benefit from a system, service, product or environment.

Barrier — Barriers are obstacles that limit access and prevent people with disabilities from fully participating in society. Most barriers are not intentional. Barriers usually arise because the needs of people with disabilities are not considered from the beginning.

Disability — Ontario's accessibility law adopts the definition for disability that is in the Ontario Human Rights Code. It defines disability broadly:

- 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."

Accessibility Plan:

1) Accessible Customer Service

H2O is committed to providing excellent customer service to all guests, including people with disabilities

- H2O trains all our staff and to serve customers of all abilities
- H2O keeps a written record of the training
- H2O employees welcome service animals and support persons
- H2O creates accessible ways for people to provide feedback
- H2O put an accessibility policy in place so our employees, and clientele know what to expect

Compliance Date: January 2012, and ongoing

2) Accessible Emergency Information

H2O Lifeguard and Recreational management is committed to providing our clientele with publicly available emergency information in an accessible way, upon request. We are also committed to providing employees with disabilities with individualized emergency response information when necessary.

Compliance Date: January 2012, and ongoing.

3) Accessibility Policies and Multi-year Plan

- Creation of an accessibility committee responsible for:
 - Developing and implementing policies, practices and procedures to ensure the accessible provision of goods and services to persons with a disability.
 - Developing and implementing an accessibility training program as required under the Act.
 - Developing a feedback procedure as required under the Act
 - Filing accessibility reports as required under section 14 of the Act.
- Create policies and a multi-year accessibility plan to help you achieve your accessibility goals
 - Policies and Multi-year plan to be reviewed every five years
- Tell your employees and customers about your policies
 - refer to section on employee training



Accessibility for Ontarians with Disabilities Act - Accessibility Standards for Customer Service

- Post the multi-year plan on your website in an accessible format
- Make website accessible as outlined by the internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Compliance Date: January 2014, and ongoing.

4) Employee Training

H2O is committed to providing our staff with adequate training on Ontario's Accessibility Laws and on the Human Rights code, as it relates to people with disabilities. We will train our employees and volunteers on accessibility as it relates to their specific roles.

- H2O will continue to ensure that all new and existing staff are trained as per our "AODA Customer Service Manual" drafted in 2012. Once this manual is read, each employee must conduct a quiz acknowledging that they read the manual and understand how to comply with Ontario's Accessibility Laws in the workplace.
- The Accessibility committee will review this training annually to ensure that we are within compliance with all training requirements.
- H2O will keep records of the training provided, including training protocol, the dates on which the training is provided and the which individuals.

Compliance Date: January 2015, and ongoing

5) Self-Service Kiosks

While this does not necessarily pertain to H2O as an organization in any event, H2O will ensure employees consider the needs of people with disabilities when designing, procuring or acquiring new self-service kiosks by:

- Consulting the H2O Customer Service Standard.
- Committing to ensuring that any integrated Kiosks comply with accessibility standards as well as our core values.
- Consult where and when needed to ensure that any new Kiosks meet all staff, members and client needs.

Compliance Date: January 2014

6) Information and Communications

H2O is committed to meeting the communication needs of people with disabilities.



- We will 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.

H2O Lifeguard and Recreational Management welcomes and appreciated feedback regarding this Policy and its implementation.

- The Accessibility Committee will be responsible for responding to information requests
- They will ensure that all contact information is kept up to date
- They will ensure that the new formats are available upon request
- Ensure they are available to provide assistance, when requested on providing feedback

Compliance Date: January 2015, January 2016, and ongoing.

7) Employment

H2O is committed to providing an inclusive and barrier-free work environment, starting with the hiring process. We promote the principles of diversity and inclusion and adhere to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. If accommodation is needed during any phase of the hiring process, the candidate is instructed to contact Human Resources.

- We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.
 - H2O will publish a statement of commitment on all job posting and job descriptions.
- We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.
 - Employees who disclose the need for an accommodation plan will have it implemented by their managers and a copy of the plan will be kept in their HR file
- Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.
- Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

Compliance Date: January 2016, and ongoing.

8) Design of Public Spaces

While this does not necessarily pertain to H2O as an organization in any event, H2O will meet accessibility laws when building or making major changes to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities



Accessibility for Ontarians with Disabilities Act - Accessibility Standards for Customer Service

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off-street parking
- Accessible on-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

We will put procedures in place to prevent service disruptions to our accessible parts of our public spaces. We will do this by engaging employees in the design and planning of public spaces and outlining clearly with any and all service providers our requirements.

We will ensure that our Customer Service Standards are taken into account at every step of a design and implementation stage

Compliance Date: January 2017, and ongoing.

For more information

For more information on this accessibility plan, please contact Cassandra Serre, Director of Human Resources at:

- Phone: 613-789-4020 x.2
- Email: cass@h2o.ca

Accessible formats of this document are available upon request.