



INTEGRATED ACCESIBILITY STANDARDS REGULATION (IASR)

DATE OF REVISION: January 21, 2026

APPROVED BY: General Manager & Assistant General Manager

POLICY STATEMENT

Ripley's Niagara Water Park Resort LTD. (o/a Great Wolf Lodge) is committed to providing an accessible, inclusive, and respectful environment for all guests, Pack Members, and members of the public. We are dedicated to treating all individuals in a manner that respects dignity, independence, integration, and equal opportunity.

We are committed to complying with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR), Ontario Regulation 191/11, by preventing and removing barriers to accessibility and by meeting all applicable accessibility requirements in a timely and effective manner.

PURPOSE

The purpose of this policy is to establish the framework by which Great Wolf Lodge ensures compliance with the IASR and embeds accessibility into its policies, programs, practices, and service delivery. This policy supports accessibility in the following regulated areas:

- Customer Service
- Design of Public Spaces
- Employment
- Information and Communications

SCOPE

This policy applies to:

- All Pack Members
- Management and leadership
- Volunteers
- Contractors, agents, and any persons providing goods, services, or facilities on behalf of Great Wolf Lodge

ACCESSIBILITY PLANS & POLICIES

Great Wolf Lodge shall:

- Maintain written accessibility policies governing how the organization achieves accessibility.
- Maintain a Multi-Year Accessibility Plan outlining strategies to prevent and remove barriers.

- Review and update the Accessibility Plan at least once every five (5) years.
- Make the policy and Accessibility Plan publicly available, including on the company website.
- Provide the Accessibility Plan in an accessible format upon request.

TRAINING REQUIREMENTS

Great Wolf Lodge shall provide training as required by Ontario Regulation 191/11 to:

- All Pack Members
- All persons involved in the development of organizational policies
- All persons who provide goods, services, or facilities on behalf of the organization

Training shall include:

- The requirements of the AODA and IASR
- The Ontario Human Rights Code as it relates to persons with disabilities
- Organizational accessibility policies and procedures

Training shall be:

- Provided at the Wolfology Orientation
- Updated when policies or legislation change
- Documented, with records retained by Human Resources

CUSTOMER SERVICE STANDARD

Great Wolf Lodge shall provide goods and services in a manner that is accessible to persons with disabilities by:

- Ensuring Pack Members are trained in accessible customer service
- Allowing the use of assistive devices, service animals, and support persons
- Communicating in ways that respect individual accessibility needs
- Providing notice of service disruptions that impact accessibility
- Offering accessible feedback mechanisms

All Pack Members receive AODA training upon hire, during Wolfology orientation and department-specific training as applicable. [Ontario Reg. 191/11: Customer Service Standards](#) Customer Service Training.

DESIGN OF PUBLIC SPACES STANDARD

Great Wolf Lodge shall incorporate accessibility requirements when:

- Constructing new public spaces; or
- Making planned, significant alterations to existing public spaces

This includes compliance related to:

1. Recreational trails and beach access routes
2. Outdoor public use eating areas
3. Outdoor play spaces
4. Exterior paths of travel and associated elements
5. Accessible parking
6. Service counters, fixed queuing guides, and waiting areas
7. Maintenance of accessible elements

The Great Wolf Lodge is not required to retrofit existing public spaces unless major renovations are planned. Building-related accessibility (e.g., washrooms, entrances) is governed by the Ontario Building Code. [Ontario Reg. 191/11: Design of Public Spaces Standards](#)

EMPLOYMENT STANDARDS

Great Wolf Lodge is committed to inclusive and accessible employment practices throughout the employment lifecycle.

a) **Recruitment**

- Applicants are notified that accommodations are available upon request.

b) **Assessment and Selection**

- Applicants selected for interviews or testing are informed that accommodations are available.
- Accommodation requests are addressed in consultation with the applicant.

c) **Notice to Successful Applicants**

- Successful applicants are informed of accommodation policies.

d) **Informing Pack Members of Supports**

- All Pack Members are informed of accommodation policies and updates through orientation, training, postings, and communications.

e) **Accessible Formats and Communication Supports**

- Provided upon request, in a timely manner, at no additional cost, and in consultation with the individual.

f) **Workplace Emergency Response Information**

- Individualized emergency response information will be provided where required.
- Information will be reviewed when:
 - The Pack Member moves departments
 - Accommodation needs change
 - Emergency procedures are updated

g) **Documented Individual Accommodation Plans**

- A written process is in place to develop and maintain individual accommodation plans.

h) **Return to Work Process**

- A documented return to work process exists for Pack Members absent due to disability.
- This process does not replace obligations under WSIB or other applicable legislation.

i) **Performance Management**

- Accessibility needs and accommodation plans are considered.

j) **Career Development and Advancement**

- Accessibility needs and accommodation plans are considered.

INFORMATION AND COMMUNICATION SUPPORTS

a) **Feedback**

- Feedback processes are accessible and accommodate requests for communication supports.

b) **Accessible Formats and Communication Supports**

- Provided upon request:
 - In a timely manner
 - At no additional cost
 - In consultation with the individual

The availability of accessible formats and supports is communicated through the company website and customer service areas.

c) **Emergency and Public Safety Information**

- Emergency information shared with the public will be provided in accessible formats upon request.

d) **Accessible Websites and Web Content**

Great Wolf Lodge shall ensure its websites and web content conform to:

- WCAG 2.0 Level AA, as currently required under Ontario legislation

(If legislation is updated to WCAG 2.1 or higher, compliance will be adjusted accordingly.)

COMPLIANCE AND ACCOUNTABILITY

Great Wolf Lodge is responsible for:

- Monitoring legislative changes
- Updating policies and practices
- Maintaining training records
- Responding to accessibility requests in a timely manner

RESOURCES

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Regulation 191/11 (Integrated Accessibility Standards Regulation)

Ontario Human Rights Code

Ontario Building Code (where applicable)