



Integrated Accessibility Standards Regulation (IASR)

Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act ("AODA").

In 2011, the AODA Integrated Accessibility Standards became law, enacting standards in the areas of Customer Service, Design of Public Spaces, Employment, Information and Communication, and Transportation.

1. **Customer Service:** outlines what organizations must do to provide their goods and services in ways that are accessible to persons with disabilities. This standard came into force on January 1, 2008;
2. **Design of Public Spaces:** covers the requirements for specific features of public spaces to make it easier for people with disabilities to move through and use the environment;
3. **Employment:** requirements for businesses and organizations to make accessibility a regular part of finding, hiring and supporting employees with disabilities.
4. **Information and Communication:** regulates how organizations will be required to provide, create, and receive information and communications that are accessible to persons with disabilities.
5. **Transportation:** regulations that apply to modes of transportation under the jurisdiction of municipal and provincial governments. However, if/when Great Wolf Lodge (Ripley's Waterpark Resort LP) provides transportation services, it is required to provide accessible vehicles or equivalent services upon request.

The Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) must provide an annual Accessibility Plan. Accessibility Policies and Plans were established, implemented, and shall be maintained, which serve our guests and Pack Members. The Policy and Plan was reviewed and approved by the Accessibility Committee and is posted on our website. The Accessibility Plan will be reviewed and updated at least once every five years. Training is provided as soon as practicable, and on-going training is provided to our Pack Members, all persons who participate in developing the company's policies, and all other persons who provide goods, services or facilities on behalf of the organization whenever policy changes are

made. Upon request, Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) will provide a copy of the Accessibility Plan in an accessible format.

Customer Service

This standard outlines what organizations must do to provide their goods and services in ways that are accessible to persons with disabilities. This standard came into force on January 1, 2008.

[Ontario Reg. 191/11: Customer Service Standards](#)

Customer Service Training

To ensure that (Ripley's Niagara Waterpark Resort LP) achieves regulatory compliance with the [Accessibility for Ontarians with Disabilities Act, 2005](#), everyone who interacts on its behalf with the public must be trained in accessible customer service. All Pack Members receive online AODA Training during their orientation and receive department specific training regarding any specific assistive devices, support persons, service animals, and communication services.

Design of Public Spaces Standards

Accessible public spaces make it easier for people with disabilities to move through and use the environment. The requirements of the standard are divided into seven sections:

1. Recreational trails and beach access routes
2. Outdoor public use eating areas
3. Outdoor play spaces
4. Exterior paths of travel (sidewalks or walkways) and their associated elements, such as ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
5. Accessible parking spaces
6. Obtaining services (service counters, fixed queuing guides and waiting areas)
7. Maintenance planning

The scope of the requirements

The standard requires organizations to incorporate accessibility when:

- Building new public spaces, or
- Making planned significant alterations to existing public spaces.

Organizations are not required to retrofit public spaces to meet the requirements. This means that organizations are not required to alter their public spaces if they have no plans to do so.

Accessibility for elements related to buildings, for example, building entrances, washrooms and barrier-free paths of travel, are not addressed in this standard. They are addressed through Ontario's Building Code.

[Ontario Reg. 191/11: Design of Public Spaces Standards](#)

Employment Standards

Recruitment

The Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) will continue to notify Pack Members and the public that accommodations for applicants with disabilities are available upon request.

Recruitment, Assessment or Selection Process

The Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) will continue to notify job applicants who are selected that accommodations are available upon request. Applicants requesting accommodation shall be consulted to ensure the accommodation is suitable and takes into account the applicant's accessibility needs. We will continue to identify barriers that exist.

Notice to Successful Applicants

The Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) will continue to notify successful applicants of its policies for accommodating Pack Members with disabilities.

Informing Pack Members of Supports

The Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) will continue to inform current and new Pack Members of its policies for accommodating and supporting Pack Members with disabilities and of any changes. This information is provided during orientation and will continue to be communicated through training sessions, eLearning, postings and / or memos.

Accessible Formats and Communication Supports for Pack Members

Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) will, upon request, provide or arrange for the provision of accessible formats and communication support to persons with disabilities in a timely manner, taking into account the person's accessibility needs.

Workplace Emergency Response Information

Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) will provide individualized workplace emergency response information to Pack Members who have a disability, if the disability is such that the individualized information is necessary, and if Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) is aware of the need for accommodation due to the Pack Member's disability. The individualized workplace emergency response information will be provided as soon as practicable once Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) becomes aware of the need for the accommodation due to the Pack Member's disability.

Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) will review the individualized workplace emergency response information when the Pack Member transfers to a different department in the organization, when the Pack Member's overall accommodations needs or plans are reviewed, and when Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) reviews general emergency response policies. Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) will provide individualized workplace emergency response information to Pack Members with disabilities as well as persons designated to provide assistance to Pack Members. Information will be provided to both the Pack Member and the designate as soon as practicable.

Documented Individual Accommodation Plans

The Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) has in place a written process for the development of documented individual accommodation plans for Pack Members with disabilities.

Return to Work Process

The Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) has in place a Return To Work process for its Pack Members who have been absent from work due to a disability and require disability related accommodations in order to return to work.

This Return To Work process will not replace or override any other return to work process created by or under any other statute (i.e., the Workplace Safety Insurance Act, 1997).

Performance Management

The Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) will continue to take into account the accessibility needs of Pack Members with disabilities, as well as individual accommodation plans, when using its performance management process with respect of Pack Members with disabilities.

Career Development & Advancement

The Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) takes into account the accessibility needs of Pack Members with disabilities and their accommodation plan when providing career development.

Redeployment

The Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) takes into account the accessibility needs of Pack Members with disabilities and their accommodation plan when redeploying a Pack Member.

Information and Communication Standards

Feedback

The Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) ensures that its processes for receiving feedback are accessible to people with disabilities, by providing accessible formats or communication supports upon request.

Accessible Formats and Communication Supports

The Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) will continue to, upon request, provide or arrange for the provision of accessible formats and communication supports to persons with disabilities in a timely manner, taking into account the person's accessibility needs.

The Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) will continue to notify the public that accessible formats and communication supports are available. This is communicated to the public through the Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) web site and posted on customer feedback / comment areas.

The Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) will continue to, upon request, provide emergency document(s) that we share with the public or clients in an accessible format. This is communicated on the documents that are distributed to the public.

Accessible Websites and Web Content

The Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) currently meets, and will continue to meet, the Web Contents Accessibility Guidelines (WCAG) 2.0, regarding its websites and web content. Great Wolf Lodge (Ripley's Niagara Waterpark Resort LP) conforms to WCAG 2.0, Level AA, in regard to its websites and web content.