

Multi-Year Accessibility Plan

1.0 Introduction

Whitby Trampoline ULC provides entertainment services to a diverse population in Ontario.

We are committed to the principles of independence, dignity, integration and equality of opportunity for people with disabilities, and have developed this multi-year accessibility plan to prevent and remove barriers and ensure compliance with legislation under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Integrated Accessibility Standards (IASR), Ontario Regulation 191/11.

2.0 Accessibility Policies

2.1 Whitby Trampoline ULC will develop, implement and maintain policies on how we will achieve accessibility through meeting the requirements of the regulation. (O. Reg. 191/11, s.3)

Whitby Trampoline ULC has developed policies for accessible customer service, accessible information and communications, accessible employment, accessible design of public spaces, and staff training.

2.2 Implementation Deadline: December 10, 2019. Ongoing.

3.0 Accessibility Plan

3.1 Whitby Trampoline ULC will establish, implement, maintain and document a multi-year accessibility plan which outlines our strategy to how we will achieve accessibility through meeting the requirements of the regulation. (O. Reg. 191/11, s.4)

3.2 Planned Action:

Whitby Trampoline ULC developed a multi-year accessibility plan, post it on our web site, and review and update it at least every five years.

3.3 Implementation Deadline: December 10, 2019. Ongoing.

4.0 Self-Service Kiosks

4.1 Whitby Trampoline ULC will have regard to accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks. (O. Reg. 191/11, s.6)

4.2 Planned Action:

- Whitby Trampoline ULC will consider and incorporate accessibility features when designing, procuring or acquiring self-service kiosk, except where it is not practicable to do so. Where Whitby Trampoline ULC has decided that it is not practicable to incorporate accessibility criteria and features, the Company will provide an explanation upon request.

4.3 Implementation Deadline: December 10, 2019. Ongoing.

5.0 Training

5.1 Whitby Trampoline ULC will train:

- staff and volunteers.
- all persons who participate in developing the organization's policies; and
- all other persons who provide goods, services or facilities on behalf of the organization,

5.2 On the requirements of the accessibility standards referred to in the IASR and on the Human Rights Code as it pertains to persons with disabilities as well as any changes to the Company's accessibility policies. The training shall be appropriate to the duties of the staff, volunteers and other people. (O. Reg. 191/11, s. 7)

5.3 Planned Action:

- Whitby Trampoline ULC will provide training to staff on the Human Rights Code and accessibility and removing barriers for persons with disabilities. In order to ensure the Company is in full compliance with the Regulation, Whitby Trampoline ULC will provide additional training to staff, volunteers and other persons as required by the IASR and will keep a training record including training dates and the number of individuals training was provided to.

5.4 Implementation Deadline: December 10, 2019. Ongoing.

6.0 Feedback

6.1 Whitby Trampoline ULC will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities. (O. Reg. 191/11, s.11)

6.2 Planned Action:

- Whitby Trampoline ULC will ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.
- When accessible formats and communication supports for persons with disabilities are requested, Whitby Trampoline ULC will:
 - Provide or arrange for the provision of such accessible formats and communication support if practicable, or otherwise consider reasonable alternatives to achieve accessibility.
 - Consult with the person making the request to determine the suitability of the accessible format or communication support.
 - Provide or arrange for the provision of accessible formats and communication support in a timely manner that considers the person's accessibility needs due to disability.
 - Notify the public about the availability of accessible formats and communication support.

- Whitby Trampoline ULC will review its feedback process set out in its Accessibility Standards for Customer Service policy to ensure that it is accessible to persons with disabilities by providing, or arranging for the provision of accessible formats and communications supports, upon request.

6.3 Implementation Deadline: December 10, 2019. Ongoing.

7.0 Accessible Formats and Communication Supports

7.1 Upon request, Flying Squirrel Sports will provide or arrange for the provision of accessible formats and communications support for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability. Whitby Trampoline ULC will consult with the person making the request.

7.2 Whitby Trampoline ULC will notify the public about the availability of accessible formats and communication supports. (O. Reg. 191/11, s.12)

7.3 Planned Action:

- Whitby Trampoline ULC will develop a procedure relating to accessible formats and communications supports for persons with disabilities and notify the public about the availability of accessible formats and communication supports.
- In addition to the above, and in accordance to O.Reg.191/11, s.13, if Whitby Trampoline ULC prepares emergency procedures, plans or public safety information and makes the information available to the public, Whitby Trampoline ULC will provide this information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

7.4 Implementation Deadline: December 10, 2019. Ongoing.
Emergency procedures Deadline: December 10, 2019. Ongoing.

8.0 Accessible Websites and Web Content

8.1 Whitby Trampoline ULC Internet websites, including web content, will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where impracticable. (O.Reg. 191/11, s. 14)

8.2 Planned Action:

- Whitby Trampoline ULC will ensure that its Internet websites are developed in accordance with the WCAG as required by the Regulation.
- Whitby Trampoline ULC will ensure all new material posted to its websites conforms to WCAG as required by the Regulation.

8.3 Implementation Deadline: By December 10, 2019 new internet websites and web content on those sites will conform to WCAG 2.0 at level A unless this is impracticable.

By January 1, 2021, all public websites and web content will conform to WCAG 2.0 at level AA unless this is impracticable.

9.0 Recruitment Process

- 9.1** Whitby Trampoline ULC will notify its staff and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. (O. Reg. 191/11, s.22)
- 9.2** Whitby Trampoline ULC will 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. (O.Reg.191/11, s. 23(1))
- 9.3** Whitby Trampoline ULC will consult with applicants requesting accommodation and provide or arrange for the provision of a suitable accommodation that considers the applicant's accessibility needs due to disability. (O. Reg. 191/11, s. 23(2))
- 9.4** When making offers of employment, Whitby Trampoline ULC shall notify the successful applicant about its policies for accommodating staff with disabilities. (O. Reg. 191/11, s.24)
- 9.5** Planned Action:
- Notice about available accommodation will be set out in internal and external communications relating to recruitment.
 - Whitby Trampoline ULC will continue to advise job applicants when they are selected to participate in an assessment or selection process, about the availability of accommodations.
 - Applicants requesting accommodation will continue to be consulted about their needs and appropriate accommodation will be provided.
 - All offers of employment shall include reference to Whitby Trampoline ULC accommodation policies.
- 9.6** Implementation Deadline: December 10, 2019 Ongoing.

10.0 Informing Staff of Supports

- 10.1** Whitby Trampoline ULC will inform its staff of its policies, or changes to its policies, used to support its staff with disabilities, including job accommodation policies. (O. Reg. 191/11, s. 25(1))
- 10.2** Whitby Trampoline ULC will provide this information to new staff as soon as practicable. (O. Reg. 191/11, s. 25(2))
- 10.3** Whitby Trampoline ULC will provide updated information to its staff whenever there is a change to existing policies on the provision of job accommodations that consider an employee's accessibility needs due to disability. (O. Reg. 191/11, s. 25(3))
- 10.4** In consultation with an employee requesting accommodation, the Company will provide accommodation supports, including accessible formats and communication supports, needed

for the employee to perform their job and that is generally available to staff in the workplace. (O. Reg. 191/11, s.26)

10.5 Planned Action:

- Whitby Trampoline ULC will review its existing accommodation policies and make any necessary changes to ensure full compliance with the Regulation.
- Whitby Trampoline ULC will continue to inform staff of relevant policies and policy changes. Whitby Trampoline ULC will continue to respond to individual accommodation requests.

10.6 Implementation Deadline: December 10, 2019 Ongoing.

11.0 Workplace Emergency Response Information

11.1 If Whitby Trampoline ULC is aware that an employee needs accommodation with respect to workplace emergencies, individualized workplace emergency response information will be provided to the employee as soon as practicable. (O. Reg. 191/11, s. 27(1))

11.2 If the employee requires assistance in an emergency, with the employee's consent Whitby Trampoline ULC will provide the workplace emergency response information to a person designated to aid the employee. (O. Reg. 191/11, s. 27(2))

11.3 Individualized workplace emergency response information will be updated when the employee moves to a different location, and when overall accommodation needs or plans or general emergency response policies are reviewed. (O. Reg. 191/11, s. 27(3))

11.4 Planned Action:

- Whitby Trampoline ULC will review its existing workplace emergency procedures and update them, if necessary, to ensure compliance with this Accessibility Plan and the Regulation.
- Whitby Trampoline ULC will advise staff to provide notice of any accommodation needs with respect to workplace emergencies.
- If appropriate and in consultation with staff needing accommodation, the Company will continue to prepare and provide staff with individualized workplace emergency response information.
- Whitby Trampoline ULC will continue to keep a confidential record of individualized workplace emergency response information requests and responses.
- Whitby Trampoline ULC will designate individuals to assist staff needing accommodation during workplace emergencies and, with the consent of the affected employee, may provide the individualized workplace emergency response information to the designated individual.

11.5 Implementation Deadline: December 10, 2019 Ongoing.

12.0 Individual Accommodation Plans

12.1 Whitby Trampoline ULC will establish a written process for the development of documented individual accommodation plans for staff with disabilities. (O.Reg191/11, s. 28(1))

12.2 Planned Action:

- Whitby Trampoline ULC will establish an accommodation policy, which provides accommodation plans for staff with disabilities, to ensure full compliance with the IASR. The elements of the policy relating to individual accommodation plans shall include:
 - The way an employee requesting accommodation can participate in the development of the individual accommodation plan.
 - The means by which the employee is assessed on an individual basis.
 - The way Whitby Trampoline ULC can request an evaluation by an outside medical or other expert, to assist the Company in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
 - The steps taken to protect the privacy of the employee's personal information with respect to accommodation.
 - The frequency with which the individual accommodation plan will be reviewed and updated and the way it will be done.
 - If an individual accommodation plan is denied, the reason for the denial will be provided to the employee.
 - The means of providing the individual accommodation plan in a format that considers the employee's accessibility needs due to disability.
 - Individual accommodation plans will:
 - If requested, include relevant information regarding accessible formats and communications supports to be provided.
 - If required, include individualized workplace emergency response information; and
 - Identify any other accommodation that is to be provided.

12.3 Implementation Deadline: December 10, 2019 Ongoing.

13.0 Return to Work

13.1 Whitby Trampoline ULC will develop, implement and document a return-to-work process for its staff who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. (O. Reg. 191/11, s. 29(1))

13.2 The Return-to-Work process will outline the steps the Company will take to facilitate the return to work, and will include documented individual accommodation plans as part of the process. (O. Reg. 191/11, s. 29(2))

13.3 Planned Action:

- Whitby Trampoline ULC's return to work process for staff who have been absent from work due to disability and who required disability-related accommodations to return to work is currently set out in its Worker Reintegration Process.
- Whitby Trampoline ULC will review and amend its existing policy relating to staff with disabilities returning to work to ensure full compliance with this Accessibility Plan and the Regulation.

13.4 Implementation Deadline: December 10, 2019 Ongoing.

14.0 Performance Management, Career Development and Advancement, and Redeployment

14.1 Whitby Trampoline ULC will consider the accessibility needs of staff with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to staff, or when engaging in employee redeployment. (O. Reg. 191/11, ss.30 to 32)

14.2 Planned Action:

- Whitby Trampoline ULC will continue to ensure that managers are aware of their responsibility to consider the accessibility needs of staff with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to staff, or when engaging in redeployment.

14.3 Implementation Deadline: December 10, 2019 Ongoing.

15.0 Design Of Public Spaces

15.1 Whitby Trampoline ULC will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces where applicable. Whitby Trampoline ULC shall follow the enhanced Ontario Building Code (O. Reg. 368/13) for new construction and major changes to existing features. (O. Reg. 413/12)

15.2 Planned Action:

- Whitby Trampoline ULC has ensured that accessibility standards were incorporated when building new stores or making major modifications to public spaces. I.E. An accessibility restroom was added according to OBC.

15.3 Implementation Deadline: December 10, 2019 Ongoing.
Ontario Building Code is effective December 01, 2024.