



Accessibility Policy

Dagmar Resort Ltd supports the full inclusion of persons with disabilities as set out in the Canadian Charter of Rights and Freedoms, the Ontario Human Rights Code, Ontarians with Disabilities Act (ODA), 2001, and the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

Dagmar Resort Ltd will take any reasonable action to ensure the accessibility and safety of its customers and staff. This policy is intended to benefit the full range of persons with disabilities, as defined in the Ontario Human Rights Code. Whether a person's disability is apparent or not, everyone should be treated with courtesy, made to feel welcome, and have their need for accommodation respected while at Dagmar Resort.

People with disabilities represent a significant portion of our population. According to Statistics Canada, about 1.9 million Ontarians have disabilities — about 16% of the population. It is estimated that 20% of the population will have disabilities in two decades.

The purpose of the *Ontarians with Disabilities Act, 2001* (ODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. Dagmar Resort Ltd. and its employees are committed to providing an equal environment for all customers and employees.

Accessibility at Dagmar

Customer Service:

1. *General:* Dagmar Resort Ltd. ensures that all guests at the resort receive the same caliber of customer service regardless of gender, race or disability. All employees are trained with the proper customer service skills and are monitored to ensure the compliance with this statute.
2. *Personal Assistive Devices:* Dagmar Resort Ltd. is committed to ensuring that its staff is aware of and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services. Dagmar Resort will ensure that its employees assisting customers receive training/familiarization on how to interact with customers who utilize various assistive devices while accessing our goods and services.
3. *Guide Dogs and Service Animals:* Dagmar Resort Ltd. is committed to ensuring their staff welcomes customers with disabilities who are accompanied by a guide dog or service animal in our areas that are open to the public. Guests with guide dogs are restricted to the chalet areas and walkways to ensure safety of the guests and the skiers at the resort. Dagmar Resort will ensure all employees assisting customers are trained on how to interact with customers with disabilities who are accompanied by a guide dog or service animal.



Use of Service Animals and Support Persons:

We are committed to welcoming people with disabilities who are accompanied by a service animal and/or support person on the parts of our premises that are open to the public. **(No dogs allowed on the ski runs and/or lifts)** At no time will a person with a disability who is accompanied by a service animal and/or support person be prevented from having access to his or her service animal and/or support person while on our premises.

“No pet” policies do not apply to guide dogs, service animals and/or service dogs.

Food Service Areas: A customer with a disability that is accompanied by a guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law. Other types of service animals are not permitted into food areas due to the Health Protection & Promotion act, Ontario Regulation 562 section 60.

Exclusion Guidelines: If a guide dog, service animal or service dog is excluded by law (see applicable laws below) Dagmar Resort will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Applicable Laws: The Health Protection and Promotion Act, Ontario Regulation 562 Section 60, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of animals are not included in this exception.

Dog Owners’ Liability Act, Ontario: if there is a conflict between a provision of the Act or of a regulation under this or any other Act relating to banned breeds (Such as Pit Bulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

Recognizing a Guide Dog, Service Dog and/or Service Animal: If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Dagmar Resort may request verification from the customer.

Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

Care and Control of the Animal: The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies: If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Dagmar Resort will make all reasonable efforts to meet the needs of all individuals



Employment:

Dagmar Resort Ltd. is committed to ensuring a non-discriminatory environment for both its employees and guests. Dagmar Resort Ltd. supports the full inclusion of persons with disabilities as set out in the Canadian Charter of Rights and Freedoms, the Ontario Human Rights Code, Ontarians with Disabilities Act (ODA), 2001, and the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

Dagmar Resort Ltd. will take any reasonable action to ensure the accessibility and safety of its customers and staff. This policy is intended to benefit the full range of persons with disabilities, as defined in the Ontario Human Rights Code. Whether a person's disability is apparent or not, everyone should be treated with courtesy, made to feel welcome and have their need for accommodation respected while at Dagmar Resort Ltd.

Training for Employees: Dagmar Resort Ltd. will provide training to all staff who deal with the public and all those involved in the development and approvals of customer service policies, practices and procedures. Annual training will take place each November for all staff at all levels.

Record of Training: Training records shall be kept, including the dates when the training was provided, their names and signed confirmation that those individuals attended and read the policy.

Information and Communications:

Dagmar Resort Ltd. is committed to ensuring that their staff is aware of how to interact and communicate with customers with various types of disabilities in ways that take into account the person's disability and will provide the appropriate training to its employees.

Dagmar Resort Ltd's information and publications can be accessed online or at the resort. This includes: Prices, Program Information, Membership costs and stipulations, Rules of the Resort, etc. if a person's disability limits them from using these services, this information and the publications can be communicated over the phone, or in person verbally to ensure the customer gains a full understanding.

Telephone Services:

Dagmar Resort Ltd. is committed to providing fully accessible telephone service to our customers. We will offer to communicate with customers by mail or email if telephone communication is not suitable to their communication needs or is not available.

Correspondence:

Dagmar Resort Ltd. is committed to providing accessible correspondence to all of our customers. For this reason, documents will be provided in the following formats upon request: hard copy, large print, email. We will answer any questions customers may have about the content of the document in person, by telephone or email.



Documentation:

Dagmar Resort Ltd. will, upon request, give a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 to any person. When giving documents required under the Customer Service Standard to a person with a disability, it will be provided in a format that takes into account the person's disability.

Transportation:

Dagmar Resort Ltd. is committed to ensuring that accessible parking spots are available for disabled guests to the resort. Designated spaces are available at the Northwest side of the building closest to the ramp to the lower level of the resort, ski patrol hut and accessible ramps to the upper level of the resort.

Design of Public Spaces:

Dagmar Resort Ltd. is designed to ensure accessibility for all employees and guests. All areas are wheelchair accessible with ramps when required and wide hallways to ensure the comfort of the guests. Accessible washroom is available for disabled persons and families.

Tickets:

- Dagmar Resort does not offer ticket discounts for people with disabilities.
- Ski "buddy" or support workers are not eligible to receive a free ticket or discounts.

MOUNTAIN ACCESSIBILITY:

Dagmar Resort Ltd. does not have a training program for disabled skiers. For more information on Resorts that offer training and lessons, please visit [Ontario Track 3 Ski Association](#) and the [Canadian Association for Disabled Skiing](#).

Dagmar Resort Ltd. welcomes disabled skiers and our lift personnel are trained to help out with special loading requests. If you have any questions, please contact our Chief of Outdoor Operations before heading to the resort. Jason Woods: 905-649-2002 x51 or jason@skidagmar.com

Summary

People with disabilities represent a significant and growing part of our population. According to Statistics Canada, about 1.9 million Ontarians have disabilities — about 16% of the population. It is estimated that 20% of the population will have disabilities within twenty years.

The purpose of the *Ontarians with Disabilities Act, 2001* (ODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province.

Background

The *Ontarians with Disabilities Act, 2001* (ODA) received Royal Assent on December 14, 2001. The purpose of this Act is to improve opportunities for people with disabilities through identification, removal and prevention of barriers to participation in the life of the province. The Act, designed and introduced by the Ministry of Citizenship, Culture and Recreation requires the province, municipalities and the broader public sector to make their buildings, programs, and services accessible to persons with disabilities. The *Ontarians with Disabilities Act* defines both disability and barrier in broad terms.



“Disability” is defined as:

- 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 coordination, blindness or visual impediment, deafness or hearing impairment, 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 function 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 from which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; ('handicap').

“Barrier” is defined as:

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Dagmar Resort’s Commitment to Accessibility Planning

This plan will outline Dagmar Resort Ltd’s commitment to establishing an Accessibility Plan under the mandate of the Ontarians with Disabilities Act.

Our goal is to improve access to persons with disabilities and barriers, and to improve opportunities for people with disabilities through identification, removal and prevention of barriers. Through this collaborative approach, the Dagmar Resort can achieve and sustain a reasonable standard of service to all members who have disabilities.

1. Past Barrier Identification and Removal Initiatives
 - a. In past years, we have relied heavily on customer feedback for identification, and solutions to remove and prevent barriers to people with disabilities.
2. Barrier-Identification Methodologies
 - a. Barriers such as access to buildings, washrooms, and other necessities have been addressed within the past year.
 - b. Dagmar Resort strives to resolve any and all barriers.
3. Barriers Identified
 - a. The barrier identification process relies on employee involvement, as well as information provided by individuals that visit the resort. The Joint Health and Safety Committee of Dagmar Resort collaborate in order to find solutions to barriers identified.
4. Review and monitoring process
 - a. The JHSC will meet 2-3 times seasonally to review any action plans, or to update progress on the accessibility plan.
5. Dispute Resolution Process
 - a. All policies and procedures for the Resort can be found on our health and safety boards. There are 6 boards located around the resort, and can be accessible to any person if required.



- b. Any complaints or suggestions can be forwarded to the JHSC by emailing info@skidagmar.com, for review by the committee in efforts to solve any disputes.
 - c. Our “Accessibility Policy”, “Workplace Violence and Harassment Policy”, and our “Respect in the Workplace Policy” all address concerns related to matters of personal or systematic harassment or discrimination.
6. Communications of the plan
- a. Copies of this plan will be posted on all Health and Safety boards, as well as placed in our Health and Safety Binder.
 - b. This report can also be requested from our JHSC at any point in time by calling the resort at 905-649-2002, or emailing the request to info@skidagmar.com

Human Rights

Every person has a right to equal treatment with respect to services, goods and facilities, without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.

<http://www.ohrc.on.ca/en/disability-and-human-rights-brochure-2016>

<https://www.ontario.ca/laws/statute/90h19>

Feedback Process:

- To help the Company ensure that the delivery of service to those with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback verbally (in person or by telephone), or written (hand written, delivered, or email).

All feedback will be directed to:

Jason Woods, Chief Operations Officer.
1220 Lake Ridge Road, Ashburn, Ontario, L0B 1A0
905-649-2002 x51 or jason@skidagmar.com

Modifications:

As part of the company’s commitment to customer service policies that respect and promote the dignity and independence of people with disabilities, no changes will be made to this policy before considering the impact on people with disabilities. Any other policy adopted by Dagmar Resort Ltd. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

References:

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
Accessibility Standards for Customer Service, Ontario regulation 429/07
Blind Person’s Right Act, 1990
Dog Owners’ Liability Act, Ontario
Food Safety & Quality Act 2001, Ontario Regulation 31/05
Health Protection & Promotion Act, Ontario Regulation 562
Ontario Human Rights Code, 1990