



AQUA-TOTS SWIM SCHOOLS MULTI-YEAR ACCESSIBILITY PLAN

STATEMENT OF COMMITMENT

Aqua-Tots Swim School ("Aqua-Tots") is committed to meeting the accessibility needs of persons with disabilities in a timely manner, and in a manner that respects their dignity and that is equitable in relation to the broader public. This commitment extends to those with visible or non-visible disabilities.

Aqua-Tots Multi-Year Accessibility Plan outlines strategies and actions to identify, remove and prevent barriers for people with disabilities in accessing Aqua-Tots services and facilities, thereby increasing accessibility. This plan describes Aqua-Tots' progressive approach to meeting and exceeding applicable legal and regulatory requirements. This plan also details Aqua-Tots' strategy for complying with Ontario's accessibility legislation, the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

Aqua-Tots Multi-Year Accessibility Plan has been developed in accordance with the requirements of the AODA and the *Integrated Accessibility Standards, Ontario Regulation 191/11*. This plan is a continually expanding and fluid document that will be reviewed and updated at least every 5 years. Aqua-Tots Multi-Year Accessibility Plan will be posted on Aqua-Tots' website and will be made available in an accessible format and with communication supports, upon request.

Aqua-Tots has implemented an *Accessible Customer Service Policy* and an *Integrated Accessibility Policy*, both in support of the AODA's various standards and deadlines – aiming to increase accessibility by 2025. As the standards and deadlines in the AODA become applicable, Aqua-Tots will continue to review its practices and ensure compliance with the AODA. Additional policies may be developed in order to include more detailed information on specific practices and processes. Aqua-Tots is committed to meeting all applicable requirements and deadlines and will be incorporating changes as indicated by the AODA.

ACCESSIBLE EMERGENCY INFORMATION

Aqua-Tots is committed to providing employees and clients with publicly available emergency information in an accessible way, upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

TRAINING

Aqua-Tots has provided training to its employees and volunteers on the requirements of Aqua-Tots Swim Schools *Accessible Customer Service Policy*. Aqua-Tots Swim Schools will provide



ongoing training and support for employees and volunteers, which will address the following:

- The Customer Service Standard set out in the Aqua-Tots Swim Schools *Accessible Customer Service Policy*;
- The requirements of the accessibility standards set out in this Multi-Year Accessibility Plan; and
- The requirements of the Human Rights Code as it pertains to persons with disabilities.

FEEDBACK

Aqua-Tots welcomes feedback in relation to this Plan, in the format most convenient to the person providing feedback. For requests to view our more detailed Accessibility policies, as well as to provide feedback, please reach out to our Owner via email:

Aqua-Tots Swim Schools

Attn: Lisa Morlock

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