

THERMEA

SPA VILLAGE

Accessibility for Ontarians with Disabilities Act

Multi-Year Accessibility Plan

The Accessibility for Ontarians with Disabilities Act (AODA) was enacted to develop, implement and enforce Accessibility Standards in order to achieve accessibility for Ontarians with disabilities with respect to:

- Information and Communication
- Employment
- Design of Public Spaces
- Customer Service
- Transportation

The Act requires certain organizations in Ontario to have a multi-year accessibility plan which outlines how they will identify, prevent, and remove barriers for people with disabilities. These plans are meant to outline steps and strategies for achieving accessibility goals over a specified period.

Our Commitment

We are committed and fully support the AODA. We will treat all individuals in a way that supports their needs and allows them to maintain their dignity and independence. We are committed to meeting the accessibility needs of people with disabilities in a timely manner and will do so by identifying, preventing and removing barriers to accessibility. We will promote a culture of respect and acceptance for accessibility within Ontario.

Based on our initial assessments and review, we have established, or commit to establishing, the following accessibility measures that align with the AODA requirements and the spa's commitment to inclusivity, under each of the applicable accessibility standards.

Information and Communication

- Provide alternate methods to communicate, make reservations and gather information, including via our website, by email, over the phone or in person (established)
- Offer various avenues to provide feedback, including via our website, live chat, in person and over the phone (established)
- Ensure our website complies with the Web Content Accessibility Guidelines (WCAG) 2.0, Level AA (established)

Employment

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We are committed to providing an inclusive employment process at all stages, including the recruitment and selection of employees, by doing the following:

- Notifying applicants, through the job posting, of the availability of accommodations during the recruitment process (established)
- Taking employees disabilities and accommodation needs into account in regards to performance management, expectations and career development (ongoing)
- Ensuring a formal, written process on return to work and accommodations, and individual accommodation plans are in place to support employees request for accommodations and/or return to the workplace following an absence (by November 30, 2024)

Design of Public Spaces

We have in place have the following tools, equipment and areas within our facility to ensure it is accessible to those with disabilities:

- Elevator which services all floors and accesses all experiences (established)
- Accessible washroom on main floor (established)
- Service ramp in back of house area which allows access to our restaurant outlet (established)

Customer Services

Thermea spa village has implemented the following practices and training initiatives in accordance with the AODA:

- Creation of the multi year accessibility plan, outlining our commitment to upholding the AODA regulations (current document, implemented October 2024)
- Creation of our AODA Customer Service Policy, which is provided to all incoming employees upon hire (established July 2021)
- Delivery of AODA Customer Service Standard Training for all new employees upon hire (implemented August 2022, ongoing)
- Welcoming of service animals in our facilities upon request (established)
- Informing individuals who require accessible access if there is a disruption to our accessible services, and offering alternatives to suit their needs (ongoing)

We will review our training and policy every 5 years, or sooner if changes are required.

Established October 2024.