



Scenic Caves Nature Adventures
260 Scenic Caves Rd,
The Blue Mountains, Ontario
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(705) 444-8230

Accessibility Policy

Scenic Caves Nature Adventures

Executive Summary

Scenic Caves Nature Adventures Accessible Customer Service Policy serves as the resource guide on accessibility. Its primary purpose is to give direction to Scenic Caves managers and staff to enable the attraction to meet the requirements of the Accessibility Standards for Customer Service.

Statement of Commitment

Scenic Caves Nature Adventures is committed to excellence in customer service and treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. *Scenic Caves Nature Adventures* is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Communication

We will communicate with guests who have a disability in a way that takes into account their disability. All staff will be trained on how to interact and communicate with people with various types of disabilities. *Scenic Caves Nature Adventures* staff will be expected to demonstrate a knowledge of a range of communication methods helpful to persons with disabilities including:

- Pen and paper
- Adjusting speaking style to speak more slowly and clearly
- Gestures

AODA Customer Service Training promotes the T.A.L.K. method to approach and communicate with a person with a disability.

- T - Take the TIME to ask - May I help you? Do not rush anyone
- A - ASK - Don't assume - Never assist unless asked
- L - LISTEN attentively and speak directly to the customer, if you don't understand ask again
- K - KNOW the accommodations and special services that are available

The term "persons with disabilities" will be the accepted term used at *Scenic Caves Nature Adventures*

Assistive Devices

Scenic Caves Nature Adventures is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our facilities. Exceptions may occur in situations where we determine the device may pose a risk to the health and safety of a person with a disability, or to the health and safety of others. Staff will be trained and familiar with various assistive devices that may be used by customers with disabilities. Staff will not handle any assistive equipment without having received permission from the owner/user. Some expected assistive devices are, but not limited to:

- Wheelchair
- Crutches
- White Cane

Parking

Designated Accessible parking spaces are available and located in the main parking lot in front of the main building gift shop. Please note that a parking permit must be present on the dash of the vehicle with the expiration date showing. The accessibility spots will be monitored and work on a first come first serve basis.

Service Animals

We're delighted to welcome trained service dogs here at *Scenic Caves Nature Adventures*. All service dogs with the exception of banned breeds (pit bulls) are allowed to be on the grounds that are open to the public, as long as the animal is not otherwise excluded by law. *Scenic Caves Nature Adventures* ensures all staff will be properly trained on how to interact with people with disabilities who are accompanied by a service dog.

Eco Adventure Tour, consisting of tree top walking and zip lines cannot accommodate any kind of service animals. As a result the Eco Tour will not be accessible to a person who requires a service animal at all times.

The customer is responsible for the service dog and must collect all stools while on the grounds. The Service dog may not be left with any staff with the exception of management. We must have the service dog signed in to be on the property as staff are trained to have animals removed from the park in accordance with our park policy. You will be required to provide one of the following:

- A letter from a physician or nurse confirming that the person requires the animal
- A valid identification card signed by the Attorney General of Canada
- A certificate of training from a recognized guide dog or service animal training school

Any issues where the dog shows aggression to staff or other customers will require the removal of the animal from our facilities. Should an employee experience an allergy, fear or trepidation of the service animal other reasonable arrangements to provide service shall be explored with the employee.

Support Persons

Scenic Caves Nature Adventures is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the grounds and one support person will not be charged an admission fee for the basic park admission. At no time will a person with a disability who is

accompanied by a support person be prevented from having access to his/her support person while on the premises.

The Three hour guided tour provided by our Eco Adventure team also accepts support persons. There are a limited amount of spots on each guided tour so be sure to let us know if you require the assistance of a support person. A support person will not be charged a fee to access the Eco adventure tour.

Notice of Temporary Disruptions

Scenic Caves Nature Adventures will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used or accessed by people with disabilities. Please recognize that in some circumstances such as situation or unplanned disruptions, advance notice will not be possible. In such a case notice will be provided as soon as possible. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. For any planned disruptions *Scenic Caves Nature Adventures* will post a conspicuous notice on public entrances, service counters, and on our website if necessary.

Training For Staff

Scenic Caves Nature Adventures will provide training to employees, volunteers and third parties who deal with the public on our behalf. The training will cover Ontario's accessibility laws and The Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits their duties as employees, volunteers and other staff members.

Scenic Caves Nature Adventures will take the following steps to ensure employees are provided with the training needed to meet ontario's accessible laws by January 1, 2015:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- *Scenic Caves Nature Adventures* plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.
 - Wagon ride to bridge
- What to do if a person with a disability is having difficulty in accessing *Scenic Caves Nature Adventures* goods and services
- Training is tracked and recorded

Staff will also be trained on an ongoing basis when changes are made to these policies, practices, and procedures.

Accessible Activities

Visit our website to reference a table created to assist a person with a disability when considering which of our activities match their level of ability. Read through the table to see the activities that we provide and the required level of ability to access each activity.

A brief description has been provided under the table to further assist in understanding the activities we have and the required mobility/skills required to participate. This table has been created to ensure the safety of our guests when visiting our park.

Feedback Process

At *Scenic Caves Nature Adventures* we strive for excellence in customer service. Comments and constructive criticisms on our services regarding how well your expectations were met are welcome and appreciated. Feedback can be provided in person, by email, or by phone.

Information from the feedback process will be readily available to the public and notice of the process will be posted on the web site of *Scenic Caves Nature Adventures*. Where possible, complaints will be addressed immediately. However, some complaints may require more effort to address, and must be reviewed for action, possibly at a higher level. Customers can expect acknowledgement of feedback within three business days, and within five business days of a complaint.

Visitor Guide Books

Visitor guide books at *Scenic Caves Nature Adventures* are provided in english text with a font of ten point. The detailed nature of the guide restricts the size we can offer. As an alternative we can provide a PDF print version of the document with a font of eighteen point.

Priority Placement - Lines

Persons with a disability who may require assistance to ride our tractor/wagon down to the suspension bridge can wait at the loading area on or next to the benches. The Tractor/wagon runs on a 20 minute rotation and the front wagon can accommodate a stored wheelchair. Persons in wheelchairs will need to be able to get on the wagon with limited* assistance from the tractor driver. The driver has been trained to assist persons with disabilities onto the wagon. Customers will be asked to wait to load the front of the wagon until the person with a disability has been loaded.

Persons with disabilities who wish to ride Rocky the train shall make their way to the train station, waiting in the loading area, or on the bench directly behind the station. The train driver will ensure that a wagon is saved for a person with a disability to access. Depending on the disability, some restrictions for riding the train may apply.

Format of Documents

The document(s) required by the Customer Service Regulation must be provided to persons with disabilities in a format that takes into account their disability. The documents are to be agreed upon with the provider and person with a disability.

Roles and Responsibilities

Managers are accountable for ensuring that this policy is communicated to staff and is carried out consistently. They are accountable for ensuring compliance with AODA within their departments and for reporting compliance information for review.

Staff are responsible for being aware of accessibility legislation, meeting these requirements in their daily work, and ensuring that accessible customer service is provided to all customers in accordance to this policy and related procedures.

*Offer their arm to assist with balance - under no circumstance will the tractor driver be permitted to lift a guest.

Modifications to This or Other Policies

Scenic Caves Nature Adventures is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities. Any policy of *Scenic Caves Nature Adventures* that does not respect and promote the dignity and independence of people with disabilities will be modified or removed if possible.

Scenic Caves Nature Adventures recognize this policy as a living document. As a result improvements to this policy will be made as we receive feedback from guests as well as when solutions to barriers are found.

Location of Customer Service Policy for Distribution

Scenic Caves Nature Adventures Accessible Customer Service Policy will be at each station on the grounds. This copy is intended for the use of staff for reference and to assist with customer enquiries. If you require a personal copy, they will be available at the main building snack bar, Eco cabin, and Administration building. The policy outlines the mandatory requirements related to customer service regulation.

If you have any questions regarding any of our policies in the
Park Accessibility Policy please contact:
Phone: (705) 444-8230
Email: info@sceniccaves.com
