



FRIDAY HARBOUR™
All Seasons Resort

Subject: Feedback Process	Policy Number: 10-90-920-503
Division: General & Administration	Department: Human Resources
Category: AODA-Accessibility for Ontarians with Disabilities Act	
Date Issued: December 2023	Date Revised: January 2024
Approved: CEO & DHR	Signature:

Policy

The AODA, Ontario Regulation 191/11 entitled “Integrated Accessibility Standards Regulation” (Integrated Regulation) came into force July 1, 2011. The regulation establishes accessibility standards for information and communications. Friday Harbour is included in the regulation's definition of an “obligated organization” and must comply with the feedback requirements of the regulation beginning January 1, 2014.

Upon request, Friday Harbour will provide or will arrange for the provision of accessible formats and communication supports in its feedback processes to ensure that these processes are accessible to persons with disabilities in a timely manner.

Friday Harbour will notify Homeowners about the availability of this feedback process in accessible formats and with communication supports.

Friday Harbour encourages and appreciates feedback and comments on the manner in which it provides its information and communications to people with disabilities.

Friday Harbour has established procedures relating to accessible formats and communications supports for persons with disabilities and notification procedures for Homeowners about the availability of accessible formats and communication supports. Please refer to these policies and notification.

PURPOSE

The purpose of this Statement of Policy and Procedure is to ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports upon request.

SCOPE

This policy applies to Friday Harbour’s:

- a) Homeowners;
- b) Colleagues;
- c) Contractors;
- d) Public;
- e) Applicants

RESPONSIBILITY

The Accessibility Advisory Committee established by Friday Harbour is the administrative entity responsible for the administration of this policy. It is the responsibility of this committee to ensure the



application of this policy and that the organization achieves compliance with the law and creates an environment that provides the widest feasible scope of access, which is the right or opportunity to reach, use or participate in the organization's information and communications systems and services.

Department Leaders are responsible for ensuring that all Colleagues follow the guidelines set out in this policy.

Department Leaders are responsible to ensure all Colleagues are trained under the Accessibility Regulations and Standards under the AODA, the Human Rights Code and all related policies, practices and procedure.

All Colleagues, Contractors and persons involved in the creation of Friday Harbour's policies are responsible for adhering to and following the commitments set out in this policy.

PROCEDURES

Friday Harbour has developed a process to provide feedback on how the Resort is providing accessible information and communications that meets their needs. That process includes how we respond to such feedback in a timely manner.

The process consists of the following:

- Information will be posted on the Friday Harbour's website inviting the public to provide feedback on their experience with or concerns about the information and communications system/platform including all types of Resort documentation received or used;
- Homeowners with disabilities may provide feedback on their experience or concerns about the accessibility of the Friday Harbour's information and communications system/platform and documentations used.

Those wishing to make feedback comments can do so:

- a) Electronically (by email) at careers@fridayharbour.com
- b) In person and verbally, at the Welcome Center
- c) In any other format necessary that meets the need of the person with a disability.

Colleagues must ensure these requests are dealt with immediately. Some feedback may, however, require more time to address and may need to be reviewed before an action is taken.

Friday Harbour will respond to the feedback using the same format in which it was received.

As a general principle, where accessible formats and communication supports for persons with disabilities are requested, Friday Harbour will provide or arrange for the provision of such accessible formats and communication supports. Friday Harbour will consult with the person making the request to determine the suitability of the accessible format or communication support. Friday Harbour will not impose any additional charge for information provided in accessible formats in excess of the regular cost charged to other persons.



Friday Harbour will notify the public about the availability of accessible formats and communication supports.

This policy has been developed to provide accessible services for Homeowners and guests of the Resort, with disabilities. For any questions about this policy, or if the purpose of the policy is not understood, an explanation will be provided by contacting the Director of Human Resources. This policy is available in an alternative format upon request.

This policy will be available on the Resort's website.

DEFINITIONS

- Accessible formats: may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.
- Accessible information and communications: considering accessibility and all ability levels when planning information and communications and giving people adequate time to process and reply to information provided.
- Accommodation: the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.
- Communication supports: may include, but are not limited to, captioning, alternative and augmentative communication, plain language, sign language and other supports that facilitate effective communications.
- Communications: the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.
- Dignity: service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.
- Disability:
 - 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 impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
 - A condition of mental impairment or a developmental disability
 - A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
 - A mental disorder



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- injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997
- The foregoing definition includes disabilities of differing severity, whether visible or non-visible and whether temporary or permanent in nature.
- Equal opportunity: service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.
- Independence: when a person is able to do things on their own without unnecessary help or interference from others.
- Information: data, facts and knowledge that exists in any format, including text, audio, digital or images and that conveys meaning.
- Integration: service is provided in a way that allows the individual to benefit from equivalent services, in the same place and in the same or similar way as other individuals, unless an alternate measure is necessary to enable the individual to access goods or services.
- Internet website: a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.
- Reasonable efforts: taking approaches that meet the required needs of the individual.
- Web page: a non-embedded resource obtained from a single Uniform Resource Identifier (URI) using Hypertext Transfer Protocol (HTTP) and any other resources that are used in the rendering or intended to be rendered together with it by a user agent.