



FRIDAY HARBOUR™
All Seasons Resort

Subject: Statement of Organizational Commitment	Policy Number: 10-90-920-501
Division: General & Administration	Department: Human Resources
Category: AODA-Accessibility for Ontarians with Disabilities Act	
Date Issued: May 2017	Date Revised: December 2023
Approved: CEO & DHR	Signature:

Policy

The Accessibility for Ontarians with Disabilities Act, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, came into force July 1, 2011. The regulation establishes accessibility standards for information and communications, employment, and transportation. Friday Harbour is included in the regulation’s definition of an “obligated organization”.

The purpose of this policy is to create a Statement of Commitment that provides a framework within which accessibility plans and initiatives are to be created in order to move the organization towards the goal of improved accessibility for people with disabilities. Friday Harbour endeavours to provide accessibility and accommodation as outlined in the AODA.

Each Department Leader is responsible to ensure all colleagues are trained under the Accessibility Regulations and Standards in the AODA, and all related policies, practices, and procedures. All Colleagues 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.

Friday Harbour is committed to working towards being compliant with all the standards under the Accessibility for Ontarians with Disabilities Act (AODA) as they are introduced and become law. The Company will monitor and evaluate accessibility initiatives and changes to applicable legislation and/or regulations. Changes to policies, plans and initiatives will be incorporated as required.

This policy will apply to the Company colleagues and applicants for employment with the Company who may require employment accommodation through the recruitment, assessment, selection and hiring process. This policy will also apply to Homeowners, Guests, Contractors and Subcontractors hired by the Company any other third party providing goods, services or facilities on the Company’s behalf.

All colleagues will be made aware of and trained to better understand and to implement the procedures effectively.

The Company is committed to providing a barrier-free environment for our clients/customers, colleagues, job applicants, suppliers and visitors who enter our premises and/or access our information. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard, and the Integrated Accessibility Standards Regulation for Information and Communications, Employment, and Transportation, and eventually, for the Built Environment.



FRIDAY HARBOUR™
All Seasons Resort

Friday Harbour has made a commitment to ensure our Resort is accessible to everyone who uses our facilities because we want to ensure as many people as possible get to experience our establishment, which makes complying with AODA a wise business decision. The Company also wants to ensure to meet our legal obligations. The Company has an important responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance with accessibility legislation by continuing to incorporate policies, procedures, and training for colleagues, and best practices. We will review these policies and practices on a regular basis. Our commitment to making our organization accessible to everyone includes the integration of accessibility legislation with our policies, procedures, programs, and training.

Friday Harbour is committed to:

- The principles of independence, dignity, integration, and equality of opportunity described in the AODA and to meeting the needs of people with disabilities, in a timely manner, through the implementation of this policy
- Establishing, maintaining and implementing policies as well as associated practices and procedures in the Integrated Regulation, specifically in the areas of Information and Communications and Employment, and to meet the accessibility needs of people with disabilities in a timely manner
- Excellence in serving all our homeowners and guests, including people with disabilities. When providing information to, or communicating with, a person with a disability, we will provide the information and communication in a manner that considers the person's disability
- Ongoing improvements to accessibility in its premises and facilities as required by law, as well as to the services offered to homeowners, members, guests, colleagues and contractors
- Promoting values that support relationships between people with disabilities and the organization
- The establishment, implementation, maintenance, and documentation of a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Integrated Regulation
- Having regard for accessibility for persons with disabilities when designing, procuring, or acquiring self-serve kiosks
- The training of all colleagues, contractors and persons participating in the development and approval of Friday Harbour's policies, practices and procedures on the requirements under the Integrated Regulation and the Human Rights Code as it pertains to persons with disabilities
- Implementing specific requirements, policies, practices and procedures, and a multi-year plan under the Standards for Information and Communication, and Employment

We are committed to reviewing and incorporating the following information with our colleagues, where applicable:

- Legislation regarding the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005
- Integrated Accessibility Standards for Information and Communications, Employment, and Transportation



FRIDAY HARBOUR™

All Seasons Resort

- Standards for the Built Environment
- Accessible employment practices such as recruitment, assessment, and selection
- Developing emergency response plans and individual workplace accommodation plans for employees with disabilities
- Customer Service Standards
- Accessible communication supports and information formats (both digital and non-digital)
- Communicating with people with various forms of disabilities
- Accessible websites and web content
- Assistive devices, mobility aids, service animals and support persons
- Notices of service disruptions (temporary or long-term)
- The Company's relevant policies and procedures regarding accessibility
- Reporting procedures
- Training procedures

The Company realizes that providing accessible and barrier-free environments for everyone is a shared effort. As a community, all businesses and services must work together to make accessibility happen. For more detailed information on our accessibility policies, plans, and training programs, please contact Human Resources.

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
- Accommodation: 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 supports, 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
- 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



FRIDAY HARBOUR™
All Seasons Resort

- Information: Data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey 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
- Reasonable efforts: Taking approaches that meet the required needs of the individual

References

- Accessibility for Ontarians with Disabilities Act, 2005
- Ontario Human Rights Code
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Exemption from Reporting Requirements, Ontario Regulation 430/07
- Integrated Accessibility Standards, Ontario Regulation 191/11