

The Niagara Parks Commission

Multi-Year Accessibility Plan (2022-2026)

**In Compliance with O. Reg. 191/11, O. Reg. 413/12
Including Information and Communication,
Employment, Transportation,
Design of Public Spaces and Customer
Service Accessibility Standards**

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Introduction

Founded in 1885, The Niagara Parks Commission is an Operational Enterprise Agency of the Ministry of Tourism, Culture and Sport. Niagara Parks Commission is committed to a vision of Ontario's Niagara Parks as one that *Preserves* a rich heritage, *Conserves* natural wonders, and *Inspires* people world-wide. Its mission is to protect the natural and cultural heritage along the Niagara River for the enjoyment of visitors while maintaining financial self-sufficiency. The Niagara Parks Commission hosts millions of Visitors each year who come to see its world-renowned parklands and attractions.

Under the *Accessibility for Ontarians with Disabilities Act, 2005*, Ontario Regulation 191/11 (Integrated Accessibility Standard) public and private sector organizations in the Province of Ontario must develop a multi-year accessibility plan to identify and address barriers to information and communication, employment and transportation for people with disabilities. The Niagara Parks Commission is pleased to present its 3rd Multi-Year Accessibility Plan (2022-2026). Accessibility provides the Commission an opportunity to provide excellence in customer service and a memorable experience to all Visitors. The Commission remains committed to meeting the accessibility needs of its visitors and staff.

This Plan identifies, by division, the steps the Commission has taken and will continue to take to ensure its goods, services and attractions are accessible to all people of all abilities.

The Niagara Parks Commission wishes to thank its community partners, stakeholders and service partners in helping the Commission achieve its accessibility goals. The Commission also wishes to thank the Province of Ontario and the Accessibility Directorate for its leadership in ensuring a fully accessible Province by 2025.

Communications and Stakeholder Relations

The Communication and Stakeholder Relations department is responsible for the overall development of The Niagara Parks Commission's corporate communications, public relations, and stakeholder relationship strategies.

Integrated Accessibility Standards Regulation: Information and Communication Communications and Stakeholder Relations

Regulation	Action Plan	Accountability	Complete	Status Comments
(1) Every provider shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities. O. Reg. 165/16, s. 16.	1.1 <u>Accessibility Policy</u> Established accessibility policy. Annual review of Policy to ensure it is up-to-date, reflects all Niagara Parks (NPC) changes as they occur and is posted on the NPC website.	Communications and Stakeholder Relations, Health and Safety and Compliance.	Yes, ongoing	January 1, 2022 - December 31, 2026
<u>Provision of Alternate Formats</u> Providing the following information in alternate format or accessible communication supports (for example: American Sign Language (ASL) interpretation or Teletype Telephone (TTY)) upon request according to legislated deadlines; for example: <ul style="list-style-type: none"> • O. Reg. 191/11-13 (1) - Organizational emergency procedures, plans and public safety information (January 1, 2012). • O. Reg. 191/11-3 (1) - NPC Accessibility Policy and Accessibility Plan (January 1, 2013). • O. Reg. 191/11-21 (1) Applicant and employee related information (January 1, 2014). 	1. <u>Establish Vendor of Record:</u> 1.1 NPC to contract Alternate Format Service Provider Vendor of Record. Create RFP and evaluate proposals from proponents.	Health, Safety and Compliance	Yes, ongoing	January 1, 2022 – December 31, 2026
	1.2 Accessible Documents Training –. Create training and provide to applicable employees. Annual review of training content; update as needed. Training regarding NPC Accessible Documents Guide for internal documents provided to applicable employees.	Health, Safety and Compliance	Yes, ongoing	January 1, 2022- December 31, 2026

Integrated Accessibility Standards Regulation: Information and Communication Communications and Stakeholder Relations

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><u>Provision of Alternate Formats continued</u></p> <p>Providing the following information in alternate format or accessible communication supports (for example: American Sign Language (ASL) interpretation or Teletype Telephone (TTY)) upon request according to legislated deadlines; for example:</p> <ul style="list-style-type: none"> • <i>O. Reg. 191/11-13 (1)</i> - Organizational emergency procedures, plans and public safety information (January 1, 2012). • <i>O. Reg. 191/11-3 (1)</i> - NPC Accessibility Policy and Accessibility Plan (January 1, 2013). • <i>O. Reg. 191/11-21 (1)</i> Applicant and employee related information (January 1, 2014). 	<p>1.3 Annual review of internal source list of staff able and willing to provide ASL interpretation for Visitors upon request</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>
	<p>1.4 Process Map – Annual review of internal procedures for processing requests for alternate formats (i.e., how vendor/coordinator is contacted, how requests are tracked, response procedure to customer, customer follow-up)</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>

Integrated Accessibility Standards Regulation: Information and Communication Communications and Stakeholder Relations

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11-11(1-4)</i> <u>Feedback Mechanism</u></p> <p>Ensure accessible feedback mechanism in relation to areas covered under Integrated Accessibility Regulation. Every obligated organization shall notify public about availability of accessible formats and communication supports.</p>	<p>1. <u>Feedback Mechanism Update</u> 1.1. Annual review of Feedback Mechanism</p>	<p>All NPC divisions are responsible for ensuring they are responding appropriately to customer feedback and are reporting all incidents to Guest Services</p>	<p>Yes, ongoing</p>	<p>January 1, 2022- December 31, 2026</p>
<p><i>O. Reg. 191/11-14(1-7)</i> <u>Websites</u></p> <p>New web content to conform to W3C WCAG 2.0 Level A. Except where not practicable, this applies to: Web-based applications that an organization controls directly or through a contractual relationship that allows for modification of a product.</p>	<p>1.2. Annual update of NPC website to communicate new feedback procedures and mechanisms (as appropriate)</p>	<p>Communication and Stakeholder Relations, IT, Marketing</p>	<p>Yes, ongoing</p>	<p>January 1, 2022- December 31, 2026</p>

Integrated Accessibility Standards Regulation: Information and Communication Communications and Stakeholder Relations

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><u>O. Reg. 191/11–12 (1) Organizational Material in Alternate Format:</u></p> <p>Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:</p> <p>(a) in a timely manner that takes into account the person's accessibility needs and in consultation with the person making the request.</p>	<p>1. <u>Alternate Format Provision:</u></p> <p>1.1. Establish NPC Accessible Communication Policy – outlining NPC protocols for using a standardized NPC Accessible Style Guide – including templates for accessible word processing, accessible PDF's and accessible web-based materials</p>	Communications & Stakeholder Relations	No	January 1, 2022-December 31, 2026
	<p>1.2. Participate in accessible template procedural training and other accessible communication refresher training as needed</p>	Communications & Stakeholder Relations	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: General Regulations Communications and Stakeholder Relations

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11-3 (1)</i> <u>Accessibility Policy</u></p> <p>Dissemination of NPC Accessibility Policy to public.</p>	<p>1. <u>Communication Plan:</u> 1.1. Post Accessibility Policy on NPC website: www.niagaraparks.com</p>	Communications & Stakeholder Relations	Yes, ongoing	January 1, 2022- December 31, 2026
	<p>1.2. Accessibility Policy available in alternate formats or alternate communication supports upon request</p>	Communications & Stakeholder Relations, Vendor of Record	Yes, ongoing	January 1, 2022- December 31, 2026
<p><i>O. Reg. 191/11-4(1)</i> <u>Accessibility Plan</u></p> <p>Host public meeting to review Accessibility Plan for NPC and for WEGO Transportation System.</p>	<p>2. <u>Coordinate Annual Public Consultation for NPC Accessibility Plan:</u> 2.1. Set consultation location, issue public invitation. Invite participants to identify alternate format requirements</p>	Communications & Stakeholder Relations	Yes, ongoing	January 1, 2022 December 31, 2026
	<p>2.2 Consider more frequent consultation on NPC progress – twice per year</p>	Communications & Stakeholder Relations, Health, Safety and Compliance	No	January 1, 2024 - December 31, 2026
	<p>2.3 Prepare Multi-Year Accessibility Plan presentation; prepare consultation documents in alternate format upon request</p>	Health, Safety and Compliance; Vendor of Record	Yes, ongoing	January 1, 2022- December 31, 2026
	<p>2.4 Assist with the facilitation of the public consultation meeting</p>	Communications & Stakeholder Relations	Yes, ongoing	January 1, 2022- December 31, 2026

Integrated Accessibility Standards Regulation: General Regulations
Communications and Stakeholder Relations

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11–12 (1) & (3)</i> <u>Organizational Material in Alternate Format</u></p> <p>Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:</p> <p>(a) in a timely manner that takes into account the person’s accessibility needs and in consultation with the person making the request.</p> <p>(b) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>1. <u>Alternate Format Provision:</u> 1.1. Obtain alternate formats of materials through Marketing as needed.</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>
	<p>1.2. Provide refresher training in accessible template or document creation, as needed</p>	<p>All NPC Divisions</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>

Integrated Accessibility Standards Regulation: Information and Communication Communications and Stakeholder Relations

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><u>O. Reg. 191/11-7(1-6) Training</u></p> <p>Provide training regarding Integrated Accessibility Regulation requirements to all persons who provide goods, services or facilities on behalf of the organization. Training to take place as soon as practicable and shall include any changes to policies on an ongoing basis. Record keeping of training provided and number of participants is required.</p>	<p>1. <u>Training Plan Development:</u></p> <p>1.1. Provide annual refresher AODA training through NPC LMS training modules</p>	<p>Human Resources Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022- December 31, 2026</p>
<p><u>O. Reg. 191/11-11(1-4) Feedback Mechanism</u></p> <p>Ensure accessible feedback mechanism in relation to areas covered under Integrated Accessibility Regulation. Every obligated organization shall notify public about availability of accessible formats and communication supports.</p>	<p>1. <u>Feedback Mechanism Update</u></p> <p>1.1. Annual review of Feedback Mechanism</p>	<p>All NPC divisions are responsible for ensuring they are responding appropriately to customer feedback and are reporting all incidents to Guest Services, Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022- December 31, 2026</p>

**Integrated Accessibility Standards Regulation: Information and Communication
Communications and Stakeholder Relations**

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><u>O. Reg. 191/11–12 (1) & (3) Organizational Material in Alternate Format</u></p> <p>Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:</p> <p>(a) in a timely manner that takes into account the person’s accessibility needs and in consultation with the person making the request.</p> <p>(b) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>2. <u>Alternate Format Provision:</u> 2.1. Obtain alternate formats of materials through Health, Safety and Compliance, as needed</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>
	<p>2.2 Participate in refresher training in accessible template or document creation, as needed</p>	<p>All NPC Divisions</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>

Human Resources Department

The Human Resources Department is responsible for:

- Recruitment and Talent Acquisition
- Employee Benefits and Compensation
- Employee Relations
- Workplace Accommodations
- Update employment policies when required

Integrated Accessibility Standards Regulation: Employment Human Resources

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11-22</i> <u>Availability of Accommodations</u> Notice provided to employees and public about the availability of accommodation for applicants with disabilities during recruitment process.</p>	<p>1. <u>Policy:</u> 1.1. In accordance with the Corporate Policy Manual, a review of Accommodation Policy and Accommodation Planning Tool and Return-to-Work Process and Planning tools every four years, unless required</p>	Human Resources; Health and Safety	Yes, ongoing	January 1, 2022-December 31, 2026
<p><i>O. Reg. 191/11-28 (1-3)</i> <u>Documented Individual Accommodation Plans</u> Documented Accommodation Plans provided to employees with disabilities.</p>	<p>1.2. Review Employment Policy and Procedures and update as required</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>1.3. Review recruitment accommodations including notice in advertisements as required</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
<p><i>O. Reg. 191/11-29 (1-3)</i> <u>Return-to-Work Process</u> Documented Return-to-Work process established including disability-related accommodations.</p>	<p>1.4. Annual review of AODA training modules and update as needed</p>	Human Resources, Health and Safety and Compliance	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Employment Human Resources

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11–23 (1–4)</i> <u>Selection Process</u> <u>Accommodations</u></p> <p>Accommodation provided to applicants selected to participate in assessment or selection process, upon request. Suitable accommodation provided in manner that takes applicant's accessibility needs.</p>	<p>1. <u>Policy:</u> 1.1. In accordance with the Corporate Policy Manual, a review of Recruitment Policy and Procedures every four years, unless required</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>1.2. Annual review of AODA training modules and update as needed</p>	Human Resources, Health, Safety and Compliance	Yes, ongoing	January 1, 2022-December 31, 2026
<p><i>O. Reg. 191/11–24</i> <u>Notice to Successful Applicants:</u></p> <p>Successful applicant provided accommodation policy when making offer of employment.</p>	<p>1. <u>Policy:</u> 1.1. Review of Offers of Employment Procedures as required</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>1.2. Annual review of Employment Offer Checklist to ensure that all successful applicants/new employees are aware of NPC staff website, NPC Accessibility Policy, NPC Accommodation Policy and Accommodation Planning Procedures and NPC Emergency Response and Evacuation Support Procedures</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Employment Human Resources

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11–25 (1–3)</i> <u>Notice to Employees</u></p> <p>Accommodation policy provided to all employees and updates provided whenever changes are made.</p>	<p>1. <u>Policy:</u> 1.1 Updates provided to employees as needed</p>	Human Resources; Health, Safety and Compliance	Yes, ongoing	January 1, 2022-December 31, 2026
<p><i>O. Reg. 191/11–26 (1–2)</i> <u>Alternate Formats for Employees</u></p> <p>Alternate formats provided to employees with disabilities upon request including information needed to perform employee’s job, information generally available in workplace. Employer will consult employee making request when determining suitability of accessible format provided.</p>	<p>1. <u>Policy and Procedure:</u> 1.1.Reminder Notices sent to all Supervisors and Managers regarding process/procedure on how to respond to requests for alternate formats from employees</p>	Human Resources; Marketing; Health, Safety and Compliance	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>1.2.All Health and Safety and Orientation material for new and existing employees (as relevant to the employee and job description) to be provided in an alternate format upon employee’s request</p>	Human Resources; Marketing; Health, Safety and Compliance	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Employment Human Resources

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11–30 (1–2); 31 (1–2); 32 (1–2)</i> Performance Management, Career Development and Advancement and Redeployment processes include accessibility accommodation and provided in alternate format upon request.</p>	<p>1. <u>Performance Management Career Development and Advancement and Redeployment:</u> 1.1. Annual review of Supervisors training regarding how to provide accessibility in performance management, development and advancement and redeployment</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>1.2. Ensure accommodation plans meets all requirements, and moves with the employee when changing locations</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
<p><i>O. Reg. 191/11–7 (1–6)</i> <u>Training</u> Employment Training (i.e. Ontario Human Rights Code, accessible recruitment and screening, employment policy and accommodation planning training).</p>	<p>1. <u>Training</u> 1.1 Annual refresher AODA training through NPC training modules</p>	Health and Safety and Compliance	Yes, ongoing	January 1, 2022-December 31, 2026

Engineering and Parks Operations

The Engineering and Parks Operations unit is responsible for:

- Parking and Transportation throughout Niagara Parks including the publicly accessible WEGO Transportation System and the Incline Railway attraction
- The Health, Safety, and Compliance department which includes Risk Management and Insurance
- Managing Niagara Parks' work projects including coordinating work with external contractors
- The Repair and Maintenance of all Niagara Parks facilities
- Engineering and Parks Operations
- Waste and Recycling
- Corporate Information Technology department

Integrated Accessibility Standards Regulation: Design of Public Spaces and Transportation Engineering and Parks Operations

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 413/12; OBC Section 3.8	1. Ongoing implementation of accessibility audit recommendations for all NPC attractions and venues	Engineering & Park Operations	Yes, ongoing	January 1, 2022-December 31, 2026
	1.1 Ongoing improvements of wayfinding signage throughout the Park.	Engineering & Park Operations	No	January 1, 2022-December 31, 2026
<p>O. Reg. 191/11–37(1–3) <u>Emergency Preparedness</u></p> <p>Establish, implement and document Emergency Preparedness and Response Policies that provide for the safety of persons with disabilities on WEGO System. Policies shall be made available to public and provided in an accessible format upon request.</p>	<p>1. <u>Emergency Response Policy:</u> 1.1 Refresher training for WEGO Drivers in emergency response policies and procedures as they relate to people with disabilities, including how to communicate emergency information, and how to offer evacuation assistance to people with disabilities identifying accessible and safe evacuation routes</p>	Engineering & Park Operations; WEGO	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Transportation Engineering and Parks Operations

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><u>O. Reg. 191/11–36 (1–4) Training</u></p> <ul style="list-style-type: none"> Conduct WEGO System employee training including: safe use of accessibility equipment and features, acceptable modifications to procedures to address temporary barriers or accessibility equipment failure, emergency preparedness and response procedures. Training records kept: date of training and number of participants. 	<p>1. <u>Driver Training:</u> 1.1 Annual Driver Refresher Training in accessibility equipment usage, equipment failure protocols, emergency preparedness and response training</p>	Engineering & Park Operations; WEGO	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>1.2 Annual refresher AODA training through NPC LMS training modules</p>	Health, Safety and Compliance	Yes, ongoing	January 1, 2022-December 31, 2026
<p><u>O. Reg. 191/11–78 (1–4) Transit Stop Accessibility</u></p> <p>Establish plan for accessible bus stops and shelters, including any steps that will be taken to meet the goal of accessible bus stops and shelters.</p>	<p>1. <u>Transit Stop Accessibility:</u> 1.1 Continual modifications to improve accessibility at WEGO stops underway including: designated wheelchair loading area, tactile warning surface at platform edge until all are accessible</p>	Engineering & Park Operations	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Design of Public Spaces Engineering and Parks Operations – Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
<i>Niagara Parks Specific Initiatives that support AODA compliance</i>	1.1 Provide more frequent information sharing/training of Accessibility at Health and Safety meetings	Health, Safety and Compliance	No	January 1, 2022 – December 31, 2026
	1.2 Accessibility Inspections – add inspection process to existing health and safety inspections or create an inspection process to ensure that accessibility compliance is considered at defined intervals (i.e.: annually, monthly, etc.)	Health, Safety and Compliance	No	January 1, 2022- December 31, 2026
	1.3 Annual Accessibility Guide – Provide accessibility guide to sites that includes accessibility provisions at facilities and attractions. This will provide sites with answers to common guest questions related to accessibility.	Health, Safety and Compliance; Communications; Marketing	No	January 1, 2022- December 31, 2026

Integrated Accessibility Standards Regulation: General Regulations – Engineering and Parks Operations

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11–3(1–4)</i> <u>Accessibility Policy</u></p> <p>Develop Accessibility Policies to address compliance with Integrated Accessibility Standard.</p> <p>Policy to include Statement of Organizational Commitment to meet the accessibility needs of people with disabilities in a timely manner. Policy can be one or more documents.</p> <p>Policy must be publicly available and be provided in alternate format upon request.</p>	<p>1. <u>Policy Review including:</u></p> <p>1.1 In accordance with the Corporate Policy Manual, a review of NPC Accessibility Policy, Transportation Policies, Procurement Procedure and Policy every four years, unless required</p>	Health, Safety and Compliance	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>1.2 Annual refresher AODA training and accessible document creation through NPC LMS training modules</p>	Health, Safety and Compliance; IT	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>1.3 Staff refresher training in AODA requirements regarding procurement procedures when necessary.</p>	Health, Safety and Compliance; Procurement	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Transportation Engineering and Parks Operations

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11-41(1-3) & 43 (1-2)</i> <u>Accessibility Plan</u></p> <ul style="list-style-type: none"> ▪ Transportation providers required to host one public meeting involving people with disabilities to provide input into Accessibility Plan (to be coordinated with Accessibility Plan meeting). ▪ Transportation providers required to host an annual public meeting involving people with disabilities to participate in Review of the Accessibility Plan and to be given the opportunity to provide feedback on the Annual Progress Report. 	<p>1. <u>Accessibility Plan Public Meeting:</u> 1.1 Facilitate public consultation into Transportation Section of NPC Accessibility Plan</p>	<p>Engineering & Park Operations - Health, Safety and Compliance; Communications, & Stakeholder Relations</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>
	<p>2. <u>Accessibility Plan – Annual Progress Report Meeting:</u> 2.1 Facilitate one annual meeting for public consultation into Transportation Section Progress Report development</p>	<p>Engineering & Park Operations - Health, Safety and Compliance Communications, & Stakeholder Relations</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>

Integrated Accessibility Standards Regulation: Information and Communication Engineering and Parks Operations

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11–12 (1) & (3)</i> <u>Organizational Material in Alternate Format</u></p> <p>Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:</p> <p>(a) in a timely manner that takes into account the person's accessibility needs and in consultation with the person making the request.</p> <p>(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>3. <u>Alternate Format Provision:</u> 3.1. Obtain alternate formats of materials through Health, Safety and Compliance</p>	Health, Safety and Compliance	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>3.2. Participate in refresher training in accessible template or document creation, as needed</p>	All NPC Divisions	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>Consider re-hiring an NPC Accessibility Coordinator or adding the accessibility function to another employee to manage accessibility needs, consultation, tracking and reporting for the organization</p>	Engineering & Park Operations	No	January 1, 2024 - December 31, 2026

Integrated Accessibility Standards Regulation: General Regulations Engineering and Parks Operations

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11-4 (1-4)</i> <u>Accessibility Plan</u></p> <ul style="list-style-type: none"> Develop a “multi-year Accessibility Plan” that outlines compliance strategies to comply with Integrated Accessibility Regulation (i.e., Information and Communication, Employment and Transportation). Accessibility Plan must be posted to organization’s website and available in alternate format upon request. Annual Status Report outlining progress must be written and posted to website each year. Accessibility Plan and Progress Reports must include consultation with people with disabilities (at least one public meeting). Accessibility Plan to be reviewed and updated every five years. Review must include consultation with people with disabilities. 	<p>1. Development of a five-year Accessibility Plan. Plan includes organization-wide analysis of barriers and proposed solutions. NPC policy implications to be reviewed</p>	All NPC Divisions	Yes	May 31, 2022
	<p>2. Participate in public consultation into NPC Accessibility Plan development to address any NPC policy changes</p>	Health, Safety and Compliance	Upcoming	December 2022

Engineering and Park Operations – Health, Safety and Compliance

The Health, Safety and Compliance department is responsible for the following

- Compliance with all legislation including the Accessibility for Ontarians with Disabilities Act
- Maintenance of the Accessibility Policy
- Regulatory reporting requirements to the Ministry for Seniors and Accessibility
- Organizational training on AODA
- Emergency Planning assistance for individuals who require Individualized Emergency Response Plans
- Ensuring that the Multi Year Accessibility Plan is developed

Integrated Accessibility Standards Regulation: Customer Service Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.44</i> In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following:</p> <p>1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part.</p> <p>2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. O. Reg. 413/12, s. 6.</p>	1.1 Multi-Year Plan established and updated annually.	Health, Safety and Compliance	Yes, ongoing	January 1, 2022-December 31, 2026
	1.2 Regular maintenance checks on all accessibility features throughout Park	Engineering and Park Operations	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>A Service Disruption Notice email group has been created and when there is a temporary disruption to NPC services, the site will communicate via this email group.</p> <p>The Service Disruption Form is completed and posted at the site.</p> <p>When the accessible element will be down for more than 2 days, Marketing will update the website.</p>	Engineering and Park Operations, Marketing	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
<p>O. Reg. 80.46</p> <p>1. The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities.</p> <p>2. The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.</p> <p>3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.</p> <p>4. When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability.</p> <p>O. Reg. 165/16, s. 16.</p>	<p>Policy outlines how NPC is compliant with these requirements.</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>
	<p>Provision of goods, services and facilities to people with disabilities is integrated into provision of goods, services or facilities for all visitors wherever possible. Alternate measures provided at historic sites where accessibility is not possible (i.e., Videos, photos etc.).</p> <p>When communicating with people with disabilities NPC takes into account the person's accessibility needs.</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 80.46 (3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so. O. Reg. 165/16, s. 16.	Accessibility Policy addresses assistive devices used by visitors with disabilities	Health, Safety and Compliance	Yes, ongoing	January 1, 2022-December 31, 2026
(4) Every provider, other than a small organization, shall prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person. O. Reg. 165/16, s. 16.	Accessibility Policy established and available upon request.	Health, Safety and Compliance	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.46</i> (5) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (4) are available on request. <i>O. Reg. 165/16, s. 16.</i></p>	Notice of policy availability on NPC website	Communications/ Marketing		
<p>(6) The notice required by subsection (5) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. <i>O. Reg. 165/16, s. 16.</i></p>	Policy posted on NPC website	Health, Safety and Compliance Communications/ Marketing	Yes, ongoing	January 1, 2022- December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.47</i> (2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises. O. Reg. 165/16, s. 16.</p>	<p>Service animal requirements addressed in NPC Accessibility Policy</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>
<p><i>O. Reg. 80.47</i> (3) If a service animal is excluded by law from the premises, the provider shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the provider's goods, services or facilities. O. Reg. 165/16, s. 16.</p>	<p>Service animal requirements addressed in NPC Accessibility Policy</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.47</i> (4) If a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises. <i>O. Reg. 165/16, s. 16.</i></p>	Support Person requirements addressed in Accessibility policy	Health, Safety and Compliance	Yes, ongoing	January 1, 2022-December 31, 2026
<p><i>O. Reg. 80.47</i> (5) The provider may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that, (a) a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises</p>	Support Person requirements addressed in Accessibility policy	Health, Safety and Compliance	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.47</i> (5) The provider may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that, (b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises. <i>O. Reg. 165/16, s. 16.</i></p>	<p>Support Person requirements addressed in Accessibility policy</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022- December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.47</i> (6) If an amount is payable for a person's admission to the premises or in connection with a person's presence on the premises, the provider shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person. O. Reg. 165/16, s. 16.</p>	<p>Support Person requirements addressed in Accessibility Policy</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>
<p><i>O. Reg. 80.47</i> (7) If, under subsection (5), the provider requires a person with a disability to be accompanied by a support person when on the premises, the provider shall waive payment of the amount, if any, payable in respect of the support person's admission to the premises or in connection with the support person's presence on the premises. O. Reg. 165/16, s. 16.</p>	<p>Support Person requirements addressed in Accessibility policy</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022- December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.47</i> (8) Every provider, other than a small organization, shall prepare one or more documents describing its policies with respect to the matters governed by this section and, on request, shall give a copy of any such document to any person. O. Reg. 165/16, s. 16.</p>	<p>Accessibility Policy established to address compliance needs</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>
<p><i>O. Reg. 80.47</i> (9) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (8) are available on request. O. Reg. 165/16, s. 16. (10) The notice required by subsection (9) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.</p>	<p>Notice provided on NPC website</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.48</i> (1) If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public. O. Reg. 165/16, s. 16.</p>	<p>Notice of service disruption provided at site of disruption, to Guest Services and on the NPC website as appropriate.</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>
<p><i>O. Reg. 80.48</i> (2) Notice of the disruption must include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. O. Reg. 165/16, s. 16.</p>	<p>Notice of disruption provides reason, duration and description of alternate facilities or services.</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.48</i> (3) Every provider, other than a small organization, shall prepare a document setting out the steps that the provider will ensure are taken in connection with a temporary disruption and, on request, shall give a copy of the document to any person. O. Reg. 165/16, s. 16.</p> <p>(4) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (3) is available on request. O. Reg. 165/16, s. 16.</p>	<p>Accessibility Policy established to address compliance needs. Policy is available upon request.</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
<p>O. Reg. 80.48 (5) The notices required by subsections (2) and (4) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.</p>	<p>Notice provided on NPC website</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.49</i> (1) In addition to the requirements in section 7, every provider shall ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities:</p> <ol style="list-style-type: none"> 1. Every person who is an employee of, or a volunteer with, the provider. 2. Every person who participates in developing the provider's policies. 3. Every other person who provides goods, services or facilities on behalf of the provider. <i>O. Reg. 165/16, s. 16.</i> 	<p>Training provided through NPC Learning Management System or alternate methods</p>	<p>Health, Safety and Compliance; Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.49</i> (2) The training must include a review of the purposes of the Act and the requirements of this Part and instruction about the following matters:</p> <ol style="list-style-type: none"> 1. How to interact and communicate with persons with various types of disability. 2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person. 3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability. 4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities. <i>O. Reg. 165/16, s. 16.</i> 	<p>Training addresses all legislative requirements.</p>	<p>Health, Safety and Compliance; Human Resources</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 80.49 (3) Every person referred to in subsection (1) shall be trained as soon as practicable. O. Reg. 165/16, s. 16.	Training of new hires occurs at onboarding	Human Resources; Health, Safety and Compliance	Yes, ongoing	January 1, 2022 – December 31, 2026
(4) Every provider shall also provide training on an ongoing basis in respect of any changes to the policies described in section 80.46. O. Reg. 165/16, s. 16.	Ongoing training occurs with any change to Accessibility Policy.	Human Resources; Health, Safety and Compliance	Yes, ongoing	January 1, 2022 – December 31, 2026
(5) Every provider, other than a small organization, shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided. O. Reg. 165/16, s. 16.	Training records kept.	Human Resources; Health, Safety and Compliance	Yes, ongoing	January 1, 2022 – December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
<p>O. Reg. 80.49 (6) Every provider, other than a small organization, shall, (a) prepare a document that describes its training policy, summarizes the content of the training and specifies when the training is to be provided; Every provider, other than a small organization, shall, (b) on request, give a copy of the document to any person. O. Reg. 165/16, s. 16.</p> <p>(7) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (6) is available on request. O. Reg. 165/16, s. 16.</p> <p>(8) The notice required by subsection (7) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.</p>	<p>Accessibility Policy established to address compliance needs. Policy is available upon request. Policy posted on website.</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.50</i> (1) Every provider shall establish a process for receiving and responding to, (a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities. (1) Every provider shall establish a process for receiving and responding to, (b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3). <i>O. Reg. 165/16, s. 16.</i></p>	<p>Accessibility Policy addresses feedback mechanism and how feedback is received by NPC.</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.50</i> (2) The feedback process must specify the actions that the provider will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities. O. Reg. 165/16, s. 16.</p>	<p>Feedback mechanism specifies who manages complaints and manages the response.</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>
<p>(3) Every provider shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request. O. Reg. 165/16, s. 16.</p>	<p>Feedback mechanism is accessible to people with disabilities by providing accessible formats and communication supports upon request.</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 80.50 (4) Every provider shall make information about the feedback process readily available to the public. O. Reg. 165/16, s. 16.	Feedback mechanism available to public via NPC website.	Health, Safety and Compliance	Yes, ongoing	January 1, 2022 – December 31, 2026
(5) Every provider, other than a small organization, shall prepare a document describing the feedback process and, on request, shall give a copy of the document to any person. O. Reg. 165/16, s. 16.	Accessibility Policy addresses feedback mechanism and how feedback is received by NPC.	Health, Safety and Compliance	Yes, ongoing	January 1, 2022 – December 31, 2026
(6) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (5) is available on request. O. Reg. 165/16, s. 16.	Public is notified that Accessibility Policy is available upon request.	Health, Safety and Compliance	Yes, ongoing	January 1, 2022 – December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.50</i> (7) The notice required by subsection (6) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. <i>O. Reg. 165/16, s. 16.</i></p>	<p>Notice of feedback mechanism provided on NPC website</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>
<p><i>O. Reg. 80.51</i> (1) If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support, (a) in a timely manner that takes into account the person's accessibility needs due to disability.</p>	<p>Documents provided to public are available in alternate format upon request.</p>	<p>Health, Safety and Compliance</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service Health, Safety and Compliance

Regulation	Action Plan	Accountability	Complete	Status Comments
(1) If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support, (b) at a cost that is no more than the regular cost charged to other persons. O. Reg. 165/16, s. 16.	Alternate formats provided at no more than regular cost to public.	Health, Safety and Compliance	Yes, ongoing	January 1, 2022 – December 31, 2026
(2) The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support. O. Reg. 165/16, s. 16.	NPC consults with person requesting alternate format regarding suitability of the format to meet the person's needs.	Health, Safety and Compliance	Yes, ongoing	January 1, 2022 – December 31, 2026

Business Development

The Business Development Division is responsible for the overall development of The Niagara Parks Commission's corporate strategy and includes the following departments:

- Culinary
- Retail and Attractions
- Golf Operations
- Sales, Marketing and Events
- Visitor Experience

Business Development - Marketing

The Marketing Department manages all marketing initiatives developed for The Niagara Parks Commission, including: branding, advertising, signage, brochures, and other print materials, the fostering of corporate partnerships, and the development of our website, www.niagaraparks.com.

Integrated Accessibility Standards Regulation: General Regulations Marketing

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><u>O. Reg. 191/11–14(1–7) Websites</u></p> <p>New websites and web content to conform to W3C WCAG 2.0 Level A. Except where not practicable, this applies to:</p> <ul style="list-style-type: none"> • Websites • Web content (published after January 1, 2012) • Web-based applications that an organization controls directly or through a contractual relationship that allows for modification of a product. 	<p>1. <u>NPC Website – Accessibility Page:</u> 1.1. Annual review and update of NPC Accessibility Page to outline NPC's Accessibility Policy, assist Visitors with vacation planning and highlight accessible features and attractions</p>	Business Development – Marketing	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>2. <u>Website Compliance:</u> 2.1. Ensure all new website content meets WCAG 2.0 Level AA compliance</p>	Business Development – Marketing	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>2.2. Ensure all new web-based applications meets WCAG 2.0 Level AA compliance</p>	Business Development – Marketing	Yes, ongoing	January 1, 2022-December 31, 2026
<p><u>O. Reg. 191/11–11(1–4) Feedback Mechanism</u></p> <p>Ensure accessible feedback mechanism in relation to areas covered under Integrated Accessibility Regulation. Every obligated organization shall notify public about availability of accessible formats and communication supports.</p>	<p>3. <u>Feedback Mechanism Update</u> 3.1. Annual review of Feedback Mechanism</p>	All NPC divisions are responsible for ensuring they are responding appropriately to customer feedback and are reporting all incidents to Guest Services, Health, Safety and Compliance	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>3.2. Annual update of NPC website to communicate new feedback procedures and mechanisms (as appropriate)</p>	Business Development – Marketing	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Information and Communication Marketing

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11–12 (1) & (3)</i> <u>Organizational Material in Alternate Format</u></p> <p>Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:</p> <p>(a) in a timely manner that takes into account the person’s accessibility needs and in consultation with the person making the request.</p> <p>(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>4. <u>Alternate Format Provision:</u> 4.1. Obtain alternate formats of materials as needed</p>	<p>Business Development - Marketing</p>	<p>Yes, ongoing</p>	<p>January 1, 2022- December 31, 2026</p>
	<p>5. Produce small videos for NPC website that show accessibility features – i.e., closest parking to attractions, accessible entrances/exits etc.</p>	<p>Business Development - Communications</p>	<p>No</p>	<p>January 1, 2024 - December 31, 2026</p>

Integrated Accessibility Standards Regulation: Information and Communication Marketing

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11-4 (1-4)</i> <u>Accessibility Plan</u></p>	<p>6. Present Annual Progress Report at public meeting and solicit public feedback on any developments or NPC policy updates</p>	<p>Marketing; Communications; Health, Safety and Compliance</p>	<p>Ongoing</p>	<p>January 1, 2022- December 31, 2026</p>

Integrated Accessibility Standards Regulation: Information and Communication Business Development

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11–12 (1) & (3)</i> <u>Organizational Material in Alternate Format</u></p> <p>Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:</p> <p>(a) in a timely manner that takes into account the person’s accessibility needs and in consultation with the person making the request.</p> <p>(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>1. <u>Alternate Format Provision:</u> 1.1. Obtain alternate formats of materials through Health, Safety and Compliance or Marketing, as needed</p>	<p>Communications & Stakeholder Relations; Marketing</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>
	<p>1.2 Participate in annual refresher training in accessible document and template creation, as needed</p>	<p>All NPC Divisions</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>
	<p>1.3 Prepare and make available artifacts, and scripts for heritage related movies at attractions (i.e. Old Fort Erie)</p>	<p>Heritage, Marketing</p>	<p>No</p>	<p>January 1, 2022-December 31, 2026</p>
	<p>1.4. Annual review of accessibility provisions at facilities and attractions (i.e. large print menus, large print exhibit information, Visitors Guide)</p>	<p>Culinary, Retail and Attractions, Golf Operations, Heritage, Sales, Marketing and Events, Visitor Experience</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>
	<p>2. <u>Training</u> 2.1. Annual refresher AODA training through NPC LMS training modules</p>	<p>All NPC Divisions</p>	<p>Yes, ongoing</p>	<p>January 1, 2022-December 31, 2026</p>

Planning, Environment and Culture

This department is responsible for management of horticulture within the Niagara Parks Commission including:

- Planning and Properties
- School of Horticulture/Botanical Gardens/Butterfly Conservatory
- Design and Horticulture – Programming and Visitor Experience
- Heritage and Legacy

This department also manages the Commission's Environmental Stewardship, programs, and services.

Integrated Accessibility Standards Regulation: Design of Public Spaces, Information and Communication Planning, Environment and Culture

Regulation	Action Plan	Accountability	Complete	Status Comments
<i>O. Reg. 413/12</i> Recreation Trails	1.1 Review recommendations of accessibility audit of parks and trails throughout Niagara Parks	Planning, Environment and Culture	Yes, ongoing	January 1, 2022-December 31, 2026
<i>O. Reg. 191/11–16 (1–3)</i> <u>School of Horticulture</u> Train educators with accessibility awareness training related to accessible program or course delivery and instruction. Training records (date of training and number of participants) shall be kept.	2.1 <u>Training</u> 2.1 Annual refresher AODA training through NPC LMS training modules	Planning, Environment and Culture; Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Information and Communication Planning, Environment and Culture

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><u>O. Reg. 191/11–18 (1–3)</u> <u>School of Horticulture</u></p> <ul style="list-style-type: none"> Educational institution shall provide, procure or acquire accessible or conversion ready format of digital or multimedia resources or materials for persons with disabilities on request. Supplemental learning resources shall be accessible or conversion ready. 	<p>1. <u>Educational Materials - Alternate Formats:</u> 1.1. Alternate formats to be provided through either NPC Vendor of Record for Alternate Formats or purchased through educational vendors upon request from student with accommodation needs</p>	<p>Planning, Environment and Culture; Communications, & Stakeholder Relations</p>	<p>Yes, ongoing</p>	<p>January 1, 2022- December 31, 2026</p>
	<p>2. <u>Conversion Ready documents:</u> 2.1 School of Horticulture to prepare inventory of learning materials in conversion-ready format to be made available in order to create alternate formats upon request for students with accommodation needs</p>	<p>Parks – School of Horticulture</p>	<p>Yes, ongoing</p>	<p>January 1, 2020</p>

Integrated Accessibility Standards Regulation: Information and Communication Planning, Environment and Culture

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><u>O. Reg. 191/11–12 (1) & (3) Organizational Material in Alternate Format</u></p> <p>Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:</p> <p>(a) in a timely manner that takes into account the person’s accessibility needs and in consultation with the person making the request.</p> <p>(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>3. <u>Alternate Format Provision:</u></p> <p>3.1 Obtain alternate formats of materials through Health, Safety and Compliance or Marketing, as needed</p>	Health, Safety and Compliance	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>3.2 Participate in annual refresher training in accessible document and template creation, as needed</p>	All NPC Divisions	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>3.3 Prepare and make available artifacts, and scripts for heritage related movies at attractions (i.e. Old Fort Erie)</p>	Heritage, Marketing	No	January 1, 2022-December 31, 2026

Police Services

This department is a specialized Police Service dedicated to serving the needs of the tourism community. The Service patrols the parkland along the Niagara Parkway between the towns of Niagara-on-the-Lake and Fort Erie.

The Niagara Parks Police is responsible for the management of the following:

- Vehicle and pedestrian flow of traffic,
- Maintaining the peace,
- Ensuring the safe return of lost property to its rightful owners,
- The discretionary enforcement, where required, of the Criminal Code of Canada and other federal and provincial statutes.
- Provision of emergency rescue procedures

Integrated Accessibility Standards Regulation: Information and Communication Police Services

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><u>O. Reg. 191/11–13 (1–2) Emergency Information</u></p> <p>Organizations that prepare organizational emergency procedures, plans and public safety information and make that information available to the public, shall provide this information in an accessible format or via accessible communication supports as soon as practicable upon request.</p>	<p>1. <u>Procedures Review:</u> 1.1 Annual review and update as needed of current publicly available emergency procedures</p>	Police Services, Health, Safety and Compliance	Yes, ongoing	January 1, 2022- December 31, 2026
<p><u>O. Reg. 191/11–27 (1–4) Workplace Emergency Information:</u></p> <p>Individualized workplace emergency response information must be provided upon request and in accessible formats when need is articulated. Individualized workplace emergency response information shall be reviewed when: employee moves to different location in organization, employee’s overall accommodation needs or plans are reviewed and when employer reviews general emergency response policies.</p>	<p>1. <u>Communication Plan:</u> 1.1 NPC Staff annually sent self-disclosure invitation and Emergency Response Plan form for completion with supervisor</p>	Police Services; Human Resources	Yes, ongoing	January 1, 2022- December 31, 2026
	<p>2. <u>Training Plan:</u> 2.1 Annual refresher Emergency response and evacuation procedural training regarding people with disabilities provided to supervisors</p>	Police Services	Yes, ongoing	January 1, 2022- December 31, 2026
	<p>2.2 Create Police Service - specific training on LMS (e.g. High Angle River Team - HART service)</p>		No	January 1, 2022 – December 31, 2026

Integrated Accessibility Standards Regulation: Information and Communication Police Services

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11–12 (1) & (3)</i> <u>Organizational Material in Alternate Format</u></p> <p>Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:</p> <p>(a) in a timely manner that takes into account the person’s accessibility needs and in consultation with the person making the request.</p> <p>(b) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>1. <u>Alternate Format Provision:</u> 1.1. Obtain alternate formats of materials through Health, Safety and Compliance as needed</p>	Health, Safety and Compliance	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>1.2. Participate in annual refresher training in accessible template creation (as needed)</p>	All NPC Divisions	Yes, ongoing	January 1, 2022-December 31, 2026