

WATERLOO WELLINGTON FLIGHT CENTRE

ACCESSIBILITY FOR ONTARIAN WITH DISABILITY ACT (AODA)

a. Statement of Commitment

Waterloo Wellington Flight Centre is committed to achieving accessibility and its requirement established under the *Accessibility for Ontarians with Disability Act (AODA)*. Waterloo Wellington Flight Centre is committed to fostering an accessible environment for persons with disabilities.

b. Scope

The policy applies to all Waterloo Wellington Flight Centre employees, students, visitors.

c. Principles

Waterloo Wellington demonstrates the concept of accessibility by fostering an environment that treats persons with Disability with respect, guided by the following principles:

- **Dignity:** providing service in a way that ensures self-respect and the respect of others by maintaining the Independence and free participation of persons with disabilities.
- **Independence:** ability to engage with the environment on their own, without unnecessary help or interference from others.
- **Integration:** providing service or goods in a way that allows the person to fully benefit from the same services, in the same place, and in the same or similar ways as other persons.
- **Equal Opportunity:** having the same chances, options, and benefits to achieve the same results as others. In the case of services, it means that the individual has the same opportunity as others to benefit from the services provided, without needing significantly more effort to access or obtain services, nor accept lesser quality.

Waterloo Wellington Flight Centre is committed to treating people with Disability in a way that allows them to maintain their Dignity, and Independence. Waterloo Wellington Flight Centre believes in Integration and is committed to meeting the needs of people with Disability in a timely manner, by taking steps to identify, eliminate, minimize or prevent Barriers to accessibility. Waterloo Wellington Flight Centre recognizes that barriers include physical, environmental, attitudinal, communication and technological components that may prevent the full participation of the Equal Opportunity for persons with Disabilities at the Waterloo Wellington Flight Centre.

d. Information and Communication

Waterloo Wellington Flight Centre will communicate with people with disabilities in ways that take into account their Disability. When asked, information about Waterloo Wellington Flight Centre and its services, including public safety information, will be provided in accessible formats or with communication supports.

Waterloo Wellington Flight Centre will meet Web Content Accessibility Guidelines (WCAG) 2.0 Level AA for all Public Websites, in accordance with AODA. Waterloo Wellington Flight Centre recognizes that certain public web content are considered special collections archival materials, and/or educational material that may be exempt from meeting WCAG 2.0 guidelines. In such instances, Waterloo Wellington Flight Centre will provide the information in an accessible or Conversion Ready format, upon request.

e. Temporary Service Disruption

Waterloo Wellington Flight Centre will disseminate information regarding a temporary disruption in services including building entrances, elevators, washroom facilities, and access to technology. Waterloo Wellington Flight Centre will post notices of estimated timelines, reasons for disruption, alternate access, and will make every effort to ensure Waterloo Wellington Flight Centre Community and the public is notified in advance if and when feasible.

f. Assistive Devices

Waterloo Wellington Flight Centre makes every effort to ensure that persons with disabilities can use their own personal assistive devices to access goods and use services. If Waterloo Wellington Flight Centre is unable to accommodate the use of personal assistive devices, Waterloo Wellington Flight Centre will work with the person to provide a reasonable solution.

g. Support Persons and Service Animals

Waterloo Wellington Flight Centre permits persons with Disabilities to bring a Support Person while accessing services.

Waterloo Wellington Flight Centre allows persons with Disabilities to be accompanied by their Service Animal in areas that are open to the public, unless the animal is excluded by law. For certain areas in which a Service Animal may be excluded by law, such as food service preparation areas, Waterloo Wellington Flight Centre will provide alternate measures that promote access to services by the person with a Disability. The Service Animal must be with their owner and under full control at all times. If the Service Animal is not with their owner, the animal ceases to provide “service”, and will be treated as an animal.

h. Employment

Employees, potential hires, and the public are notified that Accommodations can be made during the recruitment and hiring process, and throughout the full employment life cycle. Waterloo Wellington Flight Centre will put in place a process to develop individual Accommodation plans for employees. Waterloo Wellington Flight Centre's performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

Waterloo Wellington Flight Centre of Waterloo is committed to equitable employment and encourages applications from all qualified candidates. Waterloo Wellington Flight Centre will work with its employee groups to determine the need for additional policies, standards and/or guidelines that address accessibility and accommodation within the workplace.

i. Education

Waterloo Wellington Flight Centre is committed to meeting its requirements for accessible education. Waterloo Wellington Flight Centre will create an accessible educational environment where students with disabilities can participate in a way that is appropriate.

j. Training

Waterloo Wellington Flight Centre will provide accessibility training to all employees. Waterloo Wellington Flight Centre will provide ongoing training to all employees on any changes to this policy in a timely manner. Waterloo Wellington Flight Centre will provide additional training to employees and volunteers as it relates to their specific role when required.

k. Feedback and Complaint Process

Waterloo Wellington Flight Centre will facilitate mechanisms for receiving feedback and filing complaints for accessibility related matters and addressing concerns.

Feedback on our services and whether expectations are met are welcome and appreciated. Feedback may be provided by a person with a disability in the manner deemed most convenient to them, such as:

- In person or by post: 3-4881 Fountain Street, N, Breslau, ON N0B 1M0
- By telephone: 519-648-2213
- By email: info@wwfc.ca