

Accessibility Policy – Place 19-67

Our Commitment to Accessibility

Place 19-67 is committed to providing an accessible, inclusive, and welcoming environment for all guests, employees, and members of the public.

We strive to ensure dignity, independence, equal opportunity, and full participation for individuals with disabilities.

Our policies follow the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code.

We continuously work to identify and remove barriers in communication, customer service, facilities, employment, and our website.

Multi-Year Accessibility Plan

Place 19-67 has developed a multi-year accessibility plan outlining our ongoing commitment to improving accessibility across all areas of our operations.

This plan is reviewed and updated every three years to ensure compliance with evolving accessibility standards and to incorporate new initiatives.

Key objectives of our multi-year plan include:

- Enhancing accessibility of physical spaces, including entrances, seating areas, and washrooms
- Improving digital accessibility on Place19-67.ca to meet emerging WCAG standards
- Strengthening staff training programs to ensure consistent understanding of accessibility responsibilities
- Reviewing customer service procedures to remove barriers for individuals with disabilities
- Updating emergency response protocols to ensure safe evacuation and assistance for all individuals
- Expanding accommodation practices in employment and customer service

Progress on these goals is monitored regularly, and updates to the plan are made publicly available upon request.

Our aim is to continue improving accessibility in a proactive and sustainable manner, ensuring all guests and employees experience an inclusive environment.

Assistive Devices

Guests may use their personal assistive devices when accessing our services.

Examples include wheelchairs, walkers, canes, hearing aids, communication devices, and accessible technology.

If an assistive device cannot be accommodated due to safety or operational limitations, we will work with the individual to find an alternative solution that provides equal access.

Service Animals

Place 19-67 welcomes service animals in all public areas, unless prohibited by law.

If the service animal is not clearly identifiable, staff may request documentation from a regulated health professional.

When a service animal is restricted from a specific area, alternative arrangements will be made to ensure the individual receives accessible service.

Support Persons

Guests who require a support person are welcome at Place 19-67. Support persons may accompany the individual at all times and will not be charged additional fees.

If a situation requires the presence of a support person for safety reasons, this will be communicated respectfully and privately.

Communication Accessibility

We are committed to communicating with individuals with disabilities in ways that are clear, respectful, and accessible.

Upon request, information can be provided in alternate formats such as large print, electronic text, simplified wording, or audio.

We adjust communication methods to meet individual needs, which may include speaking clearly, offering verbal explanations, or writing down information.

Website & Digital Accessibility

Place19-67.ca is designed to meet Web Content Accessibility Guidelines (WCAG) where possible.

We strive to ensure compatibility with assistive technologies, proper contrast, readable formatting, simple navigation, and text alternatives for important images.

Any digital information can be provided in accessible formats upon request.

AODA & Human Rights Training

All employees at Place 19-67 receive mandatory training on the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code.

Training includes:

- Understanding different types of disabilities (visible and invisible)
- Accessible customer service requirements
- Communication adaptations
- Duty to accommodate under the Human Rights Code
- Emergency assistance procedures
- How to interact respectfully with individuals using assistive devices, service animals, or support persons
- Steps to take when unsure how to assist

Training is completed upon hiring, updated when standards or policies change, and documented in employee files.

Emergency Procedures

Employees are trained to provide assistance during emergencies to guests or coworkers who may require additional support.

Examples include offering verbal guidance, describing evacuation routes, providing physical assistance when safe, and contacting a supervisor as needed.

Temporary Service Disruptions

If accessibility features such as ramps, accessible washrooms, or entrances are temporarily unavailable, Place 19-67 will notify guests immediately.

Notices will include the reason, expected duration, and available alternatives.

Updates may be posted at the entrance and on our website.

Feedback Process

Place 19-67 welcomes feedback on how we can improve accessibility.

Guests may contact us at:

200 Old Highway 17, Plantagenet, ON K0B 1L0

613-673-5220

info@place19-67.ca

We will respond promptly, and information can be provided in accessible formats upon request.

Availability of Policy

This accessibility policy is publicly available and can be provided in accessible formats upon request.