



**Eagle Crest Resorts Limited Accessibility Plan  
Hockey Opportunity Camp & Eagle Crest Outdoor Centre  
2024 - 2029**



The 2024-2029 Accessibility Plan outlines the requirements and actions of Eagle Crest Resorts Limited for providing accessible services within our business. These requirements are in adherence to the Integrated Accessibility Standards O. Reg. 191/11 (IAS) of the Accessibility for Ontarians with Disabilities Act (AODA).

**Statement of Commitment- Eagle Crest Resorts Limited**

Eagle Crest Resorts Limited is committed to ensuring equal access and participation for all participants and guests. We are committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Requirement	Compliance Date	HOC's Plan/Strategies	Status/Progress to Date
General Accessibility			
3. (1) Develop, implement and maintain policies to achieve accessibility through IAS regulations, including a statement of organizational commitment. Policies should be made publicly available and provided in an accessible format upon request.	Jan 1, 2014	Implemented an IAS Policy.	Complete
4. (1) a) Establish, implement,	Jan 1, 2015.	Continually review IAS & AODA	Ongoing



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<p>maintain and document a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the IAS Regulation.</p> <p>(b) Post the plan on their website and provide in an accessible format upon request.</p> <p>(c) Review &amp; update the plan at least once every 5 years.</p>		<p>Regulations/Standards and update HOC's standards to fulfill our requirements.</p> <p>The Plan is posted on HOC's website.</p>	
<p>6. (2) Have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.</p>	<p>Jan 1, 2014.</p>	<p>At the time HOC does not use self-service kiosks. HOC will take into consideration people with disabilities if designing these in the future.</p>	<p>N/A</p>
<p>7. (1) Ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to:</p> <p>(a) employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization's policies; and</p>	<p>Jan 1, 2015.</p>	<p>All staff, both new and returning, are trained on HOC &amp; ECOC Accessibility Policy which involves training and understanding Ontario's laws and regulations in relation to this. Policies are also always available in an online format accessible from the HOC Hub.</p>	<p>Ongoing</p>



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(c) all other persons who provide goods, services or facilities on behalf of the organization			
7. (2) The training on the requirements of the accessibility standards and on the <i>Human Rights Code</i> referred to above shall be appropriate to the duties of the employees, volunteers and other persons.	Jan 1, 2015.	Staff are trained on requirements to a level appropriate to their employment position.	Ongoing
7. (3) All training will be provided as soon as practicable.	Jan 1, 2015.	Staff are trained upon their arrival to camp.	Ongoing
7. (4) Provide training in respect of any changes to the policies described in section 3 on an ongoing basis.	Jan 1, 2015.	As required. If a policy changes, staff will be made aware of the change.	Ongoing
7. (5) Keep a record 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.	Jan 1, 2015.	Training records are updated yearly and as required.	Ongoing
<b>Information and Communication</b>			
9. (3) If an obligated organization determines that information or communications are unconvertible,	Jan 1, 2016.	Addressed on a case-by-case basis. The Sr Director involved with the request will be responsible for	Complete



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<p>the organization shall provide the person requesting the information or communication with,</p> <ul style="list-style-type: none"> <li>(a) an explanation as to why the information or communications are unconvertible; and</li> <li>(b) a summary of the unconvertible information or communications.</li> </ul>		<p>maintaining this communication.</p>	
<p>11. (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</p>	<p>Jan 1, 2015.</p>	<p>Feedback process already in place and dealt with on a case-by-case basis. General inquiries handled by the Administrative Director and further distributed as required.</p> <p>Feedback process is listed in the Accessibility Policy and on the website.</p> <p>Create accessible survey</p>	<p>Complete</p>
<p>12. (1) Upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <ul style="list-style-type: none"> <li>a) in a timely manner that takes into account the person's</li> </ul>	<p>Jan 1, 2016.</p>	<p>Currently addressed on a case-by-case basis. HOC &amp; ECOC will take into account the use of plain language when providing accessible formats.</p>	<p>Complete</p>



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<p>accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons.</p>			
<p>12. (2) Consult with the person making the request in determining the suitability of an accessible format or communication support.</p>	<p>Jan 1, 2016.</p>	<p>HOC &amp; ECOC will work with the person making the request to determine this. Addressed on a case-by-case basis.</p>	<p>Complete</p>
<p>12. (3) Notify the public about the availability of accessible formats and communication supports.</p>	<p>Jan 1, 2016.</p>	<p>Notification is set out in HOC &amp; ECOC's Integrated Accessibility Policy which is listed on HOC's website.</p>	<p>Complete</p>
<p>13. (1) If an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</p>	<p>Jan 1, 2016.</p>	<p>At this point in time, HOC &amp; ECOC does not make this information public.</p>	<p>N/A</p>
<p>14. (2) Large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to</p>	<p>Jan 1, 2014 conform to Level A (new websites only)</p> <p>Jan 1, 2021</p>	<p>HOC &amp; ECOC are currently compliant with Level A and in progress to Level AA. We will work with our website provider (CMS Intelligence) to achieve Level AA by 2021.</p>	<p>In progress</p>



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<p>Level AA, and shall do so in accordance with the schedule set out in this section, unless it is not practicable to do so.</p>	<p>conform to Level AA (all websites)</p>		
<p>Employment</p>			
<p>22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p>	<p>Jan 1, 2016.</p>	<p>HOC notifies the public &amp; its employees about this on our website page “The HOC Team”. It specifically states: <i>“Hockey Opportunity Camp welcomes and encourages applications from people with disabilities. Applicants are encouraged to make their needs for accommodations known in advance during the recruitment and selection process.”</i></p>	<p>Complete</p>
<p>23. (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or</p>	<p>Jan 1, 2016.</p>	<p>Notification is made through our webpage job posting.</p> <p>Accommodations for Section 21 (2) will be made on a case-by-case basis, through an <i>Employee Needs Assessment</i>.</p>	<p>Complete</p>



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<p>arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</p>			
<p>24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<p>Jan 1, 2016.</p>	<p>Notification is made in all staff employment offers/contracts.</p>	<p>Complete</p>
<p>25. (1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>	<p>Jan 1, 2016.</p>	<p>Employees are trained on these policies during Staff Training Orientation. Policies are always available for employee's viewing on our Staff HUB.</p>	<p>Complete</p>
<p>25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p>	<p>Jan 1, 2016.</p>	<p>New employees are trained and provided with this information upon hiring (HOC Info Hub).</p>	<p>Complete</p>
<p>25. (3) Employers shall provide updated information to its employees whenever there is a change to</p>	<p>Jan 1, 2016.</p>	<p>Notification of changes to policies will be done primarily through email updates, and the Staff HUB.</p>	<p>Complete</p>



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<p>existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>			
<p>26. (1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <ul style="list-style-type: none"> <li>(a) information that is needed in order to perform the employee's job; and</li> <li>(b) information that is generally available to employees in the workplace.</li> </ul>	<p>Jan 1, 2016.</p>	<p>HOC &amp; ECOC's Integrated Accessibility Policy outlines these requirements. Dealt with on a case-by-case basis.</p>	<p>Complete</p>
<p>26. (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>Jan 1, 2016.</p>	<p>Dealt with on a case-by-case basis.</p>	<p>Complete</p>
<p>27. (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability</p>	<p>Jan 1, 2012.</p>	<p>Dealt with on a case-by-case basis.</p>	<p>Complete</p>





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<p>is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p>			
<p>27. (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p>	<p>Jan 1, 2012.</p>	<p>Dealt with on a case-by-case basis. HOC &amp; ECOC will designate another staff member of equal job status to act as an assistant to the employee if required.</p>	<p>Complete</p>
<p>27. (3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p>	<p>Jan 1, 2012.</p>	<p>Dealt with on a case-by-case basis. HOC advocates to employees to express their needs during the selection process so that accommodations and information can be provided as soon as possible.</p>	<p>Complete</p>
<p>27. (4) Every employer shall review the individualized workplace emergency response information,          (a) when the employee moves to a different location in the organization;          (b) when the employee's overall accommodations</p>	<p>Jan 1, 2012.</p>	<p>Dealt with on a case-by-case basis. Individualized workplace emergency response information will be reviewed whenever HOC &amp; ECOC's general emergency response policies are reviewed and/or changed.</p>	<p>Complete</p>



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<p>needs or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>			
<p>28. (1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p>	<p>Jan 1, 2016.</p>	<p>Plans are developed on a case-by-case basis. An Accommodation Process Policy is in place.</p>	<p>Complete</p>
<p>29. (a) The organization shall develop and have in place a return-to-work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p style="padding-left: 40px;">(b) shall document the process.</p> <p>(2) The return to work process shall,</p> <p style="padding-left: 40px;">(a) outline the steps the employer will take to facilitate the return to work of employees who were</p>	<p>Jan 1, 2016.</p>	<p>Plans are developed on a case-by-case basis.</p>	<p>Complete</p>



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absent because their disability required them to be away from work.			
30. (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when using its performance management process in respect of employees with disabilities.	Jan 1, 2016.	Dealt with on a case-by-case basis. Evaluating staff will take into account an employee's accessibility needs when providing written & verbal evaluations.	Complete
31. (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	Jan 1, 2016.	HOC & ECOC currently provides career development opportunities for its employees. Inclusion for all is a priority.	Complete
32. (1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans,	Jan 1, 2016.	Dealt with on a case-by-case basis.	Complete



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<p>when redeploying employees with disabilities.</p>			
<p>Prepare procedures for the preventative and emergency maintenance of the accessible elements in the camp spaces.</p>		<p>Preventative Maintenance:</p> <ul style="list-style-type: none"> <li>● HOC &amp; ECOC will conduct yearly inspections on all accessible elements in our camp spaces during our Spring Maintenance period.</li> <li>● Elements will be inspected for wear &amp; tear, functionality, aesthetics, and any necessary renovations required.</li> </ul> <p>Emergency Maintenance</p> <ul style="list-style-type: none"> <li>● HOC &amp; ECOC will perform emergency maintenance on any accessible elements that require immediate attention. A temporary disruption notice will be posted and a temporary accessible element will be provided until the maintenance has occurred. The unusable element will move to the top of the maintenance priority list until it has been fixed.</li> </ul>	<p>Complete</p>