



Wesley Clover Parks: Multi-Year Accessibility Plan

Introduction

Wesley Clover Parks is one of the major not-for-profit initiatives undertaken by the Wesley Clover Foundation. We are an innovative, four-season outdoor recreation and learning hub dedicated to promoting health and education. Wesley Clover Parks connects you with nature and the great outdoors in the National Capital Greenbelt that encircles the City of Ottawa.

At Wesley Clover Parks, our mission is to deliver healthy outdoor education, recreation, sport, and event experiences for Ottawa residents and visitors who come to ride, camp, play, learn, farm, and gather at The Parks. The Wesley Clover Parks spirit embodies a commitment to safety, passion, innovation, respect, integrity, and teamwork. These principles express how we go about achieving our mission and organizational objectives on an ongoing basis, uniting our team in a shared direction.

Wesley Clover Parks strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Wesley Clover Parks is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Section 1. Past Achievements to Remove and Prevent Barriers

Wesley Clover Parks has completed the following accessibility initiatives to date in making our organization accessible for Ontarians with disabilities:

Customer Service & Training:

- All Wesley Clover Parks employees are provided the following training to complete during the onboarding process:
 1. *AODA Customer Service Standards Training (Comprehensive Content)*
 2. *Understanding Human Rights Training (AODA Edition)*
 3. *AODA- Integrated Accessibility Standards Regulation (IASR) Customer Service Policy*

Records of completion are maintained online and/or in hard copy with date of completion. Any updates or new training(s) required are shared with all employees for completion.

Information and Communications:

- In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Wesley Clover Parks notifies customers promptly through our social media accounts, website(s), signage, and/or through e-blast to specific ticket purchasers if applicable. We include reasons for the disruption whenever possible, its anticipated length of time, and a description of alternative services if available.

Employment:

- As stated on our 'Careers' website page:

"Wesley Clover Parks welcomes and encourages applications from candidates with disabilities, to support the Integrated Accessibility Standards, Ontario Regulation 191/11 for the Employment Standards set forth under the Accessibility for Ontarians with Disabilities Act, 2005. Accommodations are available on request for candidates taking part in all aspects of the selection process. If you require accommodations and/or a copy of these documents in an alternate format for reasons related to a disability, please contact our Office Manager at 613-271-5452."



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Other:

- 2022-2023 – built a fully accessible cabin at the Wesley Clover Parks Campground
- 2022-2023 – construction of a fully accessible washroom at the Wesley Clover Parks Campground in a current comfort station.
- 2015- 2018 – offered weekly riding lessons to a visually impaired riding student.
- 2022-2023 – highlighted equestrians in our Gold Show production who compete with disabilities on our show site.

Section 2. Strategies and Actions

Customer Service & Training:

Wesley Clover Parks is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others.

- We will continue to provide customer service training in our onboarding of employees and volunteers as it applies to people with disabilities as soon as practicable.

Wesley Clover Parks is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- We train every employee and volunteer as soon as practicable after being onboarded and will continue to provide training in respect of any changes to the current policies of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Information and Communications:

Wesley Clover Parks is committed to making our information and communications accessible to people with disabilities.

- In the next year or two we will research and reach out to third party groups in aims of working together to add audio features to our website as needed and/or to link to our voicemail messaging system that is updated with key event information.



Employment:

Wesley Clover Parks is committed to fair and accessible employment practices.

- As currently outlined on our website 'Careers' page, we welcome and encourage applications from candidates with disabilities, and can make accommodations available on request for candidates in all aspects of the selection process.
- Going forward, we will ensure this messaging is also included in any job postings done through our social media accounts, and/or any job boards.

Design of Public Spaces:

Wesley Clover Parks will meet accessibility laws when building or making major changes to public spaces.

- Any new buildings brought to or created on the property will offer accessible options for people with disabilities.
- On an annual basis we will look to make updates to our current facilities to make them more accessible for people with disabilities. Over the course of the next few years, we hope to add accessible entrances to our washroom facilities and entrances to our main office.

Other:

- Over the next year we are looking to integrate new programming into our riding school, which we hope will include a therapeutic riding program for groups and/or people dealing with both mental health issues, as well as people with disabilities.





For More Information

For more information on this accessibility plan, please contact:

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Our accessibility plan is publicly posted at:

Standard and accessible formats of this document are available upon request.

Last Updated December 2023