

# **Escape Manor Accessibility Policy**

## **Statement of Organizational Commitment**

### **Purpose**

Escape Manor Inc. (“Escape Manor” or “we”) is committed to ensuring equal access to and participation in its products and services for people with disabilities. We are committed to treating people with disabilities 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 meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”), and Ontario’s other accessibility laws. Escape Manor is further committed to meeting its current and ongoing obligations under the Ontario Human Rights Code (the “Code”) respecting non-discrimination.

Escape Manor understands that obligations under the AODA and its accessibility standards do not substitute or limit its obligations under the Code or obligations to people with disabilities under any other law.

Escape Manor is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies

are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

## **Training**

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the AODA and the Code that relate to persons with disabilities. Training includes:

- purpose of the AODA and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

## **Assistive Devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

## **Communication**

We communicate with people with disabilities in ways that take into account their disability. This may include the following:

- In person
- By telephone
- By email

We will work with the person with disabilities to determine what method of communication works for them.

### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks. A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario

- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

Service animals are prohibited from the following areas to avoid injury to animals:

- axe throwing lanes
- dart throwing lanes

### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Admission fees will not be charged for support persons accompanying customers in our experiences (e.g. escape rooms). Support persons will be charged for food and beverage at listed prices.

In certain cases, Escape Manor might require a person with a disability to be accompanied by a support person for the health or safety reasons of the person with a disability or others on the premises. Before making a decision, Escape Manor will:

- consult with the person with a disability to understand their needs;
- consider health or safety reasons based on available evidence; and/or
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

If Escape Manor determines that a support person is required, we will waive the admission fee or fare (if applicable) for the support person in accordance with the terms of this policy. .

### **Customer Feedback**

Escape Manor welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Feedback may be provided in the following ways:

- By telephone
- By email
- In person

All feedback, including complaints, will be handled in the following manner:

- Location managers will endeavor to respond to each customer within 5 business days using the method of communication preferred by the customer.

Escape Manor ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

## **Notice of Availability of Documents**

Escape Manor notifies the public that documents related to accessible customer service are available upon request by posting a notice in the following ways:

- Website
- By email
- Physical copy in locations

Escape Manor will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

## **Information and Communications**

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- in a timely manner, taking into account the person's accessibility needs due to disability; and
- at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications

are unconvertible, the organization shall provide the requestor with:

- an explanation as to why the information or communications are unconvertible; and
- a summary of the unconvertible information or communications.

## **Employment**

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

### **Changes to Existing Policies**

Escape Manor will amend and update this policy from time to time to meet the requirements of its customers, employees and to comply with the AODA, the Code and other applicable accessibility legislation. This document shall be publicly available and upon request can be produced in accessible formats..