



City Cruises Gananoque Statement of Commitment and Accessibility Policy

Statement of Commitment

City Cruises Gananoque (CCG) is committed to providing crew members and guests with a safe, secure, and respectful environment to work and visit. We are committed to meeting our current and ongoing obligations under the *Ontario Human Rights Code* respecting non-discrimination.

City Cruises Gananoque believes in integration and equal opportunity. We dedicate ourselves to creating amazing experiences for all our guests and crew and strive to meet the needs of those with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities. We will do this by preventing and removing barriers to meet requirements under the [Accessibility for Ontarians with Disabilities Act](#).

Definitions

Accommodation – assistance provided to guests with disabilities so they can participate in the experiences available to all guests. Accommodation will vary depending on the guest's unique needs.

Disability

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect, or illness and without limiting the generality of the foregoing, includes diabetes, mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
- A condition of mental impairment or a developmental disability
- A learning disability, or a dysfunction in one or more of the processes involved in understanding symbols, or spoken language
- A mental disorder

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Training

CCG will provide Accessibility Standards for Customer Service training to all crew members. New crew members will be trained during New Hire Orientation upon commencement of employment. The training includes the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act and the requirements under the customer service standard
- City Cruises Gananoque’s policies related to the customer service standard
- Information on how to interact, communicate, and assist guests with various types of disabilities
- Information on how to interact with a guest who may be using a service animal or support person

CCG will maintain crew member training records that include the date of training completed and acknowledgment from each crew member.

Accessible Emergency Information

CCG is committed to providing our guests with publicly available emergency information. Accessible formats and communication support for persons with disabilities will be provided upon request which will consider the person’s accessibility needs.

We will provide crew members who have disabilities with individualized emergency response information when necessary.

Information and Communications

CCG is committed to making our information and communications accessible to persons with disabilities.

In the event of a planned or unexpected disruption to services or facilities for guests with disabilities, CCG will notify our guests promptly by posting a notice that includes the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services.

CCG has taken the necessary steps to make all websites conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

CCG has established a Quality Management Program in which multiple types of communication vehicles are used to obtain guest feedback, such as face-to-face

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interactions, social media, and Web Surveys. The data gathered from these sources enable us to determine accessibility gaps and take prompt action to resolve issues.

We will ensure our guest feedback program is accessible to people with disabilities by providing or arranging for the provision of accessible formats and communication support upon request. To view our accessible guest service feedback process, click [here](#).

Kiosks

CCG will take the necessary steps to ensure crew members consider the needs of people with disabilities when designing, procuring, or acquiring self-service kiosks.

Assistive Devices

An assistance device is a technical aid, communication device, or medical aid that is used to increase, maintain, or improve the functional abilities of guests with disabilities.

Guests with disabilities may use their assistive devices when accessing our services and facilities. During our Accessibility Standards for Customer Service training, our crew members are trained on the various assistive devices that may be used by our guests with disabilities.

It is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times when accessing CCG goods and services.

Service Animals

A service animal is any animal used by a guest with a disability for reasons relating to the disability. CCG welcomes people with disabilities and their service animals. Service animals are allowed in the areas of our premises that are open to the public. When our crew members cannot easily identify that an animal is a service animal, they may ask for documentation from a regulated health professional that confirms the guest needs the service animal for reasons relating to their disability.

Support Persons

A support person is a person who accompanies a guest with a disability to assist them with communication, mobility, personal care, or medical needs or with access to goods or services. CCG welcomes all guests with disabilities who are accompanied by a support person. A support person will be offered a complimentary cruise ticket; other cruise-related costs may be applied.

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Employment

CCG is committed to fair and accessible employment practices that attract and retain crew members with disabilities. We will notify applicants throughout all stages of the employment cycle about the availability of accommodations.

CCG will consult with the applicant and arrange for suitable accommodation that considers the applicant's accessibility needs.

Upon commencement of employment, CCG will notify successful applicants of our policies for accommodating crew members with disabilities.

Design of Public Spaces

CCG is committed to incorporating barrier-free principles in the construction and reconstruction of our property. We have taken measures to ensure our premises are accessible for those guests and crew members with disabilities.

For Further Information

For more information about CCG's commitment to accessibility, contact us:

accessibility@citycruisescanada.com

Alternative accessible formats of this document can be made available upon request.

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