



Policy:	Accessibility Policy
Effective Date:	June 2016
Date Last Reviewed:	June 2016
Scheduled Review Date:	December 2016
Supersedes:	All previous Accessibility Policies and/or Statements
Approved by:	General Manager

PURPOSE:

Waterloo Wellington Flight Centre (WWFC) is committed to diversity, inclusion and accessibility for persons with disabilities.

SCOPE:

This policy describes how WWFC works with its employees as well as how it provides its programs, facilities and goods and services in a manner that respects the dignity, independence, integration and equal opportunity of persons with disabilities.

POLICY STATEMENTS:

Assistive devices & Support persons

WWFC permits persons with disabilities to use their personal assistive devices including service animals while on Waterloo Wellington Flight Centre's premises. In certain instances a support person may be requested to assist a person with disabilities.

Communication

WWFC is committed to communicating with persons with disabilities in ways that take into account their disability.

WWFC strives to maintain an open door environment, encouraging all persons to visit the website, fill out a communication ballot or speak with any member of WWFC's management team.

Notice of temporary disruption

Waterloo Wellington Flight Centre will notify persons with disabilities promptly in the event of a planned or unexpected disruption to services or facilities. This notice will be provided in accessible formats and posted in public areas.

Training of employees

WWFC will provide training to all of its employees and volunteers regarding the provisions and ways to ensure accessible programs, goods, services and workplace.

Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures.

PROCEDURE:

To request accommodation or assistance for any program, good or service, contact WWFC by phone or email.

Feedback process

WWFC encourages feedback regarding how it provides programs, goods and services to persons with disabilities. This can be provided via the following methods:

- Mail: Waterloo Wellington Flight Centre
Attn: Bob Connors – General Manager
Unit #3 4881 Fountain St N. Breslau, ON N3C1M5
- E-mail: bconnors@wwfc.ca
- Phone: 519-648-2213 x 103
- Fax: 519-648-3102

Modifications to this or other policies

WWFC is committed to ensuring that its policies, practices and procedures are consistent with and promote the core principles of dignity, independence, integration and equal opportunity. Any policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.