



# **PARK ACCESSIBILITY & SENSORY GUIDE**

# OVERVIEW



This guide is intended to provide an overview of services and facilities available for guests with disabilities and other special needs who are visiting Santa's Village. In this guide you will find details on how we make our park accessible for guests with physical disabilities along with some resources and tips for guests with cognitive disabilities.

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# GENERAL INFORMATION

## Service Animals

Service animals are welcome at Santa's Village. Service animals are limited to dogs that have been individually trained to do work or perform task for the benefit of an individual with a disability. Service animals must remain on a leash or in a harness at all times, unless such leash or harness interferes with the service the animal is providing, or the handler is unable to use a leash or harness due to his/her special need. Service animals are the responsibility of the owner and cannot be left unattended.

Guests are responsible for the clean-up and for controlling their assistance animal's behavior. If, at any time, your service animal's behavior becomes a threat to the safety and well-being of other park guests, you will be asked to leave the premises.

## Washrooms

Washrooms are located at the front of the Park and in Santa's Square. Both facilities have wheelchair ramp access and a wheelchair accessible stall.

## First Aid & Emergency Assistance

First Aid is located at the back of Santa's Elf School. Santa's Village has a mobile First Aid Attendant on duty during park operating hours that is able to move throughout the park and respond to situations requiring first aid.

Should you need first aid simply go to the above mentioned location or ask any of our employees to call the first aid attendant.

## ACCESSIBLE PARKING & PASSENGER DROP OFF

A limited number of accessible parking spaces are available in our accessible parking lot in front of the main entrance to the park. Should you require a wheelchair to be brought out to the accessible lot please contact our guest services team to arrange this.

## ACCESSIBLE RIDES

Unfortunately the majority of our rides are not manufactured to accommodate a wheel chair onboard, however many of our rides can still be accessed by guests with mobility or physical disabilities.

If a guest has the physical capability to sit safely in a ride and support themselves, they are permitted to ride. For guests who have mobility issues – if their aide or caregiver can assist them with moving from their wheelchair into the seat of the ride and they are able to support themselves in their seat they will be able to safely enjoy the ride.

Guests in a wheelchair are permitted to enter the ride through the exit of the queue for better access to the ride.

Please ask out staff for assistance with this and they will be happy to accommodate.

## WHEELCHAIR RENTALS

We have a limited number of wheelchairs available for rent. The rental fee is \$8.00 for the entire day, or whatever duration of use is required. Please see the attendant in the gift shop for more information and wheelchair availability.

# FOOD SERVICE & RETAIL



## FOOD SERVICE & RETAIL ACCESSIBILITY

Our main Food Service locations (Kringle's Kitchen, Dasher's Deli, Mrs. Claus' Bakeshop and Riverside Rotisserie) are all accessible to guests in a wheelchair. All other locations are accessible as well but some may provide difficulty for guests in a wheelchair. Please ask our employees for assistance at these locations.

We have two Retail locations (Santa's Toy Shop & The Station Store) both are accessible by wheelchair.

## FOOD ALLERGIES & DIETARY RESTRICTIONS

Santa's Village is committed to providing guests with a safe and enjoyable dining experience. We offer many allergy friendly meals and have accommodations for many dietary restrictions. See below:



**Kringle's Kitchen**  
Gluten Free Poutine  
Vegetarian Cheese Pizza



**Dasher's Deli**  
Gluten Free Salads  
Vegan Snacks  
Gluten Free Snacks



**Prancer's Poutine**  
Gluten Free Poutine



**Riverside Rotisserie**  
Gluten Free Rotisserie Chicken  
Gluten Free Salads

Visit [www.santasvillage.ca/dining-and-refreshments/](http://www.santasvillage.ca/dining-and-refreshments/) to view our complete allergen and ingredient guide.

# MAKE THE MOST OF YOUR EXPERIENCE

## TIPS FOR FAMILIES WITH ASD



Amusement parks are always a family vacation favorite. Children and parents alike look forward to the thrills and excitement offered by the park rides, live shows and other exciting entertainment that can typically found in an amusement park.

Santa's Village recognizes that for a family living with autism this option may be more challenging, and often times the experience can be more exasperating than enjoyable because of certain issues that could probably arise.

At Santa's Village we are committed helping ensure all of our guests have an enjoyable experience. We believe that with some planning the entire family can enjoy the day, experience the thrills, and create beautiful memories at our park. To help with this we have provided a list of tips to help prepare your family for your visit to our park, or any other amusement park.

- 1. Preparation is crucial for many individuals on the spectrum.** It is important to determine how much preparation, and what is most appropriate, for your loved one.
- 2. Prepare visuals in advance of the day.** Create social stories and picture books to help your loved one prepare for the park. Print pictures off of the website, or gather from friends who have already been to the park. Include a variety of pictures of the park itself, its rides, and characters. Include pictures of any family or friends who will accompany you to the park. It will help prepare for the day, and could provide comfort if anxieties rise while at the park. Afterward you can replace generic pictures of the park with actual pictures from your visit to create a photo album.
- 3. Practice situations you anticipate may be anxiety producing.** Role-play scenarios with your loved one in preparation for unpleasant occurrences. Some situations -- such as a last minute shut-down of a ride, long lines, or bad weather -- occur randomly at an amusement park and must be considered.

To help with those who are gravitationally-challenged, for instance, you can practice having their feet dangle from a variety of heights and over the ground and water where their feet will dangle. Practice this so it feels more comfortable, and if they get anxious, clap their feet together. Should a ride stop with their feet in mid-air, this technique can be soothing to prevent panic and stress. Identify various situations that may be the most unpleasant and develop the best strategies for such situations. Practice them sporadically before your family's trip, since such occurrences are unpredictable.

**4. Prepare for the change in routine.** While an amusement park is fun, it still is a change in the typical routine. Use a calendar and mark off the days approaching your visit. If your loved one has a tendency to become anxious when anticipating a future event, you may want to wait until just before your visit to share the news.

**5. Develop a response plan if things get overwhelming.** Become familiar with the layout of the park. Study the map and find guest services. Identify potential “respite” locations in each region where you could remove your loved one from external stimulation. Santa’s Village has many quiet areas that provide an idea location to take a break from stimulation. Perhaps pack a bag with earplugs, soothing toys, a handheld fan, picture books, and/or weighted items to soothe the situation. Consider developing a signal or cue for those who are non-verbal to show when they are getting anxious, and prompt them to use the signal to alert family members. Effective options considered in advance empower the family to manage concerns rather than forcing everyone to leave for the day, or avoid the activity all together.

**6. Prepare family and friends.** Share what could be common alert signals for escalating concerns, such as increasing anxiety or sensory overload, and the best strategies needed in response to these issues. A great team increases the probability for success at the park.

**7. Make sure acceptable food options are available.** Check our website for special diet options available at the park, and plan accordingly.

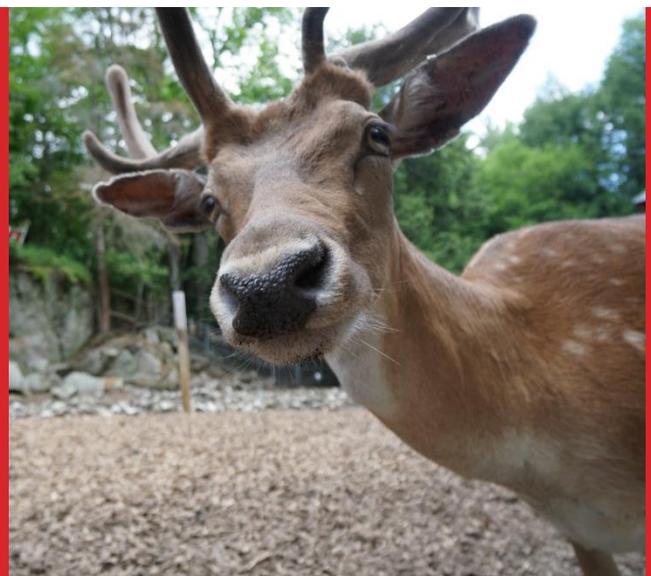
**8. Provide specific parameters if your loved one begins to obsess about a particular ride or show.** One suggestion is to provide tokens equal to allowed repeated experience. Exchange one chip for one ride/show. If it is not possible for the family to go on a ride, it is best to be upfront, direct and specific about your intentions from the beginning.

**9. Bring sunglasses. Sunglasses can be a great crisis intervention tool.** They change one’s visual perception, so that everything doesn’t look so scary. The glasses help keep the visual focus on the dark glasses, rather than on the surroundings as you walk to safety.

**10. Consider inviting the care provider.** If your weekly schedule includes a one-on-one caregiver, he or she may be a wonderful addition to the day’s festivities. It is also a nice way to say “thank you” for the important job they do.

**Above all, stop and consider what you know about your family member with special needs.** Know how much noise and the degree of sensory input they can handle. Consider anxiety triggers and what is needed to soothe your loved one. Evaluate the amount of preparation it may take. Anticipate both your loved one’s strengths and weaknesses, and plan accordingly. Set him or her up for success!

Start slow and work your way up to outside situations that involve more intense crowds and sensations. A day at the park is most enjoyable for the family when the entire family is able to enjoy the experience.



# RiDE SENSORY RATINGS



In this section you will find physical accessibility details for each ride such as the required height to ride with a responsible adult companion, the required height to ride unaccompanied, and any physical requirements for each ride as outlined by the manufacturer.

It is our policy to allow anyone to ride our rides and enjoy our attractions as long as they meet all these requirements and such that it does not present a potential safety hazard to the guest or to others. If a guest's disability would prevent them from meeting the safety requirements for a given ride, they would be unable to ride as it would then pose a risk to their safety.

In this section you will also find sensory ratings that are intended to help guests with cognitive disabilities such as Autism Spectrum disorder (ASD) to plan their day by choosing rides that will fit within their sensory comfort zone.

Please note that these ratings are meant to provide a general guideline and that they are subject to our own internal assessment. We believe them to accurately represent each ride, however - this does not mean that every guest will interpret or experience them in the same way.

**Please use this information with the understanding that your experience and assessment of the level of sensory stimulation may vary from the information provided here.**

## **SENSORY LEVEL RATINGS**

1 = Low Stimulation, 5 = High stimulation

# SENSORY LEVEL RATINGS

1 = Low Stimulation, 5 = High stimulation



Ride Name: Rudolph's Roller Coaster

Required height to ride (With Adult): 36"

Required height to ride alone: 48"

**Note:** This roller coaster moves at a fast speed with many sudden and sharp turns. The coaster itself is quite loud and children are often cheering and screaming.

This ride has:

- Heights
- Loud Noises
- High Speed
- Sudden Movements



TOUCH

5



SOUND

4



SMELL

1



SIGHT

5



Ride Name: Peppermint Penguin's Spinning Coaster

Required height to ride (With Adult): 36"

Required height to ride alone: 48"

**Note:** This roller coaster moves at a fast speed and free spins continuously for the duration of the ride. The coaster itself is quite loud and children are often cheering and screaming.

This ride has:

- Spinning Motion
- Heights
- Loud Noises
- High Speed
- Sudden Movements



TOUCH

4



SOUND

4



SMELL

1



SIGHT

5

# SENSORY LEVEL RATINGS

1 = Low Stimulation, 5 = High stimulation



**Ride Name:** Santa's Farm Tractors

**Required height to ride (With Adult):** All can ride

**Required height to ride alone:** 48"

**Note:** All children can ride, with adult accompaniment. Young children must be able to hold themselves upright. Passengers must wear seat belts while riding.

The are live animals present on the farm, that will make noise as the tractors pass by.

Odor from the farm animals can be noticeable at times and can be unpleasant to some guests.

**This ride has:**

- Slow Speed



TOUCH

1



SOUND

1



SMELL

2



SIGHT

1



**Ride Name:** Santa's Carousel

**Required height to ride (With Adult):** All can ride

**Required height to ride alone:** 42"

**Note:** All children can ride, with adult accompaniment. Young children must be able to hold themselves upright. Passengers must wear seat belts while riding.

**This ride has:**

- Spinning Motion
- Loud Music
- Bright Lights
- Moderate Speed



TOUCH

2



SOUND

2



SMELL

1



SIGHT

1

# SENSORY LEVEL RATINGS

1 = Low Stimulation, 5 = High stimulation



**Ride Name:** Blitzen's Balloons

**Required height to ride (With Adult):** All can ride

**Required height to ride alone:** 48"

**Note:** All children can ride, with adult accompaniment. Young children must be able to hold themselves upright. Passengers must wear seat belts while riding.

The balloon baskets revolve around the tower continuously and can each basket be spun individually by the passengers within it.

**This ride has:**

- Spinning Motion
- Ascending & Descending
- Heights
- Interactive Control



TOUCH

1



SOUND

2



SMELL

1



SIGHT

5



**Ride Name:** Santa's Summer Sleigh (River Boat)

**Required height to ride (With Adult):** All can ride

All children can ride, with adult accompaniment. Children must be 12 years or older to ride without adult accompaniment.

**Note:** This ride takes guests on a 15minute cruise down the Muskoka River. You will be out on open water for the duration of the ride.

**This ride has:**

- Spinning Motion
- Loud Music



TOUCH

1



SOUND

3



SMELL

1



SIGHT

3

# SENSORY LEVEL RATINGS

1 = Low Stimulation, 5 = High stimulation



**Ride Name:** Elf Sky Challenge on Elves Island

**Required height to ride (With Adult):** 36" and must be able to securely fit into a harness.

**Required height to ride alone:** 44" and must be able to securely fit into a harness.

**Note:** This is a moderately challenging ropes course for children that involves many obstacles. Children must be able to navigate through each section, grabbing ropes and climbing over obstacles while tethered with a safety harness.

**This ride has:**

- Climbing at Heights
- Physical Exertion
- Problem Solving Skills Required



TOUCH

5



SOUND

1



SMELL

1



SIGHT

5



**Ride Name:** Antique Merry-Go-Round

**Required height to ride (With Adult):** All can ride

**Required height to ride alone:** 32"

**Note:** This ride spins slowly and is a good introductory ride for children who are not familiar with amusement park rides.

**This ride has:**

- Spinning Motion
- Slow Speed



TOUCH

1



SOUND

1



SMELL

1



SIGHT

1

# SENSORY LEVEL RATINGS

1 = Low Stimulation, 5 = High stimulation



Ride Name: Jumpin' Star

Required height to ride (With Adult): 32"

Required height to ride alone: 36"

**Note:** This ride ascends high in the air and then drops down suddenly, bouncing up and down as it reaches the ground. Often children are cheering and screamingly loudly while seated closely to each other.

This ride has:

- Ascending & Descending
- Heights
- Loud Noises



TOUCH

1



SOUND

2



SMELL

1



SIGHT

5



Ride Name: Red Baron Air Planes

Required height to ride (With Adult): All can ride

Required height to ride alone: 36"

**Note:** Children are seated in a plane that ascends to a moderate height and descends to ground level periodically. Children can control the planes motions, however on occasion the ride operator will be in control and send the planes up or down.

This ride has:

- Ascending & Descending
- Heights
- Loud Noises
- Moderate Speed
- Interactive Control



TOUCH

2



SOUND

2



SMELL

1



SIGHT

4

# SENSORY LEVEL RATINGS

1 = Low Stimulation, 5 = High stimulation



**Ride Name:** Treasure Island Paddle Boats

**Required height to ride (With Adult):** All can ride

**Required height to ride alone:** 48"

**Note:** Children are required to wear a life jacket at all times. Passengers must use the foot peddles to move the boat, and steer using the handle in the centre console. They are responsible for navigating around the lagoon from the starting point and then to the finish.

**This ride has:**

- Chance of Getting Wet
- Physical Exertion
- Interactive Control



TOUCH

4



SOUND

1



SMELL

1



SIGHT

5



**Ride Name:** Jolly Bumpers

**Required height to ride (With Adult):** 40"

**Required height to ride alone:** 48"

**Note:** All passengers must wear life jackets. Guests control a bumper boat contained within a pond where they will collide with other bumper boats.

**This ride has:**

- Chance of Getting Wet
- Sudden Movements
- Interactive Control



TOUCH

4



SOUND

1



SMELL

1



SIGHT

5

# SENSORY LEVEL RATINGS

1 = Low Stimulation, 5 = High stimulation



**Ride Name:** Ferris Wheel

**Required height to ride (With Adult):** All can ride

**Required height to ride alone:** 48"

**Note:** All children can ride with adult accompaniment. Young children must be able to hold themselves upright

Passengers sit inside an enclosed globe as the Ferris Wheel revolves continuously. The ride loads continuously which can increase the duration of the ride.

**This ride has:**

- Heights



TOUCH

1



SOUND

1



SMELL

1



SIGHT

5



**Ride Name:** Candy Cane Express

**Required height to ride (With Adult):** All can ride

**Required height to ride alone:** 42"

**Note:** This ride takes guests around the park while seated in a passenger car. It goes through 3 train crossing which have bright lights and loud bells.

**This ride has:**

- Moderate Speed
- Loud Noises



TOUCH

1



SOUND

3



SMELL

1



SIGHT

3

# ADDITIONAL INFO

## SPECIAL RATES & PROGRAMS

### Disability Rate

A person with a disability will pay our regular daily admission rate and their support person will be admitted free of charge. This rate only applies to daily general admission tickets and does not apply to a Season Pass.

### Who is a support person?

A support person is an individual who accompanies a person with a disability to provide services that are not provided by employees, such as assisting the person with eating, administering medication, communication needs and use of the facilities.



### An Easter Seals Canada Program

The Access 2 card is for people of all ages and types of permanent disabilities who require the assistance of a support person at hundreds of participating entertainment, cultural and recreational venues across Canada. Santa's Village is proud to be a participating venue in the Access 2 Card program.

### How does the card work?

Present the Access 2 Card when purchasing tickets with your support person at Guest Services or tickets sales located at front gate. The individual with the disability pays regular admission and the support person receives his or her admission free.

### Who is a support person?

A support person is an individual who accompanies a person with a disability to provide services that are not provided by employees, such as assisting the person with eating, administering medication, communication needs and use of the facilities.

### I work for an organization where staff takes groups of people with disabilities to the movies and attractions. Can my organization get a card for staff use?

Cards are only issued to individuals who have a permanent disability, and who require a support person. Access 2 Program does not provide cards for organizations or staff cards.