Sample Multi-year Plan Template

Multi-Year Accessibility Plan Requirement

Regulation 191/11: Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005* requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

The law is flexible, so you can develop your accessibility plan in a way that works best for your organization. There is no right or wrong way. This form includes sample information to help you comply with section 4 of the Regulation.

This section applies to the Government of Ontario, Legislative Assembly of Ontario, Designated Public Sector organizations as well as business/non-profit organizations with 50 or more employees.

General Disclaimer

This document is provided for general information only as a sample reference to assist organizations in meeting their obligations under the *Accessibility for Ontarians with Disabilities Act, 2005*. Each organization is responsible for understanding and complying with its legal obligations and developing its own policies, procedures and material based on its particular situation. Users are encouraged to seek independent advice and the Government of Ontario, in providing public information on accessibility is not responsible for its usage.

Sample Plan

Message from the CEO

At Santa's Village, we are dedicated to providing a safe, welcoming, and inclusive environment for every guest and employee. We are committed to treating all individuals with dignity and respect, including people with disabilities. In alignment with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code, we resolve to deliver our goods, services, and facilities in a respectful manner that honors personal independence and choice.

Over the past several years, our leadership team has prioritized accessibility in every major park update. From installing wheelchair-accessible queue lines on new attractions like Yeti Trek and Moose on the Loose to designing inclusive spaces like our new Bake Shop Igloo seating area, We are continuously working to expand our flexibility and support so that guests with visible and non-visible disabilities enjoy full, equal participation throughout our park.

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Introduction

Santa's Village is an equal opportunity employer and theme park destination located in Muskoka, Ontario. We actively encourage women, Indigenous people, persons with disabilities, and members of visible minorities to seek employment with us. By fostering a workforce with diverse characteristics, backgrounds, and perspectives, we cultivate an inclusive environment where respectful language and belonging are celebrated.

This Multi-Year Accessibility Plan outlines the policies, physical infrastructure upgrades, and operational strategies Santa's Village has implemented, and will continue to implement, to identify, remove, and prevent accessibility barriers for our guests, staff, and community.

Santa's Village Limited

Name of Organization

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

Santa's Village Limited

Name of Organization

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

In this section, you have the opportunity to highlight specific projects and programs your organization has implemented to improve accessibility for people with disabilities and to meet requirements of the *Accessibility for Ontarians with Disabilities Act*. Under each heading, add an introductory paragraph, if you wish, and provide information in bullets. You may also want to add a paragraph describing the corporate approach to addressing barriers. Disregard any headings that do not apply.

Santa's Village Limited

Name of Organization

has completed the following accessibility initiatives.

Customer Service

Provide information detailing actions your organization took to comply with the customer services standard. Include a statement confirming that your organization has remained in compliance with the Customer Service Standards, how customer feedback was submitted, actions to address the feedback received and actions your organization took to identify/address potential barriers that may prevent people from giving feedback.

Detail actions and list initiatives from past years.
Santa’s Village maintains AODA Customer Service compliance. We provide staff training, support person discounts, and service animal access. Feedback is collected online, in person, and at Guest Services to identify and eliminate accessibility barriers.

Information and Communications

Detail actions and list initiatives from past years.
We maintain accessible communications online. Guests can view park accessibility details and download our Ride Accessibility & Sensory Guide (https://www.santasvillage.ca/accessibility/) covering boarding, height, transfer, and sensory ratings.

Employment

Detail actions and list initiatives from past years.
Santa’s Village provides equal opportunities and does not discriminate based on disability or protected grounds. We provide recruitment and workplace accommodations upon request regardless of format to ensure equal access to employment opportunities.

Procurement

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.
N/A

Self-service kiosks

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.
N/A

Training

List initiatives from past years, if applicable.
We train all employees on Ontario accessibility laws and the Ontario Human Rights Code. Onboarding equips staff with practical tools to accommodate guests with disabilities and support high-quality service across all park departments.

Design of Public Spaces

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.
We meet accessibility laws when building or renovating. Recent additions include accessible dining at Riverside Rotisserie (2019), Gift Shop ramps (2020), Yule Lodge washrooms (2022), Elf School (2023), Wild Ridge queue lines (2024), Yeti Trek coaster, and Bake Shop Igloo ramps (2025).

Transportation

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.
N/A

Other

If your organization implemented initiatives that do not apply to any of the above headings, please list them here.
Santa's Village conducts regular reviews of our accessibility program to ensure we are doing everything we can to accommodate guests with disabilities or special needs. We are committed to completing a full program audit and review every 5 years.

Section 2. Strategies and Actions

Identify the projects and programs your organization plans to accomplish to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* and to remove and prevent barriers to people with disabilities.

Customer Service

Santa's Village Limited

Name of Organization

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.

List the initiatives your organization is planning to continue in order to comply with the Customer Service Standard (e.g., training new staff) and specify the timeframe for each.

- Continue mandatory pre-season customer service and disability awareness training for 100% of new and returning leadership and line-level staff. (Annually)
- Partner with IBCCES / Certified Autism Center standards to deliver specialized cognitive and autism awareness training for all staff. (May 2027)

Information and Communications

Santa's Village Limited

Name of Organization

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

List the initiatives your organization is planning and specify the timeframe for each.

- Complete a full website accessibility audit against WCAG 2.1 Level AA standards, updating downloadable digital guides, alt-text images, and document structures. (November 2026)
- Publish updated, printable PDF and digital web versions of the comprehensive Ride Accessibility & Sensory Guide featuring standardized 1–10 sensory rubrics as evaluated by the IBCCES. (May 2027)

Employment

Santa's Village Limited

Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each.

- Review and update job posting templates, candidate screening protocols, and written accommodation policies to explicitly reiterate AODA rights during the recruitment process across all of our recruitment platforms. (April 2027)

Procurement

Santa's Village Limited

Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each, if applicable.

N/A

Self-service kiosks

Santa's Village Limited

Name of Organization

is committed to incorporating accessibility features/ considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

If applicable, list the initiatives your organization is planning and specify the timeframe for each.

N/A

Training

Santa's Village Limited

Name of Organization

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.

List initiatives your organization is planning and specify the timeframe for each.

- Refresh general orientation of all employees to include IBCCES specialized training and on-site review in order to become a Certified Autism Centre. (Spring 2027)
- Refresh Operations employee training modules to include updated ride boarding procedures, alternate access protocols, and specialized autism/sensory communication techniques. (April 2027)

Design of Public Spaces

Santa's Village Limited

Name of Organization

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

If applicable, list initiatives your organization is planning and specify the timeframe for each.

- Evaluate feasible ramp/access solutions for remaining legacy spaces (such as the main Bake Shop interior and pedestrian hill up to Jumping Pillow) during upcoming capital planning cycles. (Dec 2026)

Santa's Village Limited

Name of Organization

will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Transportation

Santa's Village Limited

Name of Organization

is committed to accessible transportation services.

List the initiatives your organization is planning and specify the timeframe for each, if applicable

N/A

Other

If your organization has planned initiatives that do not fit any of the above headings, list them here in bullet format and specify the timeframe.

- Complete full park certification as a Certified Autism Center by the IBCCES, including posted sensory guide signage at every attraction entrance. (May 2027)

For More Information

For more information on this accessibility plan, please contact at

Last Name	First Name	Middle Initial
Montgomery	Kyle	S
Telephone Number	**Email Address**	
705-645-2512	kyle@santasvillage.ca	

Our accessibility plan is publicly posted at

Website and/or Social Media Addresses
www.santasvillage.ca/accessibility

Standard and accessible formats of this document are free on request from

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