



Multi-Year Accessibility Plan 2026

Purpose

This plan serves as a guiding framework for establishing, reviewing, and maintaining accessibility initiatives throughout the organization. It reflects SSBM's commitment to fostering an inclusive environment where all individuals, regardless of ability, are treated with respect, dignity, and fairness. The organization recognizes that accessibility is an ongoing process that requires continuous evaluation, collaboration, and improvement to ensure services, facilities, communications, and employment practices remain inclusive and barrier-free.

This Multi-Year accessibility plan outlines the strategy of Scandinave Spa Blue Mountain (SSBM) to prevent and remove barriers for people with disabilities and comply with the requirements of the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005.

SSBM recognizes that accessibility benefits everyone by creating a more welcoming and inclusive experience for guests, employees, contractors, and visitors. Accessibility considerations are integrated into operational planning, customer service delivery, recruitment, training, communications, and workplace practices. The organization is dedicated to identifying and addressing barriers proactively and ensuring that accessibility standards are embedded within the company culture.

Statement of Commitment

SSBM is committed to providing an accessible environment for all guests, employees, contractors, job applicants and suppliers who may enter our premises, access our information, or use our services.

As an organization, we are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and

independence. We comply with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, and its associated regulations. We strive to provide an accessible, inclusive and welcoming environment and commit to continuous accessibility improvement.

Our multi-year accessibility plan will outline the steps to meet compliance with the AODA, to increase accessibility knowledge and awareness of all staff and actions to continually improve accessibility at SSBM. This plan is a fluid document and will be reviewed at least once every five years as part of our commitment to accessibility.

Actions

1. New and refresher training on all the Accessibility Standards and General Requirements will be provided to all staff and contractors. Training will include how to communicate with guests based on their disability. Training will be completed by November 2026, and training records will be maintained for all employees and contractors. Any new hires will be trained within their first month of employment. Refresher training will be provided every 5 years or when laws change.
2. FAQs on accessibility related questions will be included on our web site – by November 2026.
3. An area on our website will be created to communicate any spa closures/disruptions in a prominent and timely manner – by September 2026.
4. Formal Accommodation and Return to Work policy and procedures for employees will be created and implemented by September 2026. This will support employees requesting individual accommodations and/or return to the workplace following an extended absence.
5. For all staff producing documentation internally or externally, provide training on “clear print guidelines” to incorporate into all documentation and web site content to comply with accessible communication and information. This will also apply to when signs/posters are being created within the spa facility. Training will be completed and expectations on using clear print guidelines will be in effect by April 2027.
6. All accessibility-related feedback received from guests and employees will be tracked and responded to in a timely manner and will assist with guiding accessibility improvements being made at the spa where practicable, effective July 2026.

7. A progress report will be completed each year to communicate status of actions (above) and accessibility enhancements implemented by the spa. The report will be available on our web site as of May 2027.

8. Ongoing Commitment - SSBM remains committed to creating and maintaining an environment that promotes accessibility, inclusion, and equal opportunity for all. The organization understands that accessibility is a shared responsibility and will continue to review policies, procedures, facilities, and communications to identify opportunities for improvement. Through education, collaboration, guest feedback and ongoing evaluation, SSBM will continue to strengthen accessibility practices and ensure compliance with provincial legislation while enhancing the overall experience for guests and employees alike. This will be ongoing.

For questions regarding SSBM's Multi-Year Accessibility Plan or any Accessibility related questions, please email queries to hr@scandinaveblue.com or contact Human Resources at 705-443-5919.