

Orca Spirit Adventures Ltd

Accessibility Plan

Finalized Aug 27 2024

General

Input and Feedback

Orca Spirit Adventures Ltd. welcomes feedback on our Accessibility Plan. To give input or feedback on our accessibility plan, please contact:

Office Manager
accessibility@orcaspirit.com
146 Kingston Street
Victoria BC V8V1V4
250-383-8411

Areas described under section 5 of the ACA

Employment

Orca Spirit Adventures Ltd is committed to accessibility of employment. We endeavour to provide accommodations upon request during every stage of employment.

Barriers identified include:

- Physical Barriers in the built environment (see Built Environment section below)
- A need to increase knowledge around accommodation options available to persons with disabilities
- Specific qualifications are required by Transport Canada for on board positions; obtaining the necessary qualifications can be a barrier to people with disabilities.

Actions:

- consult with industry experts and local organizations
- Educate management on hiring practices and accommodations to encourage and support applicants and employees with disabilities

The Built Environment

We have many different aspects to our built environment including office spaces, docks, and marine vessels (additional details for vessels is included in the Transportation Section)

Vessels:

Barriers Identified include:

- our vessels have a short set of stairs or ladder that needs to be climbed, and these surfaces may be unsteady due to wave action.

Actions:

- Ensure all staff are adequately trained to ensure safety when assisting guests with mobility challenges

Docks:

Barriers Identified include:

- The ramp to the dock at our 950 Wharf location is very steep and would not be very accessible to those with mobility challenges

Actions:

- we are not able to change the dock access as we are only leasing the space. We can make sure that there is clear information available to all about the steepness/inaccessibility of the ramp as well as the option to attend at our more accessible location

Offices/Store Fronts:

Barriers Identified include:

- entryway to offices is not completely flat
- only one accessible washroom

Actions

- see if we can flatten the entryway
- mark accessible washroom available for all genders

Information and Communication Technologies (ICT)

Information and communication technologies refers to the various technological tools and resources used

Barriers Identified include:

- website and online booking functions are not currently fully accessible

Actions:

- contact to be added for public insight into barriers
- website booking accessibility to be worked on with our online booking company

Communication, other than ICT

Barriers identified include:

- Internal documentation not available in alternative formats
- Information (safety, wildlife descriptions, etc) on tours is not available in alternative formats

Actions:

- provide documents and such in alternative, accessible formats
- Include availability of on board information in other languages and audio on each tour

The Procurement of Goods, Services and Facilities

Barriers identified include:

- Accessibility requirements are not considered in current procedures and practices.

Actions:

- update procedures to include an accessibility checklist when buying goods and services and vendor selection

The Design and Delivery of Programs and Services

Barriers identified include:

- inadequate attention provided to accessibility when designing and delivering services

Actions:

- Refresh older approaches and create a new accessibility checklist to help ensure key accessibility considerations are considered.
- Provide awareness training to support frontline staff in promoting and providing accessible services.

Transportation

We strive to remove and prevent accessibility barriers in the transportation of our passengers

Barriers identified include:

- Do not currently allow for (or need clearer policies for): Transportation of Companions, Transportation of Service Dogs and Emotional Support Dogs , Transportation of Passengers Requiring an Additional Seat, Transportation of Mobility Aids and Assistive Devices

Actions:

- review and update policies ensuring more accessibility in who we can transport

Consultations

Throughout the process of creating our accessibility plan we met with staff with disabilities to overlook our procedures and where we may be lacking. In person, they walked through all of the workplace and were able to provide insight to areas that require improvement that we had not initially identified as a barrier. We feel confident that continuing to work with them will allow us to create a significantly more accessible workplace both for the staff and the public.