Wild Waterworks (WWW) Accessibility Guide

Hamilton Conservation Authority (HCA) Policy Statement and Organizational Commitment

HCA is committed and guided by the four (4) core principles of Dignity, Independence, Integration and Equal Opportunity and supports the full inclusion of persons as set out in *Canadian Charter of Rights and Freedoms, and the Accessibility for Ontarians with Disabilities Act, 2005.*

HCA shall use every effort to ensure that we meet the needs of people with disabilities, in a timely manner, through the implementation of this policy.

WWW encourages those requiring assistance or accommodations to contact us in advance to communicate their needs.

Parking

Accessible parking is located in the main parking lot. There are 6 designated accessible parking spots. Parking is available on a first come first serve basis. A valid permit is required to be displayed as the lot is monitored by City of Hamilton by-law enforcement. The terrain of the parking lot is loose, large gravel.

Admissions

When purchasing admissions, patrons may have to wait in lines that are unprotected from weather conditions. Seating is not available in lines.

All customers who require a personal support person please notify our (gate staff, ticket window) when entering our facility.

All support persons who are accompanying a person with disabilities will enter free of charge. WWW is a partner of the Access2 program. Access2 membership card holders are reminded to present their membership when entering the facility (at gate house or ticket window).

Support Persons

Wild Waterworks welcomes persons with disabilities including those who are accompanied by a support person.

The support person is expected to be accessible to the person they are accompanying at all times

Staff will ensure that both persons are entitled to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

Riders using the Eazy River must remain in or on their tubes at all times while in the Eazy River. Guardians or support persons who are supervising riders may walk alongside the tube as long as both parties remain within arm's reach.

Support persons or guardians are not permitted to ride any single user attraction or equipment with another patron. This includes the Body Slides or slides in Little Squirt Works. Single tubes only accommodate one rider. Double tubes accommodate two riders, in their respective positions.

Service Animals

No animals of any kind are not allowed in the park, except for legally-defined service animals or as may otherwise be required by law to assist those with disabilities (as defined by the Access for Ontarians with Disabilities Act or other applicable laws. All patrons with a service animal will be required to verify its legitimacy.

Even if a service animal is verified, and allowed to enter the park, please be aware that you are still responsible for controlling it at all times. At ***no*** time are Wild Waterworks staff allowed to take control of a service animal.

A service animal is also prohibited from entering any water attraction due to safety and hygiene requirements. Please understand that we may require removal of your service animal from park property if it poses a threat to persons or property, including without limitation, if it is unruly, threatening, aggressive (barking, snarling, biting at patrons, etc.) and/or if you are unable to control your animal at all times.

Service animal relief areas are provided outside the main gate. Please clean up any mess and place it in a sealed bag and deposit in the nearest waste receptacle

It is prohibited to leave animals in a car while patrons enjoy the Park; in such event, animal control (or other government authority) may be called, and your car forcibly entered into, in order to attend to the health or safety needs of an animal. You will have

to pay all such costs involved in the rescue of any pet left in a car, and may face penalties as directed by the law.

Wheelchairs

The turf area, changerooms, washrooms, First Aid room, Waves concession, Ollie's Landing Concession, Eazy River, and Little Squirt Works are wheelchair accessible.

Breakers Restaurant and Waterslides are **not** wheelchair accessible.

The Wave Action Pool has an entry depth of zero. Patrons may enter the pool provided their wheelchair is removed while they are in the Wave Action Pool. It is recommended that patrons requiring wheelchairs exit the pool while the wave cycle is on.

Wild Waterworks does not provide water wheelchairs to assist with entering or exiting water attractions.

Persons who are Pregnant

Patrons who are pregnant are not permitted to ride any of the waterslides.

Artificial Limbs/ Prosthetics

Artificial limbs must be secured or removed prior to riding waterslides.

Artificial limbs that do not have any exposed metal parts are permitted on the slides.

If removing a prosthetic will result in a patron failing to meet the height requirement, they will not be permitted to ride the slide.

Braces and Casts

Patrons with braces/casts that restrict movement in their leg (knee) or arm (elbow), or full casts are not permitted on any water slide.

Patrons with casts that do not restrict movement may ride the water slides as long as there are no sharp objects on the brace or cast, and that it will not drag or rub along the slide while riding.

Patrons will still be required to demonstrate that they are able to enter/exit the attraction without assistance.

It is recommended that you defer your visit until the cast is removed.

Oxygen Tanks

Oxygen Tanks are allowed in the waterpark, but are not allowed in the Wave Action Pool, Eazy River, Little Squirt Works, or any waterslide.

Hearing Devices

Hearing devices may be damaged by water on waterslides, the Wave Action Pool, Eazy River, and Little Squirt Works. Patrons are to take necessary precautions to protect these items.

Sensory Awareness

Wild Waterworks uses various audible signals throughout the park.

- Wave Action Pool clock and bell – Every 10 minutes a buzzer sounds and a bell rings to notify patrons that waves will be starting in 30 seconds
- Public Address System Announcements
- Lifeguard and Waterpark Attendant whistle signals
- Emergency Phones at various water attractions, concessions, and in the first aid office
- Radios used by Supervisors, Operators, and Security
- Music
- Water Splashing
- General crowd noise
- Highway and roads nearby

While there are no completely sound free areas of the park, areas with less noise include the grass picnic areas behind the Red, Orange, Yellow, and Green Waterslides, and the picnic area located on the Island in the Eazy River.

Use of Waterslides

Wild Waterworks must comply with safety requirements and other applicable guidelines outlined by TSSA (Technical Standards and Safety Authority) and slide manufacturers in order to ensure the safety of all patrons. All patrons must be able to enter and exit the slides independently without endangering the safety of themselves, other patrons or staff. Entering and exiting the waterslides may be slippery.

Eye glasses and sunglasses are not permitted to be worn on the waterslides, unless a head strap is worn to secure the glasses.

Sensory headphones or helmets may be accommodated on the waterslides. Please see a staff member to verify the equipment.

Only aquatic style footwear is permitted in the Wave Action Pool and Eazy River. Footwear of any kind is not permitted on the Waterslides.

To enter all waterslides, riders must step over a barrier to get into the riding position.

To exit the Blue Demon and Night Rider Waterslides (Blue and Magenta Slides), riders end their ride in a splash down pool, at a depth of 1.10m. The splash down pool has strong currents. To exit the splash down pool, riders must use stairs.

To exit the Kamikaze and Corkscrew Body Slides (Red and Orange Slides), riders end their ride in a runout, at a depth of 0.30m. To exit the slide runout, riders must travel to the exit area, and lift their legs to step over the side of the runout.

To exit the Sidewinder and Vertigo Waterslides (Yellow and Green Slides), riders end their ride in a runout, at a depth of 0.40m. To exit the slide runout, riders must travel to the exit area, and lift their legs to step over the side of the runout.

Scales

Scales are used at the Safety Stations, prior to riding all waterslides. All riders must be weighed each time prior to riding a waterslide. Patrons are unable to see the scale reading, as this information is only available to the booth attendant. Patrons who exceed the weight limit will not be permitted to ride. Patrons must step up onto the scale, approximately 3 inches above ground, for use.

Slide Height Requirements

Each waterslide has specific height requirements. Patrons who do not meet the requirement will be unable to ride. Patrons are measured in bare feet to the top of the head. If removing a prosthetic will result in a patron failing to meet the height requirement, they will not be permitted to ride the slide.

Photosensitivity

While riding the waterslides, sections of the ride have windows, clear sections, or holes that permit intermittent sunlight through. Some waterslides may experience complete or near darkness during the ride. All rides end in open flumes.

Please see our website for a rider point of view while riding all our waterslides.

Tube Slides

Riders must have the cognitive and physical ability to hold themselves in an upright seated position within the vehicle and be able to grasp both the handles of tube throughout the course of the ride. Persons with heart conditions, neck or back problems, those who are pregnant, and those under the influence of drugs or alcohol should not be permitted to use the ride.

Body slides

Riders must have the cognitive and physical ability to be able to safely ride the entire course of the ride keeping hands and arms inside the flume. Persons with heart conditions, neck or back problems, those who are pregnant, and those under the influence of drugs or alcohol should not be permitted to use the ride.

Lines and Queuing

Due to the unique nature of our attractions we do not offer front of the line or skip the line passes. All patrons must wait in the standard ride queuing which may include waiting on stairs.

Seating and Shade

Seating or shade structures are not available when purchasing admissions.

Picnic tables, benches, and lounge chairs are located throughout the park, and are available on a first come first served basis. Shaded areas with picnic tables are limited.

Attraction Closure

Closure of attractions may occur due to but not limited to mechanical issues, fouling, power failure, lightning, medical emergency.

Wild Waterworks makes every effort to open the Park rain or shine. Wild Waterworks may delay the Park's opening, close the Park early, or make other changes to the posted facility schedule when guest safety, staffing levels or other operational concerns

make it necessary to do so. Delays and closures will be posted on the website as soon as possible.

For your safety, we reserve the right to suspend operations temporarily during inclement weather, such as a thunderstorm/lightning, dangerous weather, high winds, low attendance, or cold temperatures. Attractions may reopen when the safety of guests and employees is assured.

In the event of a closure, notification will be provided over the PA system, via signage, on the website, verbally to patrons, and by any other method that may be reasonable under the circumstances.

Evacuation

In the event that an evacuation of Wild Waterworks is required waterpark staff will direct patrons to the most efficient exit. Wild Waterworks staff will assist guest as required.

Wild Waterworks may conduct a full park evacuation due to, but not limited to, mechanical problems, inclement weather conditions, fire, or emergency. If an evacuation is required, announcements will be made and staff will direct you to the most efficient exit. Staff will assist when and where necessary.

During an evacuation, patrons may need to travel across concrete, grass, rubber surfaces, stairs, and slopes to evacuate the park. Patrons waiting to ride the waterslides may need to travel back down the slide tower to evacuate. This may include walking down stairs or ramps. To evacuate the water attractions, patrons may be asked to evacuate as quickly as possible using stairs or ladders.

Tube Rentals

Wild Waterworks has a limited number of **transparent rental tubes** available for rent on a first come first serve basis. Notification is provided verbally, and via signage when the tubes have sold out.

There are a limited number of **complimentary** tubes available for the Eazy River, East and West tube slides on first come first serve basis. Wild Waterworks staff may limit the use of the complimentary tubes as required to ensure that everyone is provided with the experience of the attraction.

Conclusion

Patrons know their own abilities and limitations best. If you suspect that your health could be at risk for any reason, or that using an attraction could aggravate an injury or pre-existing condition, do not use the attraction. In the event of injury or illness at the park, please report to a staff member.

Contact

If you have questions, want to share your accessibility needs prior to visiting, or provide suggestions to improve accessibility at Wild Waterworks, please contact us.

Email:

Stacey McConnell, Manager: stacey.mcconnell@conservationhamilton.ca

Thomas To, Assistant Manager Administration: thomas.to@conservationhamilton.ca

Cassandra Darby, Assistant Manager Aquatics: cdarby@conservationhamilton.ca

Phone: 905-547-6141