



INCLUSION SERVICES

SERVICES FOR PEOPLE WITH DISABILITIES

The City of Kitchener and City of Waterloo value the contributions and participation of all citizens in the life of the cities. To facilitate this involvement, the cities are committed to providing programs and services that are accessible to all.

What We Do

Inclusion Services helps identify, remove and prevent barriers to participation. We work with individuals so they can access city programs and services in Kitchener and Waterloo.

Our Goal

To provide inclusive opportunities that encourage residents full participation in our programs, services, facilities, volunteer opportunities and our advisory committees.

Contact Information

For general inquiries please contact:

Inclusion Services

Phone: 519-741-2200 ext. 7225
TTY (System for deaf and hard of hearing callers) 1-866-969-9994
access@kitchener.ca
www.kitchener.ca/inclusion



Recreation Programs

Specialized Programs: For individuals who would benefit from a specialized program environment. Programs cater to a variety of ages and interests.

For a current list of available programs please visit www.kitchener.ca/specialized

Leisure Support: Trained staff or volunteers may be available to provide one-on-one assistance in municipal recreation programs.

Every Kid Counts: A program that provides children and youth with a disability an opportunity to access additional support to attend municipal summer camp programs (based on availability). Application required. www.kitchener.ca/everysidcounts

Specialized Equipment

Specialized equipment such as accessible golf carts, assisted listening devices, visual tools, headphones, light sensory box and more are available at some city facilities for use in municipal programs.

Grand River Accessibility Advisory Committee (GRAAC)

GRAAC is a municipal accessibility advisory committee which provides advice to council and staff on the removal of barriers for persons with disabilities in order to access our municipal facilities and services.

www.kitchener.ca/GRAAC
www.waterloo.ca/GRAAC

Other Services

Alternative formats and communication supports are available upon request.

PAL Card: Registered card holders may bring a support person with them to designated programs. With the PAL card the support person's registration fee is waived. Application required.

Leisure Access Card: Fee assistance is available for Kitchener and Waterloo children and adults who would like to participate in city programming but may not have the full financial means. Application required.

