INCLUSION SERVICES

SERVICES FOR PEOPLE WITH DISABILITIES
The cities of Kitchener and Waterloo are committed to offering programs and services to persons of all ages and abilities. Our goal is to provide inclusive opportunities that encourage residents full participation in our programs, services, facilities, volunteer opportunities and our advisory committees.

Inclusion Services are available to help identify, remove and prevent barriers to participation. We work with individuals so they can access programs and services made available by the cities of Kitchener and Waterloo.

Specialized Equipment

Assisted Listening Devices
Used to amplify a speaker’s voice. Available at some city facilities.

Recreation & Sporting Equipment
A variety of modified or specialized recreation and sport equipment are available for loan.

Visual tools and resources
A variety of visual tools and other resources like visual schedules, picture exchange systems and headphones are available for use in municipal recreation programs.

Recreation & Leisure Programs
The city and other community organizations offer a number of inclusive recreation and leisure programs. We welcome the participation of individuals with disabilities and provide a variety of accommodations.

Specialized Programs

Every Kid Counts
A program that provides children and youth with a disability access to additional support to attend municipal summer and year round programs (based on availability). Application required.

Summer Youth Camp
A specialized camp for youth with a disability for ages 13-17 - offered for two weeks in August.

Adapted Aquatics
Specialized swim skill program for children, youth and adults with a disability - designed for participants who require more individualized attention in order to progress in their swimming levels.
Golf
Specialized golf lessons offered in the spring for ages 10 and up. Some experience required.

Boccia Ball
Specialized boccia ball program that runs once per week and offered in the fall, winter and spring. Ages 8 and up. No experience required.

Accessible Swim Time
In partnership with the Independent Living Centre (ILC), individuals with disabilities can participate in aquatic pursuits on Wednesdays from 12 - 3 p.m. and have additional support from ILC staff that help with personal care and lifts and transfers before and after swim time. Support request required for in pool support.

Committees
Grand River Accessibility Advisory Committee (GRAAC) – This committee fulfills the purpose of the Ontarians with Disabilities Act 2001, for the participating municipal Councils in our community by providing a vision and direction towards the removal of barriers.

Information & Referrals
Services within the community – staff can provide contact numbers and information for other community organizations and agencies.

Referral to other municipal departments – staff can help direct individuals to the appropriate departments for any municipal needs.

Accessibility plan
This multi-year plan outlines how the city will identify, prevent and remove barriers for people with disabilities when accessing municipal programs and services.

Grant Programs
Inclusion grants – grant applications are available to organizations serving people with disabilities and assisting in the provision of recreation and leisure programs in the community.

Services
Alternate formats
City documents can be made available in alternate formats upon request.

PAL Card
The PAL Card allows registered card holders to 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.
Program Consultations
Staff are available to help find ways to include individuals with disabilities in recreational programs that are offered by the cities of Kitchener and Waterloo.

Leisure Support
Leisure support may be available to provide assistance through program adaptation, support from a trained staff or volunteer, or some other accommodation.

Contact Information
For general inquiries please contact:

Inclusion Services
Phone: 519-741-2200 ext. 7225
Fax: 519-741-2723
TTY (system for deaf or hard of hearing callers): 1-866-969-9994
access@kitchener.ca

Click link to visit Inclusion Services webpage on the City of Kitchener website