

Camp Scugog

Accessibility Standards for Customer Service

(2018)

Purpose and Application

Under the *Accessibility for Ontarians with Disabilities Act 2005*, all municipalities must meet the requirements of accessibility standards established by this regulation. This policy establishes the accessibility standards for customer service for Camp Scugog, in accordance with Ontario Regulation 429/07. The policy applies to all employees of Camp Scugog, including seasonal staff and volunteers

Objectives

It is the policy of Camp Scugog to make reasonable efforts to ensure that all policies, practices and procedures from the date of this policy forward are consistent with the principles of independence, dignity, integration and equality of opportunity to all, with particular attention to persons with disabilities.

Definitions

Assistive device – Is any device used by people with disabilities to help with daily living.

Assistive devices include a range of products such as wheelchairs, walkers, mobility scooters, white canes, oxygen tanks, and electronic communication devices.

Customer –Any person who uses the services of the camp.

Barriers to Accessibility – Anything that prevents a person with a disability from fully participating in all aspects of the camp's program. This includes, but is not limited to, a physical barrier, an architectural barrier, information or communications barrier, and attitudinal barrier, a technological barrier.

Dignity – Treated as valued and deserving.

Disability – (a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect, illness, or work related incident (b) a condition of mental impairment or developmental disability (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language or (d) a mental disorder.

Independence – The freedom to make your own choices or, when appropriate, the freedom to do things your own way.

Integration – Providing the same services, in the same place, in the same or similar way.

However at times alternate ways of serving people are needed to ensure integration. (i.e. TTY or email instead of phone service)

Camp Scugog – Shall include employees, seasonal staff and volunteers.

Policies – What we intend to do, including rules for staff.

Procedures – How we will go about doing it or the steps staff will be required to take.

Service Animal – An animal used for support of person with a disability. The need must be readily apparent or a doctor's letter must be provided to show that the animal is used for reasons relating to the disability.

Support Person – In relation to a person with a disability, another person who accompanies him or her in order to help them with communication, mobility, personal care or medical needs or with access to goods and services.

Policy Statement

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will use reasonable efforts to: respect the dignity and independence of persons with disabilities; integrate the provision of our goods and services unless an alternate measure is necessary; and, give people with disabilities an opportunity equal to that given to others, to obtain, use and benefit from Camp Scugog's programs and services.

Assistive Devices, Service Animals and Support Persons

We understand that people with disabilities may require the use of assistive devices, service animals and/or support persons to access Camp's programs and services. Any restrictions under other regulations that may interfere with such assistance will be identified and Camp Scugog will use reasonable efforts to make alternative options available to our guests.

Assistive Devices (Walkers, scooters, TTY's, Amplification Systems) – We allow the use of assistive devices, however we do not provide assistive devices. Staff are available to assist customers, as appropriate.

Service Animals (Guide dogs, hearing alert animals, seizure alert animals) – Service animals will be allowed wherever the general public is allowed. A person with a disability accompanied by a service animal is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises, or by other health and safety requirements. If they are excluded, Camp Scugog will ensure that other measures are available to the person with a disability to obtain, use or benefit from our services.

Support Persons – Support persons will be allowed to accompany a person with a disability wherever the general public is allowed. In some cases, we may require a support person in order to protect the person with the disability or others on the premises.

For the summer camp program, external support persons may be permitted to accompany campers on a case-by-case basis, as approved by the Camp Director. Support persons will require a police check and vulnerable sector check screening. If an amount is payable by a support person for admission, or otherwise, Camp Scugog will ensure notice is given in advance about the amount.

Notice of Temporary Service Interruptions

In the event of a planned or unexpected disruption (such as scheduled maintenance procedures or power outages) to services or facilities for customers with disabilities, Camp Scugog will notify customers promptly to ensure that our customers and clients are aware

of any such interruption and the impact that it may cause. The communication will include key information, and alternatives to the services being offered. The notice will be placed in a prominent location on camp, and where appropriate, on our website.

Training for Staff

The AODA outlines the training requirements for all staff, volunteers, contractors and third parties that act on our behalf with respect to policy, practices and regulations. Such training will be provided to current staff and will be part of the regular orientation for all new staff. All staff will be trained and the level of training received will be based on that position's level of interaction with the public. Records will be kept to verify that training has taken place. Additional training will take place when changes are made to our accessible customer service plan.

Feedback and Suggestions

Camp Scugog regularly evaluates the level of service being offered to its guests. The most effective evaluation tool is the feedback received from guests and visitors. The appropriate staff will review all comments and feedback and steps will be taken to determine the best way to address any issues brought forward in a timely fashion. Comments, questions and feedback can be provided by email, by telephone, in person or in writing, using the following contact information:

Email: director@campscugog.org

Phone: (905) 986-4401

Fax: (905) 986-1099

Address: Camp Scugog

RR#1

Nestleton, Ontario

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Availability of Documents

All policies, procedures and regulations will be made available to the public upon request.

Information will be posted on the Camp Scugog website (<http://www.campscugog.org/>),

and documents will be available on site. When providing these documents to a person with

a disability, the disability will be considered with determining the format in which the

information will be shared.