

Camp Kawartha &

The Camp Kawartha Outdoor Education Centre

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Accessible Customer Service Policy: Providing Goods and Services to People with Disabilities

Background / Reference Documents

In 2005 the **Accessibility for Ontarians with Disabilities Act (AODA)** was passed. The act allows for the development of accessibility standards in key areas of daily living: customer service, transportation, employment, information and communications, and the built environment. Through this act, Ontario is working towards breaking down barriers and making the province accessible for people with disabilities by 2025.

The **Accessibility Standards for Customer Service** (Ontario Regulation 429/07) or "the customer service standard", is the first accessibility standard to become law under the AODA.

Definitions

Assistive Device

- is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
- a condition of mental impairment or a developmental disability

- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

Barrier

- anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice

Service Animal - an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person

- means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

1. Intent

This policy is intended to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 and applies to the provision of goods and services to people with disabilities.

2. Our Commitment to Accessible Customer Service

Camp Kawartha is committed to excellence in serving all customers including people with disabilities. We will use reasonable efforts to ensure that policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity. Camp Kawartha's policies will be posted on our website, as well as be made available in print upon request.

3. Assistive devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Camp Kawartha.

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

4. Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

5. Service animals

A customer with a disability that is accompanied by a service animal will be allowed access to premises that are open to the public unless otherwise excluded by law.

If a service animal is excluded by law, we will use other measures to provide services to a person with a disability.

We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Camp Kawartha may request verification from the customer.

Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability
- a valid identification card signed by the Attorney General of Canada
- a certificate of training from a recognized guide dog or service animal training school

Care and Control of the Animal:

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all times.

Allergies:

Where there is a risk to the health and safety of another person as a result of the presence of a service animal, Camp Kawartha will make all reasonable efforts to meet the needs of all individuals.

6. Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

7. Admission Fees

Standard rates will apply to support persons accompanying persons with disabilities. Please refer to our booking contracts for rates. Fees are posted on our website and are available by mail, email, or fax upon request.

If payment is required by a support person for services offered by Camp Kawartha, we will ensure that notice is given in advance by posting notice of admission fees for support persons where Camp Kawartha fees are posted.

Police Check/Vulnerable Sector Checks

During school visits, it is expected that individual schools will ensure their adult volunteers/support persons have the necessary volunteer police check/vulnerable sector checks before accompanying their class to our centers.

During summer camp, we require that support persons accompanying day campers provide the camp with a recent clear police check/vulnerable sector check before coming onsite.

8. Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, **Camp Kawartha** will make reasonable efforts to notify customers as soon as possible. Notices will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

When temporary disruptions occur to Camp Kawartha's services or facilities, we will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance, and the nearest accessible entrance to the service disruption
- on Camp Kawartha's website, Facebook and Twitter pages
- contacting affected customers who have booked our facilities
- notifying customers when they are making a booking or registration, or while they are at a Camp Kawartha facility
- by any other method that may be reasonable under the circumstances

9. Training for staff

Camp Kawartha will provide training to employees, volunteers and others who deal with the public or other third parties that act on behalf of Camp Kawartha.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- **Camp Kawartha's** policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.
- What to do if a person with a disability is having difficulty in accessing Camp Kawartha's goods and services.

Camp Kawartha will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractors who deal with the public or act on our behalf. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Training Records

Camp Kawartha will keep records of accessible customer service training, including the dates on which training was provided and who was trained.

Camp Kawartha will provide training to staff within two weeks of hire.

10. Training for staff who are involved in developing policies, procedures, and practices.

We are committed to reviewing our policies, practices and procedures on an ongoing basis. Staff who are involved in developing policies and procedures will endeavor to participate in training seminars, workshops, or webinars as new accessibility standards under the AODA are passed.

11. Feedback Process

Camp Kawartha is committed to providing high quality goods and services to all members of the public it serves. Feedback from the public is welcomed as it may identify areas that require change or improvement.

Customers who wish to provide feedback on the way Camp Kawartha provides goods and services to people with disabilities can do so verbally (in person or by telephone), in writing (hand written, feedback form, fax, or email), or online through the camp's online feedback form on the website.

All feedback will be directed to our Office Manager. Customers who provide contact information will receive acknowledgement of their feedback in a timely manner, along with any actions based on concerns or complaints that were submitted.

Notice of Availability and Format of Documents

Camp Kawartha shall notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Camp Kawartha, the camp's website and/or any other reasonable method.

This policy and its related procedures will be reviewed as required in the event of legislative changes.

Administration

If you have any questions or concerns about this policy or its related procedures please contact:

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