

Camp Kawartha &

The Camp Kawartha Outdoor Education Centre

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Camp Kawartha Multi-year Accessibility Plan (AODA) – Ontario 2023-2028

This plan is in effect from June 1st, 2023 to June 1st, 2028.

Intent:

This accessibility plan outlines the strategy of Camp Kawartha to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Statement of Commitment:

Camp Kawartha is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The organization ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Completed Initiatives:

Camp Kawartha has completed the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

General:

- Installed an accessible climbing wall so that children of all abilities, even those in a wheelchair can experience the adventure of climbing.
- Constructed accessible picnic tables (2)
- Consulted with the Disabilities Association of Peterborough to develop a plan to further remove barriers.
- Earned an award from the Disabilities Association of Peterborough for our work in advancing accessibility.

- Purchased a sound system so that those who are hearing impaired can listen to announcements.
- Our dining hall and two overnight cabins are wheelchair accessible with automatic door openers and accessible ramps.
- Our washrooms are also fully accessible with automatic door openers, bathrooms that accommodate wheelchairs and grab bars.
- Constructed a new accessible Health Centre.
- Purchased an all-terrain wheelchair and accessible beach chair so that those with limited mobility can access the waterfront.

Employment Standards:

- Staff members of Camp Kawartha and those who regularly interact with the Public receive Accessibility training. The training includes the following information:
 - The purposes of the Accessibility for Ontarians with Disabilities Act,
 - How to interact and communicate with persons with various types of disabilities,
 - How to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or support person
 - How to use equipment made available by the camp to help people with disabilities to access goods and services
 - What to do if a person with a disability is having difficulty accessing services.
- Training is provided to each person according to his or her needs and duties and as soon as is practicable on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. A record of the dates on which training is provided and the number of individuals to whom it is provided will be kept.

Customer Service:

Camp Kawartha is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others. Camp Kawartha has developed and implemented an Accessible Customer Service Policy which is available on our website. This policy has been reviewed and updated.

Camp Kawartha has developed and made public a process for receiving and responding to feedback from customers with disabilities. The feedback process is inclusive of multiple means by which feedback can be received, including by phone, in-person, by E-mail and by written correspondence.

Information and Communication Standards:

- Our website designers are completing an audit of our website. They will ensure that our website is WCAG AA compliant.

Section 2. Strategies and Actions

Accessible Emergency Information:

Camp Kawartha is committed to providing customers with publicly available emergency information, plans or public safety information in an accessible way upon request. This information will also be available to the public. Camp Kawartha will continue to provide employees with disabilities with individualized emergency response information when necessary, and as soon as practically possible. Camp Kawartha has a process for documenting issues of accessibility and for providing accommodation for individualized accessible emergency response information. We will continue to review the individualized workplace emergency response plans when necessary (ie. the role/living location of the employee changes and/or there is a change in disability.) We commit to:

- Enhancing the capacity of all staff producing content intended for the public in an accessible manner.
- Work with our web designer to ensure that our website meets Web Content Accessibility Guidelines (WCAG).
- Consider opportunities to enhance promotion of programs and services that offer content tailored to persons with disabilities.

Customer Service:

- Provide ongoing and refresher training to employees and volunteers on delivering accessible customer service.
- Renew and raise awareness of accessibility assets available to the public, in partnership with the Ontario Camps Association
- Review and update policies related to service provision to ensure adequate supports are in place for persons with disabilities.
- Actively encourage public feedback about the way goods, services and facilities are provided to persons with disabilities.

Employment Standards. Camp Kawartha will:

- Develop and implement recruitment strategies to help increase the representation of persons with disabilities at Camp Kawartha
- Expand mental health resources and services, including Camp Kawartha employees with disabilities.
- Proactively identify and address systemic employment barriers with a focus on recruitment and promotion including Camp Kawartha employees with disabilities.
- Include accessibility as part of our recruitment advertising and as an integral part of our staff training program.
- Training will be provided to each person according to his or her needs and duties, as soon as is possible after he or she is assigned to the applicable duties. Training will be provided on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. A

record of the dates on which training is provided and the number of individuals to whom it is provided will be kept.

Design of Public Spaces Standards (Accessibility Standards for the Built Environment. Camp Kawartha is committed to:

- Develop resources to build Camp Kawartha expertise around inclusive design.
- Create accessible outdoor paths of travel (i.e. ramps, stairs, curb ramps and rest areas) as new outdoor paths of travel are constructed.
- Create accessible parking to be implemented as new parking spots are constructed.
- Create service-related elements (such as service counters, fixed queuing lines and waiting areas) to be implemented as new service counters are constructed.
- New buildings to include accessible features where feasible.
- Confer with the Disabilities Association of Peterborough for any additional ideas/suggestions for improving accessibility.

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact Jacob Rodenburg, Executive Director jacob@campkawartha.ca Phone 705 652-3860 x 203.