

Camp Kawartha's Multi-Year Accessibility Plan

This 2014-21 accessibility plan outlines the policies and actions that Camp Kawartha will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Camp Kawartha is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Customer Service Standard

Camp Kawartha has developed and implemented a training program for employees and volunteers pertaining to the provision of goods and services to customers with disabilities.

Our training program includes the use of the e-learning course [Serve-Ability: Transforming Ontario's Customer Service](#) which covers:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 AODA ("the act")
- Requirements of the Customer Service Standard
- Serving customers with disabilities
- Interacting with people who have a service animal, support persons, or assistive devices
- What to do if a customer with a disability is having difficulty accessing our services

Accessible Emergency Information

Camp Kawartha is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Camp Kawartha is committed to providing training to our employees and volunteers on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

Camp Kawartha will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws.

- Continue to provide Customer Service training to all employees and volunteers
- Enhance our existing Customer Service training program to include training on the Integrated Accessibility Standards and Ontario Human Rights Code, relating to people with disabilities.
- Training shall take place as soon as practical, and be provided in a way that best suits the duties of employees, volunteers and other staff members.
- Provide training in respect to any changes in our accessibility policies on an ongoing basis.
- Maintain a tracking system to record training provided, including dates and names of individuals trained, as well as monitor that staff have received the appropriate level of training.

Kiosks

Camp Kawartha will consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks.

Information and Communications

Camp Kawartha is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Accessible Websites and Web Content

Camp Kawartha will take the following steps to make our website and content conform with WCAG 2.0, Level AA by January 1, 2021:

- Conduct an assessment of Camp Kawartha's website and content, and test for accessibility
- Ensure the website conforms with WCAG 2.0, Level A by January 1, 2014
- Obtain tools and resources to make website accessible
- Monitor website accessibility and compliance with the guidelines

Feedback

Camp Kawartha will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1st, 2015:

- Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

- Customers can give verbal feedback in person or over the phone, or send a letter or email containing feedback. Customers will also be given an opportunity to respond to online surveys.
- Any issues with accessibility, will be addressed in a timely manner in consultation with the person submitting the complaint.

Accessible Formats and Communication Supports

Camp Kawartha will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:

- Notify the public about the availability of accessible formats and communication supports
- Provide or arrange for the provision of accessible formats and communication supports for person with disabilities upon request.
- Consult with the person making the request in determining the suitability of an accessible format or communication support
- Provide information in a timely manner that takes into account the person's accessibility needs due to disability

Employment

Camp Kawartha is committed to fair and accessible employment practices. We will take the following steps to achieve compliance with the Integrated Accessibility Regulations by January 1, 2016

Recruitment

- Camp Kawartha shall notify internal and external job applicants that accommodation for disabilities will be provided, on request, to support their participation in all aspects of the recruitment process.
- Camp Kawartha will use its website and job postings to notify potential applicants about the availability of recruitment-related accommodations for disabilities

Assessment or Selection Process

- Camp Kawartha will notify job applicants who have been selected to participate in a recruitment, assessment or selection process that, where needed, recruitment-related accommodations for disabilities are available upon request
- If a selected applicant requests an accommodation, Camp Kawartha will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Notice to Successful Applicants

- When making offers of employment, Camp Kawartha will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

- Camp Kawartha will inform its employees of its policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.
- This information will be provided to new employees as soon as practicable after commencing employment.
- Camp Kawartha shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability

Accessible Formats and Communication Supports for Employees

- Upon request, Camp Kawartha will consult employees with disabilities to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job effectively, and information that is generally available to other employees.

Workplace Emergency Response Information

- Camp Kawartha will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Camp Kawartha is aware of the need for accommodation due to the employee's disability.
- Where the employee requires assistance, Camp Kawartha will, with the consent of the employee, provide the workplace emergency response information to the person designated by Camp Kawartha to provide assistance to the employee.
- Camp Kawartha will provide this information as soon as practicable after becoming aware of the need for accommodation due to the employee's disability
- Camp Kawartha will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed, and when Camp Kawartha reviews its general emergency response policies.

Documented Individual Accommodation Plans

- Camp Kawartha will develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities
- If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.
- If required, the plans will include individualized workplace emergency response information, and will identify any other accommodation that is to be provided.

Return to Work Process

- Camp Kawartha will develop and have in place a documented process for supporting employees who return to work after being away for reasons related to their disabilities
- If an individual's illness or injury is covered by the return to work provisions of the Workplace Safety and Insurance Act, then that Act's return to work process would apply.

Performance Management, Career Development, Advancement & Redeployment

Camp Kawartha will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

Design of Public Spaces

Camp Kawartha will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Compliance Deadline: Jan 1st, 2017.

Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For more information

For more information or questions, please feel free to contact:

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Accessible formats of this document are available free upon request.