CAMP MADAWASKA

ACCESSIBLE CUSTOMER SERVICE POLICY

PURPOSE AND APPLICATION

Camp Madawaska is committed to providing an exceptional and accessible outdoor overnight camp experience to all members of its community, including persons with disabilities. We are committed to meeting the accessibility needs of such persons 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, 2005 all businesses must meet the requirements of accessibility standards established by regulation. This policy establishes the accessibility standards for customer service for Camp Madawaska, in accordance with Ontario Regulation 429/07. This policy applies to all employees Camp Madawaska, agents, volunteers and contracted service/third party staff.

DEFINITIONS

Accessible means customer service is provided in a manner that is capable of being easily understood or appreciated; easy to get at; capable of being reached, or entered; obtainable.

Disability means:

1. Any degree of physical 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 impairment, 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,
2. A condition of mental impairment or a developmental disability
3. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. A mental disorder,
5. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act*, 1997

Guide Dog means a dog trained as a guide for a blind person and having the qualifications prescribed by the Blind Persons' Rights Act R.S.O. 1990, c. B.7, s. 1 (1).

Service Animal is an 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/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.

POLICY STATEMENT

Providing Goods, Services or Facilities to People with Disabilities:
Camp Madawaska is committed to providing exceptional and accessible service to its customers. Goods and services will be provided in a manner that respects the dignity and independence to all customers. The provision of services to persons with disabilities will be integrated wherever possible. Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the goods and services provided by and on behalf of Camp Madawaska.

Assistive Devices
People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. We will ensure that our staff members are trained and familiar with various assistive devices that may be used by community members (such as staff, campers, visitors, contractors, etc.) with disabilities while accessing our goods, services or facilities. If an assistive device presents a significant and unavoidable health or safety concern or is not permitted for other reasons, we shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from our goods, services or facilities.

POLICY REQUIREMENTS

1. **Accessibility Training Policy**
    a. Every person who deals with members of the public or who participates in developing Camp Madawaska's policies, practices and procedures governing the provision of goods and services to the public; including camp staff, volunteers, agents, contractors and others who provide service on behalf of Camp Madawaska will receive training regarding the provision of goods and services to persons with disabilities.
    b. The training will include the following information:
        i. The purposes of the Accessibility for Ontarians with Disabilities Act,
        ii. How to interact and communicate with persons with various types of disabilities,
        iii. How to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or support person

iv. How to use equipment made available by the camp to help people with disabilities to access goods and services
v. What to do if a person with a disability is having difficulty accessing services.

c. Training will be 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.

2. Feedback Process

a. Camp Madawaska accepts feedback from the public in a variety of methods including:
   i. Phone
   ii. In person
   iii. Fax
   iv. Email
   v. And, through feedback forms such as surveys

b. All feedback, including feedback regarding good services and facilities, is welcome and will be reviewed and addressed by Sari Grossinger, one of our owners, who can be contacted by email at sari@camprobinhood.ca or by calling (416) 736-4443. We will ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, upon request. A response will be provided in a timely fashion. Complaints, if/when they arise, will be addressed in a timely fashion by our Directors and Leadership Teams depending on the nature of the complaint.

3. **Use of Service Animals and Support Persons**

a. If a person with a disability is accompanied by a guide dog or other service animal, Camp Madawaska will ensure that the person is permitted to enter Camp Madawaska's facilities with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law. Where a service animal is excluded by law, Camp Madawaska will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from the Company’s goods and services. The service animal must be under the care and control of the individual at all times.

b. If a person with a disability is accompanied by a support person, Camp Madawaska will ensure that both persons are permitted to enter the camp facilities, and that the person with a disability is not prevented from having access to the support person. Camp Madawaska may require a person with a disability to be accompanied by a support person when in a camp facility, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others in the facility. If an amount is payable by a support person for admission, or otherwise, to a premise, Camp Madawaska will ensure notice is given in advance about the amount.

4. **Notice of Temporary Disruptions**
    a. Camp Madawaska shall provide notice of disruption of services to the public.
    b. Any Notice of Disruption will contain the following:
        i. Reason for the disruption
        ii. Anticipated duration
        iii. Alternative facilities or service
    c. Camp staff will provide such notice in at least one of the following three methods:
        i. Notice physically posted at the site of the disruption
        ii. Notice on the camp website
        iii. Notice in local newspaper
5. **Notice of availability of documents**
    a. Camp Madawaska will provide the public notice of the availability of the documents, required by the Accessibility Standards for Customer Service, (O. Reg 429/07) upon request. Notice of availability will be provided on the Camp Madawaska web site and through other printed methods.
6. **Format of documents**
    a. If Camp Madawaska is required, by the Accessibility for Ontarians with Disabilities Act, 2005, to give a copy of a document to a person with a disability, the camp will take into account the person's ability to access the information and will provide the document or information contained in the document in a format that meets those needs as agreed upon with the person.
7. **Related and Supporting Documentation**
    a. Camp Madawaska's Policies
    b. Accessible Customer Service Training Records
    c. Ontario Regulation 429/07, Accessibility for Ontarians with Disabilities Act, 2005 – Accessibility Standards for Customer Service