



Accessibility Policy

Objective

Camp Oconto is a private camp providing outdoor recreation programs for young girls and women. Camp Oconto is committed to serving all members of the Camp Oconto community including people with disabilities, in compliance with the Accessibility for Ontarians with Disabilities Act (AODA).

This policy applies to the Camp Oconto community which includes campers, their families, program participants, volunteers, staff and customers.

Accessibility for Ontarians with Disabilities Act (AODA)

The AODA details specific requirements and standards for accessibility in Ontario. Accessibility standards are the rules that organizations in Ontario must follow to identify, remove and prevent barriers to accessibility.

Policy Statement

Camp Oconto 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 Oconto.

Accessible Websites and Web Content

We are committed to providing accessible Web Content through compliance with Level AA standards.

Assistive Devices

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

Communication

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

Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supports by posted signage and/or the website.

Service Animals

We welcome people with disabilities and their appropriately qualified service animals. Service animals are allowed on the parts of our premises that are open to our community, to the extent permitted by law. If a service animal is excluded by law from all or part of our premises, we shall ensure that other measures are available to enable the person with a disability to access our premises. The service animal must be under the care and control of its owner at all times.

Support Persons

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

Camp Oconto may require a person with a disability to be accompanied by an appropriately qualified support person when on our premises, if such a person is necessary to protect the health or safety of the person with a disability or of others on the premises.

If an amount is payable by a support person in connection with that person's presence on our premises, we shall ensure that notice is given in advance about that amount.

Definition of a Support person: any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability to aid him or her with communication, mobility, personal care or medical needs or access to goods and services.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to any of our facilities or services for community members with disabilities, Camp Oconto will notify the public thereof. A clearly posted notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. A hard copy of the notice will be posted at the site of the disruption and/or posted on the website at www.campoconto.com.

Accessibility Training

At Camp Oconto we provide training and education sessions to ensure the effectiveness of this Policy. Camp Oconto shall ensure that staff receive accessibility training annually, as well as when the policy has been adjusted or rewritten so that they are aware of the new implications. Annual training will occur during pre-camp (pre-camp takes place each year in late June).

Oconto is committed to training all staff and volunteers in accessible customer service, other Ontario accessibility standards and aspects of the Human Rights Code that relate to persons with disabilities.

In addition we will train:

- All persons who participate in developing the organization's policies; and
- All other persons who provide goods, services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility will be tailored to their specific roles. Training includes some or all of the following (depending on the Staff person's roles and responsibilities):

- Purpose of the Accessibility for Ontarians with Disabilities Act 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 assistance of a service animal or a support person
- How to use equipment and devices available on Camp Oconto's premises or otherwise provided by us that may help with the provision of goods and services to a person with a disability
- Our policies related to the Customer Service Standards, Information and Communication Standards, Employment Standards, Design of Public Spaces Standards and Transportation Standards
- What to do if a person with a disability is having difficulty accessing Camp Oconto's goods and services
- We train every person as soon as practicable after their contract begins and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Recruitment and Hiring

Camp Oconto strives to ensure our hiring process is accessible. Applications can be made online, by mail, or by phone. Interviews are available by phone or in person. The Accessibility Policy is available on the website at www.campoconto.com.

Camp Oconto is committed to employment equity and encourages all qualified candidates to apply. If you require an accommodation at any point during the hiring process, please let Camp Oconto know so that we can work with you to meet your needs. All personal information will be handled with strict confidence.

Employee Accommodations

We are committed to supporting all employees with disabilities in connection to job performance and development. We will provide evaluations and performance feedback in a format that takes into account a person's disability.

Accessible Documents

Documents requested by a person with a disability will be provided in a format that takes into account the requesting person's disability.

Feedback Process

Anyone who wishes to provide feedback on the way Camp Oconto provides goods and services to people with disabilities may do so via phone at 613-375-6678, via mail to 1126 Camp Oconto Road, Tichborne, ON, K0H 2V0, or via email to bronwyn@campoconto.com or ted@campoconto.com. All feedback will be directed to the Camp Directors, Bronwyn and Ted Gorsline. A response will be provided within 21 days. Complaints will be addressed according to our regular complaint management procedures.

Camp Oconto's Multi-Year Accessibility Plan

Camp Oconto is committed to providing an accessible outdoor overnight summer 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. Camp Oconto is committed to putting these policies into practice as required by the Accessibility for Ontarians Disability Act (AODA).

The Multi-Year Accessibility Plan will be reviewed and updated at least once every 5 years and is posted on our website. Upon request, Camp Oconto will provide a copy of the Accessibility Plan in an accessible format.

History of Accessibility Changes and Compliance at Camp Oconto:

- Ongoing review and updates to emergency and public safety information
- Development and ongoing refinement of the process for responding to feedback, requests and supports;
- Created an Accessibility Policy which is available on the website and undergoes regular review and updating;
- Created a Multi-Year Accessibility Plan which is to be updated at least every 5 years;
- Implemented training for all staff during Pre-Camp on AODA, IASR and the Ontario Human Rights Code. These trainings take place during our annual Pre-Camp training week with refresher training available as required;
- Allow for the collection of feedback in multiple formats to improve accessibility;
- Public statement posted on website notifying employees, potential hires and the public that accommodations can be made during recruitment, assessment and selection processes for people who have disabilities;
- We put in place systems that notify new hires and staff of policies for accommodating employees with disabilities;
- We have in place a written process to develop individual accommodation plans for employees with a disability;
- We take the needs of our employees with disabilities into account with our performance review processes to help with performance management.
- We have and will continue to ensure that we make new or redeveloped spaces accessible;
- When necessary, we provide Individualized Workplace Emergency Response Plan (IWERP) Forms to help employees who have disabilities during an emergency;

Current & Future Plans

- We continue to identify opportunities to prevent and remove additional barriers in our camp setting and programming;
- We are working with our website developer to ensure that all new web content on the Camp Oconto website conforms to WCAG 2.0 Level AA.
- We will continue to assess our programs/site/communication and customer service to identify and address/prevent any additional barriers that may arise.

For more information on this accessibility plan and/or to provide feedback, please contact Bronwyn Gorsline at 613-375-6678 or bronwyn@campoconto.com

Accessible formats of this document are available for free upon request by contacting Bronwyn Gorsline at 613-375-6678 or bronwyn@campoconto.com