

Camp Arowhon Accessibility Policy and Multi-Year Plan

INTRODUCTION AND STATEMENT OF COMMITMENT

Camp Arowhon is committed to providing an accessible outdoor overnight summer camp experience to all members of its community, including persons with disabilities, in a way that allows them to maintain their dignity and independence. 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 as required by the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and Regulation 191/11 *Integrated Accessibility Standards* (IASR).

In this document we outline the steps we have taken and planned strategy to prevent and remove barriers and meet the requirements of AODA and IASR. This plan will be: (a) posted on our website, (b) provided in an accessible format upon request, and (c) reviewed and updated at least once every five years.

Part 1: Camp Arowhon's Accessibility Policy

TRAINING

Camp Arowhon provides training to all employees, volunteers and others who deal with the public or other third parties on their behalf, on their duties under the IASR and other aspects of the Human Rights Code that relate to accessibility. This training is provided as part of the regular staff training program for all new staff as they commence their duties, and will be provided in a way that is accessible to each individual employee. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Training includes the following:

- The purposes 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
- How to use equipment made available by Camp Arowhon to people with disabilities access our goods or services.
- What to do if a person with a disability is having difficulty in accessing Camp Arowhon's goods and services

- Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities.

INFORMATION AND COMMUNICATION

Camp Arowhon is committed to meeting the communication needs of people with disabilities. We will train staff who communicate with customers on how to interact and communicate effectively and respectfully with people with various types of disabilities. When requested we provide information about our organization and its services in an accessible format.

Telephone Communication: We are committed to providing fully accessible telephone service to our community (campers, staff, parents, alumni, and members of the public looking for information on Camp Arowhon). We train staff who communicate with our community over the telephone to speak clearly and slowly and in plain language. We will offer to communicate with customers by email or any other means available if telephone communication is not suitable to their communication needs or is not available.

Written and Electronic Communication: We are committed to providing accessible written electronic information to all of our customers. For this reason all communication will be provided in the following formats upon request: hard copy, large print, e-mail, or any other mutually agreed upon format. In addition, we will answer any questions customers may have about the content of the communication in person, by telephone, or email.

Web Content: Camp Arowhon is committed to ensuring that all new internet websites and web content on those sites conforms to Web Content Accessibility Guidelines (WCAG) 2.0 Level A. In planning to conform to the WCAG 2.0, Level AA by January 1, 2021, we will work with our website developer to look at necessary changes to meet compliance with Ontario's accessibility laws.

Emergency Information: Camp Arowhon is committed to providing our community with publicly available emergency information in an accessible way upon request. Camp Arowhon consults with people with disabilities to determine their information and communication needs and provides customers and employees with disabilities with individualized emergency response information when necessary.

Notice of Temporary Disruptions: Camp Arowhon will provide notice of a disruption of services to the public in the following ways: telephone, fax, email, web site posting.

Feedback process: Camp Arowhon accepts feedback from the public in a variety of methods including: phone, in-person, fax, Email, and through feedback forms. All feedback will be

reviewed by the camp directors and complaints will be investigated and followed up to the complainant if requested.

CUSTOMER SERVICE

Camp Arowhon is committed to providing accessible customer service to people with disabilities and providing services to people with disabilities with the same high quality and timeliness as others.

Services Animals: We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. 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.

Assistive devices: Camp Arowhon is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. 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.

Support Persons: We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Camp Arowhon's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. If there are costs associated with hosting a support person, Camp Arowhon will ensure that notice will be given in advance.

EMPLOYMENT

Recruitment and Hiring: Camp Arowhon is committed to fair and accessible employment practices. We state in our job postings that we welcome applications from people with disabilities and make any accommodations requested during recruitment and assessment processes and when employees are hired. We allow for modifications needed during the hiring process (including phone/skype interviews, barrier-free access to interviews, etc.) and notify successful applicants when making offers of employment of our policies for accommodating employees with disabilities.

Return to Work Plans: Camp Arowhon is committed to developing individual written return-to-work plans for employees who require accommodation in order to return to work from a disability.

Performance Management: Camp Arowhon takes into consideration accessibility needs of employees with disabilities in our employee feedback, career development and redeployment processes.

DESIGN OF PUBLIC SPACES

Construction and Development: Camp Arowhon commits that the construction and/or the redevelopment of elements in public spaces will meet the Accessibility Standards for the Design of Public Spaces.

Maintenance and Disruption: In the event of a service disruption or maintenance of the accessible elements in public spaces Camp Arowhon will notify the public of the service disruption and alternatives available in order to prevent disruption to its accessibility of its public spaces.

Part 2: Camp Arowhon's Multi-Year Accessibility Plan

We have completed and/or plan to do the following at the indicated times:

2012:

- Reviewed and updated our emergency and public safety information so that it is accessible to the public, as well as developed a process for responding to requests and supports;
- Committed to, when necessary, providing individual plans to help employees who have disabilities during an emergency, or emergency information that is formatted so an employee who has a disability can understand it.

2014:

- Created policies and procedures for each AODA standard, including developing a statement of commitment, assessed current accessibility policies, and identified and addressed any gaps and updated policies accordingly;
- Created a Multi-Year Accessibility Plan which is to be updated at least every 5 years;
- Committed to considering accessibility features when designing, procuring or acquiring self-service kiosks;
- Completed and submitted the government accessibility report;
- Committed to ensuring that all new internet websites and web content on those sites conformed to WCAG 2.0 Level A.

2015:

- Continued to train all staff on what they have to do under the IASR and on aspects of the Human Rights Code that relate to accessibility. These trainings happen on an annual basis and whenever a new employee begins working for us;
- Made our feedback processes, like surveys, more accessible for those that required and requested the accessible format.

2016:

- Made information about our camp's goods, services and facilities available in an accessible format upon request;
- Put in place systems that notify 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;
- Create a written process to develop individual accommodation plans for employees with a disability;
- Created a written return to work process in place for employees who have been absent due to a disability;
- Ensured that we are taking the needs of our employees with disabilities into account with our performance management processes.

2017:

- Completed and submitted the government accessibility report;
- Continued to ensure that we make new or redeveloped spaces accessible;
- Continued to maintain accessible elements of public spaces.

2019:

- Reviewed and Updated our Multi-Year Accessibility Plan.

2020:

- Completed and submitted the government accessibility report;

2021:

- Will be working towards ensuring that by 2021 we will have all internet website content to conform with WCAG 2.0 level AA (excluding live captioning and audio description).

2023:

- Plan to complete and submit the government accessibility report

Part 3: Review and Modifications

We are committed to ongoing development of policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy or plan before considering the impact on people with disabilities. Any policy of Camp Arowhon that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. We will continue to assess our facilities and communication, customer service, and employment practices to identify and address/prevent any additional barriers that may arise; We will continue to consult with our customers, employees, industry colleagues, and regulatory bodies to ensure that our accessibility policies and plans are relevant and meet the needs of all.

For more information on this Accessibility Policy or Plan, to provide feedback, or to receive a free accessible format of this document please contact Mara Kates (416)975-9060 or mara@camparowhon.com.