

ACCESSIBILITY FOR ONTARIANS WITH DISABILITY ACT

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY

FOR COUNTRYSIDE CAMP AND CONFERENCE CENTRE ASSOCIATION

December 9, 2011

POLICY STATEMENT

Countryside Camp and Conference Centre is committed to providing accessible customer service to all of its guests and seasonal campers. The objective of this policy is to meet the requirements in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07).

INFORMATION GUIDELINES

The Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") is a provincial act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Under the AODA, Ontario Regulation 429/07 entitled "Accessibility Standards for Customer Service" came into force on January 1, 2008. This Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public. Designated public sector organizations, and all Ontario businesses and organizations with one or more employees, which include Countryside Camp and Conference Centre, must now comply with this standard as of January 1, 2012.

This policy is drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and addresses the following:

- the provision of programs and services to persons with disabilities;
- the use of assistive devices by persons with disabilities;
- the use of service animals by persons with disabilities;
- the use of support persons by persons with disabilities;
- notice of temporary disruptions in services and facilities;
- training;
- customer feedback regarding the provision of programs and services to persons with disabilities; and
- notice of availability and format of documents.

This policy is supported by procedures which outline the detailed processes and accommodations pursuant to this policy. The supporting procedures include the following:

- Procedures for Customer Service and the Use of Assistive Devices
- Procedures for the Use of Service Animals

- Procedures for the Use of Support Persons
- Procedures for Providing Notice of Temporary Disruptions
- Procedures for Receiving Feedback

OPERATING PROCEDURES

Communication with Guests and Seasonal Campers with Disabilities

When communicating with a customer with a disability, Countryside Camp and Conference Centre will do so in a manner that takes into account the customer's disability. This may mean providing information in an alternate format such as large print, or it may mean sending an electronic copy of a document that can be read with a screen reader, for example.

The Provision of Programs and services to Guests and Seasonal Campers with Disabilities

The Countryside Camp and Conference Centre will use reasonable efforts to ensure that the provision of its programs and services are consistent with the following principles:

- Countryside Camp and Conference Centre's programs and services are provided in a manner that respects the dignity and independence of guests and seasonal campers with disabilities;
- the provision of Countryside Camp and Conference Centre's programs and services to guests and seasonal campers with disabilities are integrated with those provided to guests and seasonal campers who do not have disabilities wherever possible and practical given any situation.
- Guests and Seasonal Campers with disabilities are given an opportunity equal to that of guests and seasonal campers without disabilities to obtain, use or benefit from Countryside Camp and Conference Centre's programs and services wherever possible.

Assistive Devices

A guest or seasonal camper with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from Countryside Camp and Conference Centre's programs and services. Exceptions may occur in situations where Countryside Camp and Conference Centre has determined that the assistive device may pose a risk to the health and safety of a customer with a disability or the health and safety of others.

In these situations and others, Countryside Camp and Conference Centre may offer a guest or seasonal camper with a disability other measures to assist him or her in obtaining, using and benefiting from Countryside Camp and Conference Centre's programs and services, where Countryside Camp and Conference Centre has such other measures available.

It is the responsibility of the guest or seasonal camper with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Service Animals

Where Countryside Camp and Conference Centre provides programs and services, guests and seasonal campers with a disability may enter premises owned and/or operated by Countryside Camp and Conference Centre, accompanied by a service animal and may keep the service animal with them if the public has access to such premises and the service animal is not otherwise excluded by law. If a service animal is excluded by law, Countryside Camp and Conference Centre will use reasonable efforts to ensure that alternate means are available to enable the customer with a disability to obtain, use or benefit from Countryside Camp and Conference Centre's programs and services.

If it is not readily apparent that the animal is a service animal, Countryside Camp and Conference Centre may ask the guest or seasonal camper with a disability for a letter from a physician or nurse confirming that the customer requires the service animal for reasons relating to his or her disability.

It is the responsibility of the guest or seasonal camper with a disability to keep their service animal in control at all times.

Support Persons

Countryside Camp and Conference Centre, where it provides programs and services, will ensure that a guest or seasonal camper with a disability may enter premises owned and/or operated by Countryside Camp and Conference Centre with a support person and have access to their support person while on the premises.

At times, Countryside Camp and Conference Centre may require that a guest or seasonal camper with a disability be accompanied by a support person while on the premises, where it is deemed necessary to protect the health and safety of the guest or seasonal camper with a disability or the health and safety of others on the premises. Fees maybe charged for the attendance of a support person in some of the programs offered by Countryside Camp and Conference Centre.

Notice of Temporary Disruptions in Services and Facilities

Countryside Camp and Conference Centre is aware that the operation of certain services and facilities is important to guests and seasonal campers with disabilities. However, temporary disruptions in services and facilities may occur due to reasons that may or may not be within Countryside Camp and Conference Centre's control or knowledge.

Countryside Camp and Conference Centre will make reasonable effort to provide notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that may be available. Countryside Camp and Conference Centre will make reasonable effort to provide prior notice of planned disruptions, recognizing that in some circumstances such as in the

situation of an unplanned temporary disruption, advance notice will not be possible. In such cases, Countryside Camp and Conference Centre will provide notice as soon as possible.

When temporary disruptions occur to Countryside Camp and Conference Centre's services and/or facilities used by guests and seasonal campers with disabilities, Countryside Camp and Conference Centre will provide notice by posting the information in visible places, or on Countryside Camp and Conference Centre's website, or by any other method that may be reasonable under the circumstances, as soon as possible.

Training

Countryside Camp and Conference Centre will ensure that all staff and volunteers in service to whom this policy applies receive training as required by the Accessibility Standards for Customer Service (Ontario Regulation 429/07).

The content of the training will include, but is not restricted to the following:

- a review of the purpose of the AODA;
- a review of the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07);
- how to interact and communicate with guests and seasonal campers who have various types of disabilities;
- how to interact with guests and seasonal campers with disabilities who require the assistance of assistive devices, service animals, or support persons;
- how to use assistive devices or equipment provided by Countryside Camp and Conference Centre that may help guests and seasonal campers with disabilities to access Countryside Camp and Conference Centre's programs and services;
- what to do if a guest or seasonal camper with a disability is having difficulty accessing Countryside Camp and Conference Centre's programs and services; and
- instruction on Countryside Camp and Conference Centre's policies, procedures and practices pertaining to the provision of programs and services to guests and seasonal campers with disabilities.

Training will be provided as soon as practicable and on an on-going basis as changes are made to Countryside Camp and Conference Centre's policies, procedures and practices governing the provision of programs and services to guests and seasonal campers with disabilities and to the assistive devices or equipment made available by Countryside Camp and Conference Centre.

Countryside Camp and Conference Centre will maintain records of the required training. These records will include the number of individuals trained and the dates on which training occurred. The names of individuals trained will be recorded for administration purposes.

Feedback

Countryside Camp and Conference Centre is committed to providing high quality programs and services to all members of the public it serves. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback from a member of the public about the delivery of programs and services to guests and seasonal campers with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods.

Information about the feedback process will be available to the public and notice of the process will be posted on Countryside Camp and Conference Centre's website and at all facilities.

Notice of the Availability of Documents

Notice of the availability of all documents required by the Accessibility Standards for Customer Service will be posted on Countryside Camp and Conference Centre's website, and may be made available through other communication methods as necessary and practical.

Availability and Format of the Documents Required by the Accessibility Standards for Customer Service

All documents required by the Accessibility Standards for Customer Service are available upon request.

When providing a document to a guest or seasonal camper with a disability, Countryside Camp and Conference Centre will provide the document, or the information contained in the document, in a format that takes the customer's disability into account.

RESPONSIBILITIES

This policy applies to all staff and volunteers in service who deal with members of the public or other third parties on behalf of Countryside Camp and Conference Centre, whether the person does so as an employee, agent, volunteer, contractor, consultant or otherwise and all persons who participate in developing Countryside Camp and Conference Centre's policies, practices and procedures governing the provision of programs and services to members of the public or other third parties.

APENDIX

Feedback Process

Notice of Service Disruption Process

Approved : December 16, 2011

Reviewed: December 16, 2014 (Approval Date + 3 years)

**PROCEDURE FOR PROCESSING FEEDBACK ON COUNTRYSIDE CAMP AND CONFERENCE CENTRE
PROGRAMS AND SERVICES TO GUESTS OR SEASONAL CAMPERS WITH DISABILITIES**

Countryside Camp and Conference Centre is committed to providing quality programs and services that are accessible to all guests and seasonal campers. Feedback is welcomed and important, concerning the programs and services offered by Countryside Camp and Conference Centre and the manner in which they are provided to guests and seasonal campers with disabilities.

Feedback or complaints may be given by telephone, in writing, electronically, in person, or through other reasonable methods. A delay in making a complaint may affect the ability of Countryside Camp and Conference Centre to adequately investigate and to arrive at a satisfactory resolution.

Any guest, caregiver, parent or seasonal camper who wishes to provide feedback in writing about Countryside Camp and Conference Centre's accessible customer service is encouraged to do so by completing Countryside Camp and Conference Centre's Accessible Customer Service Feedback Form.

The form includes detailed information about the complaint including:

- The name of the Guest, Caregiver, Parent or seasonal camper and contact information as necessary;
- The nature of the complaint and the person(s) involved;
- A description of the event, situation or accommodation matter/discrepancy;
- Dates and times of the situation, or of the complaint being made;
- Where the situation occurred and the program or service involved;
- Any attempts already made to resolve the situation.

The form is available online under the News/Events tab of www.countrysidecamp.com or in person c/o AODA Customer Relations, Managing Director, Countryside Camp and Conference Centre, 1985 Beke Rd. RR #4, Cambridge, Ontario, N1R 5S5. It may be completed by the Guest, Caregiver, Parent, or Seasonal camper. If the form is being completed over the phone, the call will be handled by the Managing Director, who will complete the form.

The form is submitted to the Managing Director., who will forward it to the appropriate department for review and resolution.

The Managing Director or his designate will contact the Guest, Caregiver, Parent, or Seasonal Camper to inform them of the progress of the complaint and will provide a response following the completion of any investigation required.

Countryside Camp and Conference Centre's Accessible Customer Service Feedback Form

Countryside Camp and Conference Centre is committed to providing high quality customer service. We value all of our Guests, Caregivers, Parents and Seasonal Campers and welcome your comments to help us monitor and improve our programs and services. Please submit your completed form to any of the following:

Mailing:	In Person:	Telephone:	Email:
Countryside Camp	1985 Beke Rd. RR #4	Managing Director	tjpcountryside@gmail.com
1985 Beke Rd. RR #4	Cambridge, ON	1.888.226.7722	
Cambridge, ON	N1R 5S5	519.623.4860	
N1R 5S5			

Date and Time of contact with Countryside Camp: _____

Did we respond to your customer service needs?

☐ YES ☐ NO (please explain below)

Was our customer service provided to you in an accessible manner?

☐ YES ☐ SOMEWHAT ☐ NO (please explain below)

Details of your customer service experience.

If you wish to be contacted by Countryside Camp, please provide your information:

Full Name	Phone No.(Day)	Phone No. (Night)
Address	Email Address	
Personal information contained on this form is collected pursuant to Ontario Regulation 429/07, the Accessibility Standards for Customer Service and will be used for the purpose of responding to your request. We appreciate your feedback.		

Accessibility for Ontarians with Disabilities Act

Notice of Service Disruption Process - Appendix AODA Policy December 2011

PROCEDURE FOR PROVIDING NOTICE OF TEMPORARY DISRUPTIONS TO COUNTRYSIDE CAMP AND CONFERENCE CENTRE SERVICES ACCESSED BY PERSONS WITH DISABILITIES

Should a temporary disruption of a Countryside Camp and Conference Centre service occur, Countryside Camp and Conference Centre will make reasonable efforts to provide notice of these disruptions. Temporary disruptions may occur with services or facilities caused by such things such as maintenance, repair or power outage. When a temporary disruption occurs in a program, service or facility used by persons with disabilities, whether planned or unplanned, Countryside Camp and Conference Centre will provide notice of these disruptions to the public as follows.

1. Content of Notices

- The reason for the temporary disruption, such as repairs, maintenance, construction, inclement weather, unexpected circumstances, etc.;
- the expected length of the temporary disruption; and
- alternate means of accessing the programs, services or facilities, if available.

2. Format of Notices

Notices will be posted in a manner that is reasonable under the circumstances, with consideration given to the disability(s) of customers who access the disrupted service or facility.

- Notices may be provided in print (signage), mailing; electronically (website postings); telephone recordings; or directly to specified guests or seasonal campers, or by other reasonable methods.
- Visual notices will be provided in large clear print, using contrasting colours between text and background.

3. Placement of Notices

- Notices may be placed at entrances where the temporary disruption occurs;
- Notices may be posted at the site of the temporary program, service or facility disruption;
- Notices will be posted in obvious places. Reasonable efforts will be taken to ensure an unobstructed view of the notice;
- Staff should be cognizant of placing notices where they are visible to persons who may be using assistive devices, such as wheelchairs etc.

4. Notification Practices/ Applications

- Countryside Camp and Conference Centre Web site
In the case of planned or unplanned disruption to the website service of Countryside Camp and Conference Centre; an announcement will be posted indicating that Countryside Camp and Conference Centre is working to restore the site and service. It will also point the user to the alternate Countryside Camp and Conference Centre partner sites where they can find our content: Countryside Camp and Conference Centre's Facebook page.

- Countryside Camp and Conference Centre Phone system
 In the case of a planned or unplanned disruption to Countryside Camp and Conference Centre's phone system, (after the battery back up system has defaulted) the Managing Director will authorize the posting of a notice to the website emphasizing (if possible) e-mail as an alternative option for accessing service. Countryside Camp and Conference Centre does not use back up electrical generation equipment for its communication systems and internet access, so in the event of a power outage these planned notifications may not be possible to initiate.
- Countryside Camp and Conference Centre e-mail system
 In the case of a planned or unplanned disruption to Countryside Camp and Conference Centre's e-mail system, the Managing Director will arrange a web site posting emphasizing how to contact Countryside Camp and Conference Centre by phone.
- Automatic entrances to the Camp Office at 1985 Beke Road
 Countryside Camp and Conference Centre has two automatic doors at the entrance to their office at 1985 Beke Road. Countryside Camp and Conference Centre also has a staff family living on the site, who can help in the event that either or both doors is not operational.
 In the case of a planned or unplanned disruption to either or both of these doors, the Office Manager (in concert with Maintenance Manager) will create signage for the Maintenance Staff or Administration to post prominently at the site directing persons with disabilities to an alternative entrance. Should the disruption occur during the peak season of operation the Managing Director may also have the notice of disruption posted on the website: www.countrysidecamp.com.
- Countryside camp and Conference Centre Accessible Washrooms
 In the case of an accessible washroom being unavailable, the Maintenance Manager or seasonal maintenance staff will notify the Office Manager who creates notice for the Maintenance Staff or Administration to post at site, including location of alternate accessible washroom.