



Accessibility for Ontarians with Disabilities Countryside Camp Policy December 2023

Statement of Commitment

Countryside Camp and Conference Centre 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 disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirement under the Accessibility for Ontarians with Disabilities Act.

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Definitions:

"Countryside Camp" - shall include persons, employees, agents or service providers of goods or services for Countryside Camp.

"Service Animal" - means an animal, as defined, and certified in O. Reg. 429/07, used for the support of a person with a disability.

"Support Person" -means, in relation to a person with a disability, another person who accompanies him or her in order to help them with communication, mobility,

personal care or medical needs or with access to goods or services.

"Reasonable effort" - means that being mindful of the organizations budget size and resources these "efforts" would not compromise existing service or add significant expense that would jeopardize financial viability.

"Necessary" - in terms of information provided, would mean information that was required for guests to be able to acquire and access our services or respond in emergency situations.

"Public" - in terms of information provided, would mean potential and existing guests.

For More Information

Comments, questions, and feedback on Countryside Camp's Accessibility Policies can be provided by email, by telephone, in person or in writing, using the following contact information:

Email: info@countrysidecamp.com

Phone: 1-888-226-7722

Fax: 519-623-4558

Address: 1985 Beke Rd., RR#4, Cambridge, ON N1R 5S5

Accessible formats of this document are available free upon request from the Countryside Camp Office.

Standards for Customer Service

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

We understand that a guest or seasonal camper with a disability may require the use of assistive devices, service animals and/or support persons 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 own 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.

A service animal must meet the following two guidelines:

1. the animal is easily identifiable as relating to your disability (for example, it is a guide dog or other animal wearing a vest or harness)
2. you can provide documentation from a regulated health professional confirming the animal is required due to a disability

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

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.

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.

Employment

The Accessibility Standard for Employment will assist Ontario businesses and organizations make accessibility a regular part of recruitment, hiring, and supporting employees with disabilities. This policy will ensure that staff with disabilities are given equal opportunity to seek and gain employment at Countryside Camp and Conference Centre.

Hiring:

Countryside Camp and Conference Centre, the summer home of “Camp Shalom”, welcomes and encourages employment applications from all individuals, including individuals with disabilities. Because our organization is a non-profit, charitable organization with over 50 employees, we are committed to make every reasonable effort to be fair and accessible with regards to its employee practices.

By this notice; Countryside Camp will develop suitable individual employee accommodation plans and return-to-work policies for employees that have been absent due to a disability.

Information:

Countryside Camp and Conference Centre, the summer home of “Camp Shalom”, will endeavor to provide written information and other forms of communication in accessible formats in a timely manner upon request. Please be aware that content, information, and communication types noted below are exempted from compliance:

- written information and communication formats posted by third parties or
- written information and communication formats posted where we are not the originators.

Should requests for these types of communicates occur, we will make efforts to provide these documents but may need additional time.(Adrian to post this on the website)

Employee Notification Requirement:

Countryside Camp and Conference Centre will endeavor to serve you, our employee, and meet the new requirements of the Ontario’s Accessibility Standard for Employment.

Remember if we do not know that you have a disability we cannot provide you with or work towards a mutually agreeable accommodations plan to meet your professional development needs. This notification is confidential and should be communicated to the Managing Director, Program Director, or senior Department Leaders as soon as possible.

Barriers

Barriers are obstacles. Barriers to accessibility are obstacles that make it difficult - sometimes impossible - for people with disabilities to do the things most of us take for granted - things like going shopping, working, or taking public transit.

Barriers include:

- **Attitudinal** barriers are those that discriminate against people with disabilities.
- **Information or communications** barriers happen when a person can't easily understand information.
- **Technology** barriers occur when a technology can't be modified to support various assistive devices.
- **Organizational** barriers are an organization's policies, practices or procedures that discriminate against people with disabilities.
- **Architectural** and **physical** barriers are features of buildings or spaces that cause problems for people with disabilities.

Countryside Camp and Conference Centre is committed to identifying and removing accessibility barriers as we are able, as is reasonable, and as required by law. This will ensure that people with disabilities are given equal opportunity to obtain, use and benefit from Countryside Camp's programs and services without barriers to accessibility.

General Approach:

Countryside Camp's process for barrier removal includes the following steps:

- Identifying barriers that exist at Countryside Camp
- Assess the significance of the barriers and our ability to remove them
- Determining and prioritizing removal
- Create a plan for the removal
- Execute the plan
- Communicate the results upon completion to the necessary people