Multi-Year Accessibility Plan

Countryside Camp and Conference Centre

Revised and Approved: October 2026

Statement of Commitment

Countryside Camp and Conference Centre is committed to treating all people in a manner 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 with disabilities in a timely manner by preventing and removing barriers to accessibility and meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards, Ontario Regulation 191/11, as amended from time to time.

Purpose

Our Multi-Year Accessibility Plan outlines the policies and actions that Countryside Camp will put in place to prevent and remove barriers and improve opportunities for people with disabilities.

This plan works together with Countryside Camp's Accessibility Policy and other organizational policies and procedures.

Working Plan

Countryside Camp and Conference Centre serves as a large summer overnight camp and provides specialized programs for adults with disabilities. Our accessibility planning is designed and developed with our employees, guests, campers, mission, facilities, and unique geographical location in mind.

Countryside Camp recognizes that accessibility is an ongoing process. We will continue to identify barriers, consider opportunities for improvement, and incorporate accessibility into our operational and capital planning.

Implementation Steps

Countryside Camp will work toward the following items during the 2026–2029 planning period.

Employment

January – March 2026 Initiated — reviewed annually

- Maintain accessible recruitment and hiring practices and notify applicants that accommodation is available during the hiring process.
- Review personnel policies to ensure they reflect current accessibility requirements.
- Maintain appropriate individual accommodation and return-to-work processes for employees with disabilities.

- Provide accessible formats and communication supports to employees upon request where required.
- Develop a structure to accommodate accessibility needs during performance management, career development, and other employment practices.

Customer Service

March 2026 Initiated — reviewed annually

- Continue to provide programs, services, and facilities in a manner that respects the dignity and independence of people with disabilities.
- Provide people with disabilities an opportunity equal to others to obtain, use, and benefit from Countryside Camp's programs and services.
- Include appropriate accessibility information in guest, camper, and rental group information.
- Encourage guests and campers to notify Countryside Camp of accessibility needs or barriers.
- Continue to accommodate people with disabilities through assistive devices, service animals, support persons, and other appropriate measures.
- Maintain procedures for communicating temporary disruptions in accessible services or facilities.

Communication and Information

Ongoing — reviewed annually

- Provide information and communications in accessible formats upon request.
- Feb 2027 - Update accessibility feedback form on website
- Part of 2027 rebranding - Consider accessibility when developing new forms, documents, signage, publications, and digital communications.
- Review commonly used downloadable documents, including registration forms and information provided to campers, guests, and rental groups, for accessibility.
- Consider accessibility when selecting or updating online registration systems, payment tools, and other digital services.
- Maintain accessible methods for receiving feedback.
- Continue to make accessibility policies and plans publicly available.

Website Accessibility

February 2026 Initiated — reviewed every two years

- Continue working toward compliance with applicable WCAG 2.0 Level AA requirements for public website content under Countryside Camp's control.
- Review website content periodically for accessibility barriers.
- Consider accessibility when adding or substantially revising website content, forms, documents, and online services.
- Provide information through an accessible alternative format or communication method when necessary.

Training

June 2027 Initiated — reviewed annually

- Provide accessibility training to year-round employees, seasonal staff, volunteers, and other individuals as required by the AODA.
- Include accessibility training as part of staff and volunteer onboarding.
- Provide additional training when accessibility policies or procedures change.
- Improve record keeping of accessibility training, including the dates training occurred and the number of individuals trained for seasonal staff and volunteers.

Emergency Information

June 2027 Initiated — reviewed annually

- Provide individualized workplace emergency response information to employees with disabilities where required.
- Review individualized emergency information when an employee's accommodation needs or circumstances change.
- Consider accessibility when reviewing general emergency procedures.

Facilities and Barriers

October 2027 Initiated — reviewed annually

Countryside Camp will continue to identify and address accessibility barriers throughout its property and facilities.

The process will include:

1. Identifying accessibility barriers.
2. Assessing significance and feasibility.
3. Prioritizing improvements (ex. Hand rails)
4. Including accessibility improvements in maintenance, renovation, and capital planning where appropriate.

5. Implementing improvements as resources and circumstances permit.

Design of Public Spaces

When constructing or redeveloping applicable public spaces, Countryside Camp will consider the requirements of the Design of Public Spaces Standard under the AODA and applicable Ontario requirements.

This may include applicable outdoor paths of travel, accessible parking, outdoor eating areas, recreational or play spaces, and other public spaces.

Maintenance of Accessible Elements

Countryside Camp will maintain procedures for preventative and emergency maintenance of accessible elements in public spaces, where applicable.

Accessible elements such as pathways, ramps, accessible washrooms, entrances, and other accessibility features will be maintained as part of regular facility operations. Where an accessible element requires repair, Countryside Camp will take reasonable steps to address the issue promptly.

Temporary Disruptions

Countryside Camp will maintain procedures for dealing with temporary disruptions when an accessible element or service is unavailable.

Where a disruption occurs, notice will be provided in an appropriate manner, including information about the reason for the disruption, its anticipated duration where known, and available alternative arrangements where appropriate.

NOTE:
Countryside Camp is located in an environmentally significant area containing wetlands and various aquatic and terrestrial species. Environmental regulations, site conditions, and safety requirements may affect the ability to provide access to certain areas.

Countryside Camp will consider accessibility in the planning, maintenance, and development of its property while respecting applicable environmental requirements and safety considerations. Where direct access to a particular area is not feasible, alternative ways of experiencing and enjoying God's creation will be considered where appropriate.

Procurement and Operational Practices

Ongoing

Although not all AODA procurement requirements apply directly to Countryside Camp, accessibility will be considered when purchasing or acquiring significant goods, services, software, equipment, or facilities.

Where practical, Countryside Camp will consider whether accessibility features can improve access for employees, campers, guests, rental groups, and other users.

Feedback and Consultation

Ongoing

Countryside Camp welcomes feedback from people with disabilities regarding accessibility.

Feedback may be provided by telephone, email, in writing, in person, or through other appropriate methods.

Countryside Camp will consider accessibility feedback when reviewing programs, services, facilities, policies, and practices. Where appropriate, individuals requesting accommodation will be consulted regarding their specific accessibility needs.

Review and Update

Countryside Camp leadership will review progress against this plan annually and update it at least once every five years, or sooner where appropriate. The review will consider completed initiatives, outstanding barriers, feedback received, changes in applicable requirements, and emerging accessibility priorities.

Significant initiatives and progress may be presented to the Board of Directors as appropriate.

Reporting

Countryside Camp will complete and submit accessibility compliance reports where required under the AODA and applicable Ontario regulations.

Records relating to accessibility training, feedback, identified barriers, and other applicable compliance requirements will be maintained as required.

This plan will be made publicly available on the Countryside Camp website and provided in an accessible format upon request, at no charge.

For More Information

Comments, questions, and feedback regarding accessibility may be directed to:

Countryside Camp and Conference Centre
1985 Beke Road, RR#4
Cambridge, ON N1R 5S5

Email: info@countrysidecamp.com
Phone: 519-623-4860

Accessible formats of this plan are available free of charge upon request.

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