



Accessible Customer Service Plan

Dignity ♦ Independence ♦ Integration ♦ Equal Opportunity

Background

The Accessibility Standards for Customer Service, Ontario Regulation 429/07, were created under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The standards came into effect on January 1, 2008. The regulation sets out the obligations for certain persons, businesses and other organizations to provide goods or services in a way that is accessible to people with disabilities in Ontario.

Objectives

The objective of this policy is to ensure compliance with Regulation 429/07, Accessibility Standards for Customer Service. As part of compliance, Camp Mini-Yo-We will establish policies, practices, and procedures governing the provision of our goods and services to persons with disabilities so that its programs and services are communicated in a manner that takes into account an individual's disability and supports the principles of dignity, independence, integration, and equal opportunity.

Camp Mini-Yo-We's Accessible Customer Service Plan addresses communication, assistive devices, service animals, support persons, notification of service interruptions, staff training, feedback and suggestions, and the availability of our documents.

Definitions:

"Policies" – What we intend to do, including rules for staff

"Procedures" – How we will go about it or the steps staff are expected to take

"Practices" – What we do on a day-to-day basis, including how our staff offer or deliver our services.

"Camp Mini-Yo-We Inc" – shall include employees, seasonal staff or service providers of goods or services for Camp Mini-Yo-We.

"Disability" – means (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect, illness, or work related incident (b) a condition of mental impairment or a developmental disability (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language or (d) a mental disorder.

"Service Animal" – means an animal, as defined in O. Reg. 429/07, used for the support of a person with a disability. The need must be readily apparent or a doctor's letter must be provided to show that the animal is used for reasons relating to the 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.

"Dignity" – treated as valued and deserving

"Independence" – the freedom to make your own choices or, when appropriate, the freedom to do things your own way.

“Integration” – providing the same services, in the same place, in the same or similar way. However, at times alternate ways of serving people are needed to ensure integration. (i.e. TTY or email instead of phone service)

“Equal Opportunity” – having the same chances, options, benefits, and results as others. Equal opportunity requires treating individuals slightly differently so they can benefit equally from programs or services.

Communication

Policy:

We will communicate with people with disabilities in ways that take into account their disability. We will use reasonable efforts to respect the dignity and independence of persons with disabilities, that the provisions of our goods and services is integrated unless an alternate measure is necessary, and that people with disabilities are given an opportunity equal to that given to others, to obtain, use, and benefit from Camp Mini-Yo-We's programs and services.

Procedures and Practices:

1. As an organization, we will seek to:
 - a. remove barriers that hinder anyone accessing our customer service.
 - b. provide our information through a variety of media options.
 - c. provide a variety of Registrations methods for the convenience of our customers.
2. Staff who interact directly with customers will:
 - a. learn methods to communicate appropriately with those who have visible or invisible disabilities.
 - b. consider a person's disability when communicating with them, offering help that is appropriate, considering how people with various disabilities communicate.
 - c. ask the customer how we can best communicate with them if they appear to need assistance.
 - d. assist a customer in completing a form.
 - e. if appropriate, meet them in the parking lot with our information and services.
3. Our Marketing strategies will:
 - a. use design and alternatives to ensure a wide variety of accessing our information. We will incorporate accessibility features into our website. We will offer communications in Large Print versions of our printed materials.
4. Our Website will:
 - a. incorporate accessibility features into our website
 - b. post Accessibility information

Assistive Devices, Service Animals and Support Persons

Policy:

We understand that people with disabilities may require the use of assistive devices, service animals and/or support persons to access Camp Mini-Yo-We's programs and services. Any restrictions under other regulations that may interfere with such assistance will be identified and Camp Mini-Yo-We will use reasonable efforts to make alternative options available to our guests.

Assistive Devices (walkers, scooter, TTYs, Amplification Systems) - We allow the use of assistive devices, however, at this time, we do not provide Assistive Devices. MYW Staff will be available to assist customers, as appropriate.

Service Animals (guide dogs, hearing alert animals, seizure alert animals) - Service animals will be allowed wherever the general public is allowed. A person with a disability

accompanied by a service animal is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises (kitchens, First Aid centre), or by other health and safety requirements. If they are excluded, Camp Mini-Yo-We will ensure that other measures are available the person with a disability to obtain, use or benefit from our services.

Support Persons - Support Persons will be allowed to accompany a person with a disability, wherever the general public is allowed. In some cases, we may require a support person in order to protect the person with the disability or others on the premises. At this time, Camp Mini-Yo-We does not provide support persons.

For the Summer Camp program, external support persons may be permitted to accompany campers on a case-by-case basis, as approved by the appropriate Camp Director. Support persons will require a Police Check and Vulnerable Sector Check screening, and will be required to pay 50% of the regular fee. If approved, they will both be allowed to enter the premises and not be prevented from having access to each other.

For Outdoor Centre Guests, where a fee is applicable and a support person is required by the guest with a disability, the support person will be permitted to pay 50% of the regular rate of fees in order to attend.

Procedures and Practices:

Assistive Devices

1. We will learn about the devices we may come across when serving customers with disabilities
2. We will not touch or handle an assistive device without permission.
3. Not move items or equipment, such as canes and walkers, out of our customer's reach.
4. Respect our customer's personal space. We won't lean over him or her or on his or her assistive device.
5. Let our customer know about accessible features in the immediate environment (e.g., accessible washrooms, etc.).

Service Animals

1. If it is readily apparent that the animal is used by the person for reasons relating to his or her disability, we will not require proof that it is a service animal.
2. We will avoid making assumptions about the animal since not all service animals wear special collars or harnesses. If you're not sure if the animal is a pet or a service animal, ask your customer.
3. If there appears to be a question about the validity or necessity of the animal, we may require from the person a letter from a physician or nurse verifying that the animal is required for reasons relating to his or her disability. (If it is not obvious that the animal is a service animal, you are not required to allow the animal on your premises if the person does not have a letter from a physician or nurse, or an identification card from the Ministry of the Attorney General.)
4. We will remember that a service animal is not a pet and that it is a working animal. We will avoid touching or addressing service animals since they have to pay attention at all times.
5. Our customer is responsible for the care and supervision of their service animal. We are not expected to provide care or food for the animal.
6. Where an animal is excluded by law, or for health and safety reasons, from our premises, we will explain why the animal is excluded and will explore or discuss alternate ways of providing goods or services.
 - a. Bring goods or services to the person in a part of our premises where the animal is not restricted.
 - b. Offer a safe location where the service animal can wait, if the person is able to be separated from the animal while obtaining the service, and offer assistance to the person with a disability while he or she is separated from the service animal.

Support Persons

1. For the Summer Camp program:
 - a. External support persons may be permitted to accompany campers on a case-by-case basis, as approved by the appropriate Camp Director. If approved, they will both be allowed to enter the premises and not be prevented from having access to each other.
 - b. Support persons will require a Police Check and Vulnerable Sector Check screening
 - c. Support persons will be required to pay 50% of the regular fee.
2. For Outdoor Centre Guests, where a fee is applicable and a support person is required by the guest with a disability, the support person will be permitted to pay 50% of the regular rate of fees in order to attend.

Notice of Temporary Service Interruptions

Policy:

In the event of a planned or unexpected disruption (such as scheduled maintenance procedures, or unexpected occurrences, such as power outages) to services or facilities for customers with disabilities, Camp Mini-Yo-We will notify customers promptly to ensure that our customers and clients are aware of any such interruption and the impact that it may cause. The communication will include key information with respect to the reason for and duration of the interruption, and alternatives to the services being offered.

Procedures and Practices:

1. The notice will be posted at the Main gate.
2. The notice will be placed outside the Main Office door.
3. The notice will be posted in other relevant prominent locations on our premises.
4. When appropriate, the notice shall be placed on our website.

Training for Staff

Policy:

The AODA clearly outlines the training requirements for all staff, volunteers, contactors and third parties that act on our behalf with respect to the policy, practices and regulations. Such training will be provided to current staff, and will be part of the regular orientation for all new staff. All staff will be trained, but the level of training received will be based on that position's level of interaction with the public. Training will include the purposes of the AODA and the requirements of the standards. It will also include, but not be limited to, interacting and communicating with people with various disabilities, interacting with people who use assistive devices, service animals and/or support persons, and use of assistive devices and equipment associated with the services that we provide on our premises, as well as how to handle those situations when a person with a particular type of disability is having difficulty accessing our goods and services. Records will be kept to verify that training has taken place. Additional training will take place when changes are made to our accessible customer service plan.

Procedures and Practices:

Year Round Staff

Training will take place as part of new employee orientation.

Seasonal Staff (includes Program Staff, Operations Staff, and Outdoor Centre Staff)

Training will take place as part of our existing orientation and training sessions.

Third Party and Contractors

Training will take place via written communications.

Feedback and Suggestions

Policy:

Camp Mini-Yo-We regularly evaluates the level of service being offered to its guests. The most effective evaluation tool is the feedback received from guests and visitors.

Procedures and Practices:

All comments and feedback will be reviewed by the appropriate staff and steps will be taken to determine the best way to address any issues brought forward in a timely fashion.

Comments, questions, and feedback can be provided by email, by telephone, in person or in writing, using the following contact information:

Email: office@miniyowe.com
Phone: 1-888-226-7699
Fax: 1-705-385-2633
Address: 1878 Muskoka Rd 10 West, RR2
Port Sydney, ON P1H 1R9

Availability of Documents

Policy:

All policies, procedures and regulations will be made available to the public upon request.

Procedures and Practices:

1. Information will be posted on the Camp Mini-Yo-We's website (www.miniyowe.com),
2. Documents will be available in the Main Office.
3. When providing these documents to a person with a disability, the disability will be considered when determining the format in which the information will be shared.