ACCESSIBILITY PLAN

Current As Of: November 26, 2026

Introduction

Camp Mini-Yo-We is committed to providing equal access to our programs and facilities, including our buildings, structures, premises and accommodations to all persons, including those with disabilities. We respect the dignity and independence of everyone who visits our Camp and will make every reasonable effort to identify, remove and prevent barriers to accessibility in a timely manner. We are also committed to ensuring that opportunities for employment are equally available to candidates with disabilities and we will make all reasonable efforts at accommodation for our employees with disabilities so that they may excel at their jobs.

Past Achievements to Remove and Prevent Barriers

The following is an outline of the accessibility initiatives that Camp Mini-Yo-We has implemented to improve accessibility for people with disabilities and to meet requirements of the Accessibility for Ontarians with Disabilities Act.

1. Customer Service
    - Goods and services are provided in a manner that respects the dignity and independence of all customers. The provision of services to persons with disabilities is integrated wherever possible.
    - We upgraded our website in November 2018 and increased the visibility and ease of contacting us through an online contact form, as well as listing our phone number and email address for customers.
    - We implemented regular feedback surveys from camper families and guest groups to learn what we can do to better serve our customers. As of July 2016 all feedback is reviewed by a member of the leadership team. Customers that request follow-up receive a phone call or email promptly after providing feedback.
    - Previous customer feedback included:
        - Not all washrooms and meeting facilities are accessible. In response, both new meeting spaces (Portage Room and the Muskoka Hall) are fully accessible. All new buildings (including 4 new bathrooms inn 2019-2021) are fully accessible.
        - Noise levels are often high during worship. We encourage campers and staff to tell us when noise levels are too high and provide alternative seating options to accommodate.

2. Information & Communication
    - We have standardized all mailings, emails and online publications to ensure consistent word sizing and formatting.
    - We provide multiple methods of contact our Customer Care Team on the website now including phone, email and physical mail.

- We are regular contact with a website development company to understand best practices in regards to our website.

3. Employment
   - We encourage all qualified candidates to apply for employment or volunteer opportunities.
   - The summer staff and internship application process is online and each section of the application is explained in written text. Employment and volunteer applications can be provided in a paper format upon request.
   - Applicants are provided with telephone and email contact information so that they can contact the organization if they require an accommodation at any point during the hiring/employment process.
   - Camp Mini-Yo-We will work with hired individuals who request accommodation to develop an effective plan for the best accessibility in their physical work environment, their duties and the provision of feedback and evaluations.

4. Training
   - All staff and volunteers are required to receive training on how to appropriately interact with individuals with disabilities prior to the camp season, according to the Accessibility for Ontarians with Disabilities Act.

5. Design of Public Spaces
   - Our year-round facility now has ramps leading to all building types (sleeping accommodations, dining hall, washrooms, meeting spaces, etc.).
   - New washrooms have been designed around being barrier-free.

6 .Other
   - During summer camp, songs typically include both the written words and actions.
   - Our team is willing and eager to work with people to adapt programming to the abilities and assistive devices of guests. For example, we provide alternative seating locations during singing if it is too loud and alternative programming for children that cannot go swimming or participate in certain activities.

Ongoing Strategies and Actions

The following are projects and programs planned to continue to access and meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove barriers to people with disabilities.

1. Customer Service
   - Camp Mini-Yo-We will continue to evaluate programming and activities to ensure accessibility and compliance with AODA.
   - Camp Mini-Yo-We will continue to provide accessible customer service through phone, in person, e-mail and contact forms and will review and respond to customer service feedback to ensure accessibility and compliance with AODA.

2. Information & Communications
   - Camp Mini-Yo-We will evaluate the accessibility of it's website and continue to work towards making it more accessible for customers.
   - Camp Mini-Yo-We will ensure staff are aware of the opportunity to inform supervisors of the need for alternative accessibility and accommodation.

3. Training
    - Camp Mini-Yo-We will continue to require training from staff and volunteers to ensure accessibility and compliance with AODA and the Human Rides Code as it pertains to persons with disabilities.
    - Camp Mini-Yo-We will keep a record of training received by all staff and volunteers including the dates on which the training is provided and to whom the training was provided.
    - Camp Mini-Yo-We will provide ongoing training for permanent staff at least once annually as well as when any changes occur to our accessibility policy or plan.

4. Redeployment
    - The accessibility needs of employees with disabilities will be taken into account in the event of redeployment and appropriate accommodations made as deemed necessary.

5. Design of Public Spaces
    - As we continue to replace our washroom facilities between 2019 and 2021 we will ensure these new buildings are fully accessible for guests.
    - We will continue to ensure that any service disruptions are properly communicated to on-site guests through notices in relevant locations. We will work to reduce service disruptions when possible.

For More Information

For more information please contact us by phone at 705-385-2629 or by email at info@campmyw.com or check out our website at www.campmyw.com.

Standard and accessible formats of this document are free upon request.