

# Accessibility Plan & Policies

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## Accessibility Plan

Camp Kintail will develop, maintain, and document an Accessibility Plan outlining the Camp's strategy to prevent and remove barriers from its workplace and to improve opportunities for people with disabilities. The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the Camp's website. Upon request, Camp Kintail will provide a copy of the Accessibility Plan in an accessible format. Camp Kintail's Accessibility Plan includes the Integrated Accessibility Standards and Accessible Customer Service Standards.

## Our Mission

Camp Kintail responds to God's call by providing Christian hospitality and programming forming a community where people play, live, and grow in God's creation.

## Our Commitment

In fulfilling our mission, Camp Kintail strives at all times to provide its programs, goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our programs, goods and services and allowing them to benefit from the same services, in the same place, and in a similar way as other participants.

## Feedback Process

The ultimate goal of Camp Kintail is to meet and surpass expectations while serving participants with disabilities. Comments regarding how well those expectations are being met are welcome and appreciated.

- Feedback regarding the way Camp Kintail provides programs, goods and services, communication, employment, and public spaces to people with disabilities can be made by email and verbally. Accommodations will be made to provide this feedback mechanism in a format that meets the individual's needs.
- All feedback will be directed to the Executive Directors.
- Participants can expect to hear back in two days.
- Confidentiality will be respected.

Complaints will be addressed according to the procedures outlined by the Executive Director. Complaint procedures will be documented by the Executive Director and made available to the Camp Kintail Board.

Executive Director: Theresa McDonald-Lee

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# Accessibility for Ontarians with Disabilities (AODA): Integrated Accessibility Standards

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## **Purpose**

The Integrated Accessibility Standards Regulation or the IASR (Ontario Regulation 191/11) establishes the accessibility standards and compliance timeframes for each of Customer Service; Information & Communication; Employment; and where applicable, Transportation; and Design of Public Spaces.

The purpose of this policy is to outline how Camp Kintail achieves, and continues to achieve, the requirements of the IASR.

## **Policy Statement**

Camp Kintail recognizes the dignity and worth of every individual and seeks to create inclusive environments in which everyone, including persons with disabilities, is able to participate fully.

## **Mission**

Camp Kintail responds to God's call by providing Christian hospitality and programming forming a community where people play, live, and grow in God's creation.

## **Commitment**

In fulfilling our mission, Camp Kintail strives at all times to provide its programs, goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our programs, goods and services and allowing them to benefit from the same services, in the same place, and in a similar way as other participants.

Camp Kintail is committed to fulfilling its obligations under the Accessibility Standards for Customer Service (Ontario Regulation 429/07) as well as the Accessibility Standard for Communications, Employment, and Design issued under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

## **Accessibility Plan**

Camp Kintail will develop, maintain, and document an Accessibility Plan outlining the Camp's strategy to prevent and remove barriers from its workplace and to improve opportunities for people with disabilities. The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the Camp's website. Upon request, Camp Kintail will provide a copy of the Accessibility Plan in an accessible format.

## **Training**

Camp Kintail will provide training to employees, volunteers and all persons who provide goods, services or facilities on behalf of Camp Kintail on Ontario's accessibility laws, aligning with the Accessibility Standard for Customer Service, in conjunction with the Integrated Accessibility Regulations and the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties and needs of employees, and will cover:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- A review of the requirements of the Accessibility Standard for Customer Service, Ontario Regulation 429/07
- Instructions of how to interact and communicate with people with various disabilities, use of assistive devices, support animals and support persons.
- The Human Rights Code as it pertains to people with disabilities.
- Ongoing instructions in connection with changes to policies, practices, and procedures.

Records will be kept of training provided.

### **Self Service Kiosks**

Camp Kintail will take consideration for accessibility when designing, procuring, or acquiring self-service kiosks to better serve person with disabilities.

## **INFORMATION AND COMMUNICATIONS STANDARD**

### **Feedback**

The ultimate goal of Camp Kintail is to meet and surpass expectations while serving participants with disabilities. Comments on our programs, goods and services regarding how well those expectations are being met are welcome and appreciated.

- Feedback regarding the way Camp Kintail provides programs, goods and services to people with disabilities can be made by email and verbally. Accommodations will be made to provide this feedback mechanism in a format that meets the individual's needs.
- All feedback will be directed to the Executive Directors.
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Complaints will be addressed according to the procedures outlined by the Executive Director. Complaint procedures will be documented by the Executive Director and made available to the Camp Kintail Board.

### **Accessible Formats & Communication Supports**

Upon request, Camp Kintail will provide, or will arrange for the provision of accessible formats and communication supports for person with disabilities in a timely manner that takes into account the person's accessibility needs due to disability. Camp Kintail will consult with the person making the request in determining the suitability of an accessible format or communication support. Camp Kintail will also notify the public about the availability of accessible formats and communication supports.

## **Website**

Camp Kintail will ensure that our website content is complaint to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A and will be complaint to Level AA by 2021.

## **EMPLOYMENT STANDARD**

Camp Kintail is committed to fair and accessible employment practices through the employment life-cycle, beginning with the hiring process, and including performance management and redeployment processes.

### **Recruitment, Assessment, and Notice to Applicants**

Camp Kintail will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process. Camp Kintail will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Camp Kintail will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the need and dignity of the individual.

When an offer of employment is made, Camp Kintail will notify the successful candidate of its practices and procedures on accommodating employees with disabilities. Camp Kintail will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations. This information will be provided to new employees as soon as practicable after commencing employment.

### **Accessible Formats & Communication Supports for Employees**

Upon the request of an employee with a disability, Camp Kintail will consult with the employee to provide, or arrange for the provision of, accessible formats or communication supports required for the employee to perform their job duties and information that is generally available to other employees.

### **Workplace Emergency Response Information**

Camp Kintail will provide individualized workplace emergency response plans for employees with a disability, who risk not being able to evacuate safely in the event of an emergency. In a confidential manner, the supervisor will consult with the employee regarding their needs and develop an individualized plan as soon as practical after becoming aware of the need for an accommodation.

When the employee requires assistance, Camp Kintail will, with the consent of the employee, provide the workplace emergency response information to the person designated by Camp Kintail to provide assistance to the employee.

Camp Kintail will review the individualized workplace emergency response when the employee moves to a different location at Camp and/or when the employee's overall accommodations needs or plans are reviewed.

### **Documented Individual Accommodation Plans**

Camp Kintail will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communication supports provided will also be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

### **Return to Work Process**

Camp Kintail will facilitate the following steps to develop and put in place a process for developing individual accommodation plans and return to work policies for employees that have been absent due to illness, injury, or disability:

- We will require up to date medical documentation indicating the employee's work limitations and restrictions (if any)
- We will consult with the employee, develop a return to work plan with an individualized accommodation plan and
- We will implement an individualized accommodation plan to facility the employee's return to work.

Camp Kintail will work with the returning employee and other relevant stakeholders to develop an individual return to work plan to ensure a successful re-integration into the workplace.

### **Performance Management, Career Development, and Redeployment**

Camp Kintail will take into account the accessibility needs of employees with disabilities when:

- Completing the performance management process
- Providing career development
- Providing professional growth opportunities
- Promoting employees
- Reassigning/redeploying employees

## **DESIGN OF PUBLIC SPACES STANDARD**

Camp Kintail will meet the requirements of the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces which include:

- Outdoor play spaces
- Outdoor paths of travel
- Accessible parking
- Outdoor public eating spaces
- Service-related elements such as a reception counter and waiting area

In the event of a disruption to accessible parts of our public spaces, the public will be notified and alternatives will be provided.

## QUESTIONS ABOUT THIS POLICY

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications, employment, and design. If anyone has a question about the policy, or if the purpose of the policy is not understood, the questions and concerns can be directed to the Executive Director.

# Accessible Customer Service Standards

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## **Our Mission**

Camp Kintail responds to God's call by providing Christian hospitality and programming forming a community where people play, live, and grow in God's creation.

## **Our Commitment**

In fulfilling our mission, Camp Kintail strives at all times to provide its programs, goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our programs, goods and services and allowing them to benefit from the same services, in the same place, and in a similar way as other participants.

## **1. Providing Programs, Goods and Services to People with Disabilities**

Camp Kintail is committed to excellence in serving all participants, including people with disabilities and we will carry out our functions and responsibilities in the following areas:

### **1.1 Communication**

- We will communicate with people with disabilities in ways that take into account their disability.
- We will provide publications in formats that are accessible for people with disabilities.
- We will train staff and volunteers on how to interact and communicate with people with various types of disabilities.

### **1.2 Telephone Services**

- We are committed to providing accessible telephone services to our participants.
- We will train office staff/volunteers to communicate with participants over the telephone in clear and plain language and to speak clearly and slowly.
- We will offer to communicate with participants by email or TTY if telephone communication is not suitable to their communication needs, or is not available.

### **1.2 Assistive Devices**

An assistive device is any device that helps a person with a disability to do everyday tasks and activities.

- We are committed to serving people with disabilities who use assistive devices to participate in and benefit from our programs, goods and services. If barriers to the use of an assistive device exist, the barriers will be removed where reasonably possible.
- We will ensure that people are permitted to use their own personal assistive devices to access the site for camper & retreat programs.
- We will familiarize staff and volunteers with the various assistive devices that may be used by participants with disabilities while accessing our programs, goods and services.
- Camp Kintail will provide assistive devices it deems necessary for accessing applicable programs, goods and services.
- Staff and volunteers will be trained on how to use the assistive devices available on our premises, including: crutches, wheelchairs, ropes equipment, and sound equipment.
- Upon a participant's request, we will make every effort to provide the requested assistive device and/or service and to cover relevant financial expenses, upon approval from the Board.

### **1.3 Billing**

- We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email.
- We will answer any questions customers may have about the content of the invoice in person, by telephone, or by email.

## **2. Use of Service Animals and Support Persons**

- We are committed to welcoming people who are accompanied by a service animal on parts of our premises that are open to the public and other third parties, except where animals are excluded by law. Where an animal is excluded by law from the premises, or may affect the health and safety of other customers, other measures will be explored in order to provide service to the person with a disability.
- We will ensure that all staff, volunteers and others dealing with participants are trained on how to interact with people who are accompanied by a service animal.
- We are committed to welcoming people who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Camp Kintail with his or her support person.

- Fees will not be charged for support persons accompanying a participant to Camp Kintail.

### **3. Notice of Temporary Disruption**

Camp Kintail will provide participants with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available. The notice will be delivered to participants through Camp Kintail's website, an email or voicemail, and posting information on the premises.

### **4. Training for Staff and Volunteers**

Camp Kintail will be responsible for coordinating training for all employees, volunteers and others who deal with participants or other third parties on our behalf, and all those who are involved in the development and approvals of accessibility policies, practices and procedures. All staff will be trained during our Staff Orientation & Training events.

This training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard.
- Interacting and communicating with individuals with various disabilities.
- How to interact with people who use an assistive device or require the assistance of a service animal or support person.
- What to do if a person with a disability is having difficulty in accessing Camp Kintail's services.
- How to use equipment or devices available on site that may help in providing services. This includes the sound system, the ropes accessibility equipment, and the ramps.
- Camp Kintail's policies, practices, and procedures relating to the customer service standard.

Ongoing training will be provided in connection with any changes to the policies, practices, and procedures relating to the provision of services to people with disabilities.

### **5. Feedback Process**

The ultimate goal of Camp Kintail is to meet and surpass expectations while serving participants with disabilities. Comments on our programs, goods and services regarding how well those expectations are being met are welcome and appreciated.

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## **6. Modifications to this or Other Policies**

We are committed to developing accessibility policies that respect and promote the dignity and independence of people with disabilities.

- No changes, therefore, will be made to this policy before considering the impact on people with disabilities or their families.
- Any policy of Camp Kintail that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **7. Questions about This Policy**

This policy seeks to achieve service excellence to participants with disabilities. If anyone has a question about the policy, or its purpose, an explanation or reply will be provided by Theresa McDonald-Lee (Camp Kintail Executive Director & Accessibility Officer).

