



## **Onondaga Camp – Accessible Customer Service Policy**

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### **Purpose**

Onondaga Camp is a residential Children’s Summer Camp. Onondaga Camp strives to provide its goods and services to all customers, including people with disabilities. This policy establishes the accessibility standards for customer service for Onondaga Camp, in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* and Ontario Regulation 429/07. This policy applies to all employees of Onondaga Camp., agents, volunteers, contracted service staff and customers.

### **Policy Statement**

Onondaga Camp is committed to providing exceptional and accessible service to its customers. Goods and services will be provided in a manner that respects the dignity and independence to all customers. The provision of services to persons with disabilities will be integrated wherever possible. Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the goods and services provided by and on behalf of Onondaga Camp.

### **Policy Requirements**

Onondaga Camp will carry out our duties and responsibilities in the following areas:

### **Use of Guide Dogs, Service Animals and Support Persons**

**Guide Dogs and Service Animals:** If a person with a disability is accompanied by a guide dog or other appropriately qualified service animal, Onondaga Camp will ensure that the person is permitted to be on site with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law. Where a service animal is excluded by law, Onondaga Camp will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from Onondaga Camp’s goods and services. The service animal must be under the care and control of the individual at all times.

*Definition of a Guide Dog* - dog trained as a guide for a blind person and having the qualifications prescribed by the Blind Persons’ Rights Act R.S.O. 1990, c. B.7, s. 1 (1).

*Definition of a Service Animal* - is an animal for a person with a disability, if it is readily apparent that the animal is used by the person for reasons relating to his/her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

**Support Persons:** a person with a disability may be accompanied by an appropriate support person on our premises. Onondaga Camp will ensure that both persons are permitted on our premises and that the person with a disability is not prevented from having access to the support person.

Onondaga Camp may require a person with a disability to be accompanied by an appropriate support person when on our premise, if such a person is necessary to protect the health or safety of the person with a disability or the health or safety of others on site. If an amount is payable by a support person for admission, or otherwise, Onondaga Camp will ensure notice is given in advance about the amount.

*Definition of a Support Person* – any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability to aid him or her with communication, mobility, personal care or medical needs or access to goods and services.

### **Notice of Temporary Disruption**

Onondaga Camp shall provide notice of disruption of services to the public. Any Notice of Disruption will contain the following:

- Reason for the disruption
- Anticipated duration
- Alternative facilities or services, if available.

Onondaga Camp will provide such notice in at least one of the following methods:

- Notice physically posted at the site of the disruption
- Notice on our website ([www.onondagacamp.com](http://www.onondagacamp.com))
- Notice at the entrance of the Camp office
- **Accessibility Training**

Every person who deals with members of the public or who participates in developing Onondaga Camp's policies, practices and procedures governing the provision of goods and services to the public; including employees, volunteers, agents, contracted service staff and others who provide service on behalf of Onondaga Camp will receive training regarding the provision of goods and services to persons with disabilities.

Training will be provided to each person according to his or her needs and duties, as soon as is possible after he or she is assigned to the applicable duties. Training will be provided on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. A record of the dates on which training is provided and the number of individuals to whom it is provided will be kept.

Training will include the following information:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of Regulation 429/07.
- How to interact and communicate with persons with various types of disabilities.
- How to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or support person.
- How to use equipment and devices available at Onondaga Camp to help people with disabilities to access goods and services.
- What to do if a person with a disability is having difficulty accessing Onondaga Camp's goods and services.

### **Feedback Process**

Onondaga Camp accepts feedback from the public in a variety of methods including:

- Phone
- In person
- Fax

- Mail
- Email
- Via feedback forms

All feedback is reviewed by the Director. Complaints are investigated and follow up is provided to the customer if requested.

### **Notice of availability of documents**

Onondaga Camp will provide the public notice of the availability of the documents in a timely manner, required by the Accessibility Standards for Customer Service, (O. Reg 429/07) upon request. Notice of availability will be provided on our website ([www.onondagacamp.com](http://www.onondagacamp.com)) and through other printed methods.

### **Format of documents**

If Onondaga Camp is required, by legislation, to provide a copy of a document to a person with a disability, we will take into account the person's ability to access the information. Onondaga Camp will provide the document or information contained in the document in a format that meets those needs as agreed upon with the person.

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