



## **Onondaga Camp – Multi-Year Accessibility Plan**

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Onondaga Camp is an overnight Children’s Summer Camp. Onondaga Camp strives to provide its goods and services to all customers, including people with disabilities. This accessibility plan outlines the policies and actions that Onondaga Camp will put in place to improve opportunities for people with disabilities.

### **Statement of Commitment**

Onondaga Camp is committed to ensuring equal access and participation for people with disabilities. We are committed to treating all people in a way 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 and will do so by preventing and removing and preventing barriers to accessibility and meeting accessibility requirements under Ontario’s accessibility laws.

### **Accessible Emergency Information**

Onondaga Camp is committed to providing customers with publicly available emergency information, plans or public safety information in an accessible way upon request. This information will also be available to the public.

Onondaga Camp will continue to provide employees with disabilities with individualized emergency response information when necessary, and as soon as practically possible. Onondaga Camp has a process for documenting issues of accessibility and for providing accommodation for individualized accessible emergency response information. We will continue to review the individualized workplace emergency response plans when necessary (ie. the role/living location of the employee changes and/or there is a change in disability.)

### **Accessibility Policies and Plans**

Onondaga Camp will continue to develop, implement and maintain a multi-year plan that outlines ways to identify, prevent and remove barriers for people with disabilities within our organization.

### **Training**

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.

### **Information and Communications**

Onondaga Camp is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Onondaga Camp accepts feedback from the public in a variety of methods including by phone, in person, by fax, mail, email and via feedback forms. All feedback is reviewed by the Director. Complaints are investigated and follow up is provided to the customer if requested. A feedback process has been established and is available on our website.

Our website has been updated to be user friendly for people with a range of needs. For any upcoming changes or improvements to our website we will work with our web developer to ensure compliance with WCAG 2.0, Level AA.

## **Customer Service Standard**

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. Employee training will be provided and tracked on customer service standards. A copy of our Accessible Customer Service Policy is available on our website.

Onondaga Camp employees, when communicating with a person with a disability, will do so in a manner that takes into account the person's disability.

Onondaga Camp will ensure that a person accompanied by a guide dog or other appropriately qualified service animal person is permitted to be on site with the animal and to keep the animal with them 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.

Persons with disabilities may use assistive devices in the access of goods and services. 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.

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.

## **Employment Standard**

Onondaga Camp values the diversity of people. We welcome and encourage employment applications from people with disabilities. We are committed to having recruitment and assessment processes which are both fair and accessible.

Accommodation will be provided, on request, to support candidates taking part in all aspects of the employment selection process.

If an employee has been absent due to a disability Onondaga Camp is committed to developing individual accommodation and return-to-work plans. Onondaga Camp has return to work and accommodation plan worksheets to be used with employees as needed. The implementation of these policies will be continued to be assessed and we are committed to using feedback from employees to assist with improvement.

## **Performance Management, Career Development**

If Onondaga Camp is using performance management it will be assessed on an individual basis based on the accessibility needs of employees with disabilities. Career development will also be considered on an individual basis.

## **Design of Public Spaces**

Onondaga Camp is committed to meeting the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include: recreational trails, outdoor play spaces, outdoor paths of travel and stairs, service-related elements like counters and waiting areas.

Onondaga Camp prevents service disruptions when possible by scheduling maintenance during 'off season' times when customers are not present and by having maintenance staff on call 24 hours for emergency repairs when customers are on site. Onondaga Camp provides notice of disruption of services to the public. Any Notice of Disruption will contain the reason for the disruption, the anticipated duration and alternative facilities or services, if available. Notice will be provided in at least one of the following ways: physically posted at the site of the disruption, on our website ([www.onondagacamp.com](http://www.onondagacamp.com)) and/or at the entrance of the Camp office.

## **Contact Details**

For more information, please contact our office:

Phone: 416-482-0782

Email: [camp@onondagacamp.com](mailto:camp@onondagacamp.com)

Accessible formats of this document are available free upon request.

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