



Accessibility for Ontarians with Disabilities Act

IAWAH Policy

March 2023

Statement of Commitment

IAWAH is committed to creating equal access to our programs and facilities 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 barriers to accessibility, providing equal opportunities for employment and meeting the accessibility requirements under the Accessibility for Ontarians with Disabilities Act, as we are able, as is reasonable, and as required by law.

Background

The Accessibility Standards for Customer Service 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. This policy will ensure that people with disabilities are given equal opportunity to obtain, use and benefit from IAWAH's programs and services.

Accessibility Plan

Camp IAWAH 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 persons with disabilities.

The Accessibility Plan will be reviewed and updated as required, but at a minimum, every 3 years, and will be posted on the Camp's website. Upon request, Camp IAWAH will provide a copy of the Accessibility Plan in an accessible format.

Definitions:

IAWAH - shall include persons, employees, agents or service providers of goods or services for IAWAH.

Guide Dog - means an animal, specifically a canine as defined in the Blind Persons Act. "Service Animal" - means an animal, as defined in O. Reg. 429/07, used for the support of a person with a 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.

Reasonable effort - means that being mindful of the organization's budget size and resources these efforts would not compromise existing service or add significant expenses that would jeopardize financial viability.

Necessary - in terms of information provided, would mean information that was required for guests to be able to acquire and access our services or respond in emergency situations.

Public - in terms of information provided, would mean potential and existing guests.

1. Customer Service Standards

Camp IAWAH is committed to excellence in serving all customers including people with disabilities.

IAWAH will make every reasonable effort to ensure that its programs and services are:

- provided in a manner that respects the dignity and independence of persons with disabilities.
- communicated in a manner that considers an individual's disability identical to those available to people without disabilities, unless an alternate measure is necessary to ensure a person with a disability can safely obtain, use or benefit from the goods and services.

Assistive Devices, Service Animals and Support Persons

We understand that people with disabilities may require the use of assistive devices, service animals and/or support persons to access IAWAH's programs and services.

People with disabilities may use their own personal assistive devices. A person with a disability may enter any premise of Camp with that assistive device unless not allowed by law. If barriers to the use of an assistive device exist, the barriers will be removed where reasonably possible. Customers will be made aware that should a guest or camper require an assistive device they are to contact IAWAH to discuss arrangements prior to registering for any camp program or retreat.

For the summer camp program, qualified campers are allowed an external support person to accompany them on a case-by-case basis. IAWAH will provide a qualified support person, when available, for one-to-one ratio support, for an additional fee. The support personnel must be qualified to meet the specific needs of the individual and will be assessed on a case by case basis through an intake process.

For group retreats, in the event 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 half the regular rate of fees to attend.

Service animals

Service animals are allowed to enter the Camp premises with any person with a disability, except where animals are not allowed by law. Where an animal is not allowed by law, alternate options will be explored to provide the service to the person with a disability. Where there is a risk to the health and safety of another person due to the presence of a service animal, options will be explored prior to excluding the service animal.

2. Information and Communication

IAWAH 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 and will communicate in ways that take into account their disability.

General Principles

All public policies, procedures and regulations will be made available upon request. All necessary information will be posted on the IAWAH website and documents will be available in the main office. 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 and at no extra cost.

Feedback Process

IAWAH welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided verbally to a staff member, in writing, or through other accessible format and communication supports. 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.

IAWAH is in regular contact with our website developer to understand best practices regarding our website and will ensure that all new or significantly updated websites will conform with the WCAG 2.0 Level A standard at the time of development.

Accessible Emergency Communication

We are committed to providing emergency information in an accessible way upon request. We will also provide those with disabilities individualized emergency response information and assistance when necessary.

Emergency Information

IAWAH will provide emergency information for guests and staff with disabilities in an accessible format, when requested. IAWAH will ensure that our guests know to request this information.

Emergency Assistance

Arrangements will be made in advance for guests and staff who would need assistance during an emergency due to a disability where a person requires assistance, IAWAH will, with the consent of the person, provide the workplace emergency response information to the person designated by IAWAH to provide assistance to the guest or employee.

Individualized emergency plans will be created when necessary, following the format below:

1. Review emergency information and procedures.
2. Assess the requirements of the individual and their needs regarding notification of an emergency and their abilities to follow the emergency.
3. Develop an individualized plan.
4. Practice the plan as needed.
5. Evaluate the plan in an agreed upon timeframe, or if the individual's situation changes.

IAWAH will reference the Ontario government's "Sample Employee Emergency Worksheet" and "Employee Emergency Response Information Template" in creating these individualized plans.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, IAWAH will strive to ensure that our customers and clients are aware of any such interruption and the impact that it may cause.

This clearly posted notice will include key information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available, and when appropriate, shall be placed on our website.

3. Employment

Background

The Accessibility Standard for Employment will help Ontario businesses and organizations make accessibility a regular part of finding, hiring, and supporting employees with disabilities. This policy will ensure that staff with disabilities are given equal opportunity to seek and gain employment at IAWAH.

IAWAH is committed to make every reasonable effort to be fair and accessible with regards to its employment practices.

Recruitment Assessment or Selection Process

Camp IAWAH will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Camp IAWAH 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 IAWAH will consult with the applicant and provide, where possible, or arrange for the provisions of a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.

Notice to Successful Applicants

When making offers of employment, Camp IAWAH will notify the successful applicant of its policies for accommodating employees with disabilities.

Accommodation Plan

IAWAH will take 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 a disability.

- Identify individual needs Assess the needs
- Create an individual accommodation plans
- Put the accommodation plan into practice.
- Evaluate the accommodation plan on an ongoing basis, with an agreed upon timeframe.

We will ensure the accessibility needs of employees with disabilities are considered for employment communication and performance appraisals.

IAWAH will consider the accessibility needs of their employees and build these into our human resources practices.

Training Employees and Volunteers

IAWAH will provide training to employees, volunteers, and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and other staff members.

General Principles

Training will be provided to current staff and will be part of the regular orientation for all new staff. All staff will be trained, and the level of training received will be based on their position.

Records will be kept verifying that training has taken place.

Training will include the purposes of the AODA and the requirements of the standards.

Training Specifics - Customer Service

Customer Service training will 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. Training received will be based on that position's level of interaction with the public.

Employment

Supervisors will be trained on the policies provided in the Employment section of this document. Training will occur on a yearly basis or when new staff, as outlined above, are hired or assigned.

Information and Communication

All staff responsible for creating information or communications for guests or staff will be trained on the policies provided in the Information and Communications section of this document. Training will occur on a yearly basis or when new staff, as outlined above, are hired or assigned.

Emergency Information

Program Coordinators and Directors will be trained on the policies provided in the Accessible Emergency Communication section of this document. Training will occur on a yearly basis or when new staff, as outlined above, are hired or assigned.

4. Design of Public Spaces

We will meet accessibility laws when building or making major changes to public spaces. This will include;

- New Buildings
- Major renovations to existing buildings
- Trail networks
- Play areas

Actions and Timelines - The Removal of Barriers

This plan will be reviewed every 3 years at a minimum

1. **Attitudinal barriers** are those that discriminate against people with disabilities. Information or communications barriers happen when a person can't easily understand information.

Action - Employment - Spring 2023

- A training program will be implemented in all seasonal staff training
- yearly training for supervisors will be implemented

2. **Technology barriers** occur when a technology can't be modified to support various assistive devices.

Action - Information and Communication - Spring/Summer 2023

- Feedback mechanism needs to be set up on the website and accessible
- Review our website design and make any necessary changes with all major updates

3. **Organizational barriers** are an organization's policies, practices or procedures that discriminate against people with disabilities.

Action - Customer Service - Spring 2023

- Consult professionals to assist in the design of an intake process for campers
- Ensure documents available at the main office are available in different formats for those with disabilities
- Emergency response information for those with disabilities
 - Follow the emergency assistance plan as outlined above

4. **Architectural and physical barriers** are features of buildings or spaces that cause problems for people with disabilities.

Action - Design of public spaces

- Any new build or major renovation moving forward will follow accessibility standards.

IAWAH's process for barrier removal includes the following steps:

- Identifying barriers that exist on property.
- Assess the significance of the barriers and our ability to remove them.
- Determining and prioritizing removal
- Create a plan for the removal.

- Execute the plan.
- Communicate and record the results upon completion to the necessary people.

For More Information

Comments, questions, and feedback on IAWAH's Accessibility Policies can be provided by email, by telephone, in person or in writing, using the following contact information:

Email: info@iawah.com Phone: 613-483-7226
304 Iawah Rd., Godfrey ON K0H 1T0