



# **Camp Oochigeeas**

## **Accessible Community Service Policy**

### **For Providing Goods, Services and**

### **Facilities to People with Disabilities**

#### **Introduction**

Camp Oochigeeas is a privately funded, volunteer based organization that provides kids with cancer and kids affected by childhood cancer with a unique opportunity for growth through challenging, fun, enriching and magical experiences.

Camp Oochigeeas strives for excellence in serving all members of its community including people with disabilities. We are committed to meeting the accessibility needs of such persons in a timely manner. We will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act, 2005 and the Customer Service Standards set out in Regulation 191/11 (the “Standards”).

The Camp Oochigeeas community (“Community”) includes campers, their families, program participants, donors, volunteers, staff, customers and those who rent its facilities.

#### **Assistive devices**

We will ensure that our staff members are trained and familiar with various assistive devices that may be used by Community members with disabilities while accessing our goods, services or facilities. If an assistive device presents a significant and unavoidable health or safety concern or is not permitted for other reasons, we shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from our goods, services or facilities.

#### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

#### **Service animals**

We welcome people with disabilities and their appropriately qualified service animals. When we cannot readily identify through visual indicators that an animal is a service animal, our staff may ask a person to provide documentation from a regulated health professional that confirms that the person requires the service animal for reasons relating to

their disability.

Service animals are allowed on the parts of our premises that are open to our Community, to the extent permitted by law. If a service animal is excluded by law from all or part of our premises, we shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from our goods, services or facilities. The service animal must be under the care and control of its master at all times.

## **Support persons**

A person with a disability who is accompanied by an appropriately qualified support person will be allowed to have that person accompany them on our premises.

Camp Oochigeas may require a person with a disability to be accompanied by an appropriately qualified support person when on our premises if, after consulting with the person with a disability and considering the available evidence, we determine that: (a) a support person is necessary to protect the health or safety of the person with a disability or of others on the premises; and (b) there is no other reasonable way to provide such protection.

If an amount is payable by a support person in connection with that person's presence on our premises, we shall ensure that notice is given in advance about that amount. If we require a person with a disability to be accompanied by a support person, then we will waive any such amount for that support person.

## **Notice of temporary disruption**

In the event of a planned or unexpected disruption to any of Camp Oochigeas' facilities or services that are used by persons with a disability to benefit from our goods, services or facilities, we will notify the public thereof. A clearly posted notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed on our website [www.ooch.org](http://www.ooch.org) and a hard copy will be posted at the site of the disruption.

## **Training**

Camp Oochigeas will ensure that the following persons receive training: (a) every person who is an employee of, or a volunteer with, Camp Oochigeas; (b) every person who participates in developing our policies; and (c) every other person who provides goods, services or facilities on our behalf. This training will be provided to each such person as soon as practicable after he or she is assigned relevant duties. Training will also be provided on an ongoing basis in connection with changes to this Policy.

Training will include:

- A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Standards

- A review of this Policy
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use equipment and devices available on Camp Oochigeas' premises or otherwise provided by us that may help with the provision of goods and services to a person with a disability
- What to do if a person with a disability is having difficulty accessing Camp Oochigeas' goods and services

## **Feedback process**

Anyone who wishes to provide feedback on the way Camp Oochigeas provides goods, services or facilities to people with disabilities, or on this feedback process, can contact us at 464 Bathurst Street, Toronto, Ontario, M5T 2S6 (416-961-6624) or via email at [oochigeas@ooch.org](mailto:oochigeas@ooch.org). We will ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, upon request. All feedback will be directed to our Director, Programs. A response will be provided within 14 days. Complaints will be addressed according to our regular complaint management procedures.

## **Availability of Documents**

Copies of the documents that Camp Oochigeas is required by the Standards to prepare are available upon request. If a document is requested by a person with a disability then we will: (a) provide, or arrange for the provision of, the document, or the information contained in the document, to the person in an accessible format or with communication supports; (b) consult with the person to determine the suitability of an accessible format or communication support; (c) do so in a timely manner; and (d) do so at a cost that is no more than the regular cost charged to other persons.