



## ACCESSIBLE CUSTOMER SERVICE POLICY

### Statement of Commitment

**Unicamp is committed to excellence in serving campers, staff and volunteers with disabilities consistent with the Accessibility for Ontarians with Disabilities Act (AODA). Unicamp will strive to meet the accessibility needs of persons with disabilities in a timely manner.**

- Unicamp is not required to meet many of the higher standards (beyond Customer Service) under the Accessibility for Ontarians with Disabilities Act (AODA) as a non-profit camp and as we are a small organization. Unicamp complies with all legislation, but we cannot meet everyone's needs. We will try our best to meet accommodation requests.
- This Customer Service policy applies to those that are served by Unicamp: campers, seasonal campers, children and youth who attend camp and their families, day pass holders, and event renters.
- This Customer Service Policy is based on the AODA Customer Service Standards which apply to all organizations with one or more employees. This is a work in progress, aiming to set standards at Unicamp that:
  - Establish policies, practices and procedures on providing goods or services to people with disabilities.
  - Use reasonable efforts to ensure that Unicamp policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
  - Communicate with a person with a disability in a manner that takes into account their disability.
  - Allow people with disabilities to be accompanied by their guide dog or service animal in most areas (See Dogs at Camp / Service Animal Policy).
  - Lists any available assistive devices provided by Unicamp and sets a policy on allowing people to use their own personal assistive devices to access Unicamp and its programming.
  - Permit people with disabilities who use a support person to bring that person with them and provide notice on what admission, if any, would be charged for a support person of a person with a disability.
  - Provide notice when facilities or services that people with disabilities rely on are temporarily disrupted.

- Establish a process for people to provide feedback on how Unicamp provides goods or services to people with disabilities and how we will respond to any feedback and take action on any complaints.
- Confidentiality of Accommodation Requests
- Train staff, volunteers, and anyone who represents Unicamp in this policy and its standards.
- Notify customers that documents required under the customer service standard are available upon request.
- When giving documents required under the customer service standard to a person with a disability, provide the information in a format that takes into account the person's disability.

**Unicamp shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:**

- Services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from Unicamp's services.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from Unicamp's services.

**This Customer Service Policy is based on the following Values, as determined by AODA:**

- Dignity – provide service in a way that allows the person with a disability to maintain self-respect and the respect of other people.
- Independence – a person with a disability is allowed to do things on their own without unnecessary help or interference from others.
- Integration – provide service in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless a different way is necessary to enable them to access goods, services or facilities.
- Equal opportunity – provide service to a person with a disability in such a way that they have an equal opportunity to access your goods, services or facilities as what is given to others.

## **Communication**

- Unicamp will make reasonable efforts to communicate with each person with a disability in a manner that takes into account their disability.
- Once an accommodation request has been received, reviewed and accepted, Unicamp will offer options for communication with its users (listed under assistive devices), especially when prolonged communication is necessary (when contracts for event rentals or seasonal campership are signed, for example).
- When prolonged communication is necessary, Unicamp will verify the optimal method of communication at least once a year.

## **Service Animals at Unicamp**

Those with service animals are welcome to public spaces within Unicamp. The animal must be identified in one of two ways: wearing an identifying vest, or documentation from a regulated health professional confirming that the owner requires the animal for reasons relating to a disability. Service dogs must be kept on their leash/harness and under the full control of their user/owner at all times. Campers are encouraged to alert the Camp Director of their situation before their arrival at Unicamp. Note: Service Animals are never allowed in the kitchen at Unicamp, due to health regulations.

Further information can be found in our Dog and Service Animal Policy.

## **Assistive Devices at Unicamp**

Unicamp will train our staff to be familiar with various assistive devices that may be used by our campers, staff and volunteers with disabilities while accessing our camp and services. An assistive device is a piece of equipment a person with a disability uses to help them with daily living (e.g., a wheelchair, screen reader, hearing aid, cane or walker, an oxygen tank).

- Unicamp currently offers the following to help people with disabilities:
  - Ramps to access each major building, including Dining Hall.
  - A wheelchair can be reserved and used at no cost. This wheelchair with large wheels can be used at beach areas and some of our trails.
    - The wheelchair requires regular maintenance to ensure it is still in working condition.
  - Mostly Barrier-free Cottage that is available at a discount to those with a disability (Currently, Tom's Cottage A or B. Dave's Cottage will be ready

for the 2021 Season). These cottages have mostly accessible bathrooms, showers, and kitchens. (Contact Unicamp for specific information to see if it meets your needs).

- Shower and washroom at the Program Centre has been built with reduced barriers.
- Limitations at Unicamp: There are some areas within Unicamp that are NOT accessible. While we are working to improve these conditions, please note the following:
  - No Accessible Bathrooms by Trails
  - No Accessible Bathroom at Beaches
  - No Accessible Bathroom at Dining Hall
  - Program Center Washroom requires support person; turning radius is for a small wheelchair.
  - No outdoor Accessible shower.
  - “Walk In” sites that cannot be accessed with a car: Site #'s 22, 41, 68, 69 and Group Site.
  - All Dorms have stairs.
- Other Potential Assistive Measures for Unicamp, Accessible Formats, and Communication Supports:
  - Website in simple layout.
  - A Staff member at Admin can read any printed information aloud to the person directly
  - Registrar available by phone during Open Season (May - October)
  - Large-print copies of important Policies available at Admin

Assistive devices may be brought to Unicamp. Campers are encouraged to notify Unicamp admin about assistive devices they will bring. Unicamp hopes to evaluate and address any risks or dangers for customers entering the premises with assistive devices (e.g., an open flame could be dangerous for someone with an oxygen tank).

### **Support Persons at Unicamp**

A camper, staff or volunteer with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

- The nightly rate / day pass fee will be waived for a Support Person, upon request, when required in order to access Unicamp or its programming.
- Special Circumstances, such as a child requiring a support person during Children’s Camp, will be dealt with on a case-by-case basis by the Camp Director, with support of the Executive Director and Board.

## **Informing Customers When Accessible Services are Temporarily Unavailable**

Sometimes accessibility features or services require repair or are temporarily out of service, such as a ramp undergoing construction. We will announce this information on a sign at Admin, on our social media, and by making reasonable efforts to contact those whose reserved time at Unicamp will be impacted. Unicamp will:

- prepare a template notice in advance and state the reason for the disruption, how long the service or facility will be unavailable and a description of alternative facilities or services, if available

## **Feedback**

Feedback is a good way for Unicamp to understand the impact of our services on our campers. Customers with a disability may wish to provide feedback about our services. This is how they can provide feedback:

- In person or by proxy.
- By telephone 519-925-6432
- In writing
- By Email (exec.director@unicampofontario )
- Through a Google Form / Survey Monkey (currently in development)

Customers can expect to hear back regarding their feedback within 5 business days. Unicamp ensures to communicate our response in an accessible format and/or with communication support as requested by the customer.

In general, the Camp Director will receive and respond to feedback, in consultation with the Executive Director (who will relay information to the Board). If any minor change is required onsite, the Camp Director has the authority to do what is required. If a larger issue, policy, or major changes to Unicamp building or property is referred to in this feedback, the Camp Director, Executive Director, and Board will collaborate on an appropriate response and course of action.

## **Staff and Volunteer Training**

We welcome enquiries about challenges with mobility, sensory overload, low vision and other disabilities. Every person who deals with our guests receives training regarding the provision of goods and services to persons with disabilities. The training includes how to listen carefully to

all needs, how to communicate with persons with various types of disabilities and to respond to unique situations. Unicamp staff strive to offer services in a responsive and respectful manner. All Unicamp staff and Board members are trained yearly on accessible customer service and how to interact with people with different disabilities. The Board President keeps track of which Board members have attended training; the Camp Director keeps track of which staff members have attended training.

### **Maintaining Confidential Records**

Accommodations requests and documentation (such as for Service Animals) are kept in a folder accessible only by the Camp Director and Executive Director for up to five years. Incoming Camp Director(s) and/or Executive Director(s) will receive access to this folder along with a copy of this policy, to ensure decisions are not lost with staff changeover.

Information will only be shared with other staff members on a need-to-know basis. The Board is informed when accommodation requests are made and fulfilled, but will not receive any specific information about the requests.

### **Limitations**

Unicamp's Harassment Policy takes precedence over this policy. If a customer displays behavior that falls under the Harassment policy (the physical, emotional or sexual harassment of any individual of any age or status by any age or status), Unicamp cannot reasonably accommodate the customer's request for accommodations. Unicamp's Harassment Policy Procedure will be followed.