

UNICAMP Multi-Year Accessibility Plan 2024-2028



UNICAMP OF ONTARIO is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

UNICAMP strives to meet the needs of its staff and community members with disabilities and is working hard to remove and prevent barriers to accessibility. This plan shows how we will work towards making Ontario an accessible province for all Ontarians, by outlining the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

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1. Message from Unicamp Executive Director

Dear Unicamp Community,

It has been incredible to witness the growth of our organization in the past five summers! Our forward movement with improvements on accessibility during this period has included everything from removing barriers to full inclusion around our main firepit (the wooden boards kept so many campers away from the area) to a complete renovation of Dave's Cottage, complete with ramps! I would like to take this opportunity to share Unicamp's gratitude to Edward Langevin for his support in planning this work and ensuring we had the funds to make it a reality!

With all that in mind, I am thrilled to see the preparation of this Multi-Year Accessibility Plan, which will help guide Unicamp over the next five years as we strive to make our beautiful property more accessible. As this is the first such edition, we are learning as we go – and any updates made after its initial release will be made available as soon as possible.

2. Introduction

Under the [Accessibility for Ontarians for Disabilities Act](#) (AODA), Unicamp must prepare a five-year plan that outlines what steps we will take to prevent and remove barriers to accessibility and when it will do so.

This first accessibility plan is based on a review of the Act in consultation with staff and Board members. Each section begins with reference to AODA regulations, followed by Unicamp's actions to date and ending with a list of proposed action items and timelines. Best efforts will be made to complete actions on time and within budget.

AODA Regulation:

*Regulation 191/11: Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005 **requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites if they have one.***

As per requirements:

- Unicamp will review and update this Plan once every 5 years starting in 2024.
- Upon Board approval, updated plans will be posted on Unicamp's website at www.unicampofontario.ca

3. Unicamp's Compliance with AODA Regulations & Standards

Over the past several years, Unicamp has prepared several policies and guidelines to improve and promote accessibility:

- 2020: First creation of Unicamp's Customer Service Policy which includes accessibility.
- 2021: Creation of the Customer Service feedback form, available online www.unicampofontario.ca
- 2023: update of Unicamp's Customer Service Policy.
- 2023: Unicamp Policy on Accessible HR (Employment Standards) approved www.unicampofontario.ca
- 2023: Requirement for all staff, volunteers and Board members to take AODA training www.unicampofontario.ca

As Unicamp hires under 50 employees annually, it must follow the specific AODA standards which are outlined below.

a. AODA Regulation 1 on Information and Communications (Status: compliant)

→ [Unicamp Customer Service Policy](#), 2023:

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.*

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.*

→ 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.
 - Cottages are available at a discount to those with a disability (Tom's Cottage A or B, and Dave's Cottage B are mostly barrier-free. Dave's Cottage A is fully Accessible). 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.

- Outdoor Wheelchair-Friendly Shower.
- Poplar Dorm has a ramp.

→ Maintaining Confidential Records

From Unicamp *Customer Service Policy, 2023*:

Accommodation 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.

→ 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 the Administration Office onsite, as well as on Unicamp social media and by making reasonable efforts to contact those whose reserved time at Unicamp will be impacted.

Unicamp is preparing a template for people to give 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. This will be monitored by the Camp Director and communicated in Incident Reports as relevant.

→ Feedback

Gathering feedback is a good way for Unicamp to understand the impact of our services on our campers. People with a disability may wish to provide feedback about our services. Input can be anonymous, however that makes it difficult to follow-up or clarify. Feedback can be received as follows:

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

People 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.

Going Forward:

Under the guidance of the Board Chair of Administration in collaboration with the Board Chair of Programming, the Executive Director and Unicamp management team will:

- i. Review and update Unicamp’s Customer Service Policy for Board approval by 2028.
 - Unicamp will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.
- ii. Monitor feedback and incident reports to ensure that accessibility issues are noted and addressed.
- iii. Ensure that Unicamp documents (digital and hard copy) will be updated in 2024 through summer 2025, so that they are published in:
 - “Arial” font size 12 or greater, known for its accessibility
 - all Unicamp of Ontario staff members will be asked to download and install the “OpenDyslexie” font to their Google Drive account. This font is easier to read for people with dyslexia because of the shape of the letters.
 - Images and graphs will have a textual description for visually impaired readers
 - Documents such as the Staff Manual and new communications items will be made available in this font

b. AODA Regulation 2 on Employment (Status: compliant and underway)

The [UNICAMP Human Resources Accessibility Policy](#) was approved in 2023 to cover standards that applied to Unicamp, including Recruitment, Assessment, Employee Supports, and Performance Management.

Going Forward:

Under the guidance of the Board Chair of Administration, the Executive Director and Unicamp management team will:

- i. Review and update Unicamp’s Human Resources Accessibility Policy (2023) for Board approval by 2028
- li. Assess onsite compliance of the HR Accessibility Policy on an ongoing basis and report on needs for improvement to the Board

Training

From [Unicamp Customer Service Policy](#), 2023:

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.

Unicamp trains every person as soon as practicable after being hired (or coming onboard as a volunteer) and provide training in respect of any changes to the policies.

- AODA E-course to be completed by all staff, volunteers and Board <https://www.aoda.ca/free-online-training/>
- Training on [the Ontario Human Rights Code](#) as it relates to people with disabilities

Unicamp must maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Going Forward:

Under the guidance of the Board Chair of Administration, the Executive Director and Unicamp management team will:

- i. Monitor Board and staff, volunteer completion of required training by December 2024.
 - All current staff and volunteers are required to send screenshots or electronic copies of their Certificates of Completion to Executive Director, Yvette Salinas at exec.director@unicampofontario.ca or Camp Director Joanna Barrington at director@unicampofontario.ca
- ii. By 2025, records of staff training will be available in an accessible format, available to anyone upon request.

c. Transportation Standards

These standards do not apply to Unicamp.

d. AODA Regulation #4 on Design of Public Spaces (Status: compliant and in progress)

Over the past couple of decades, Unicamp has completed the following physical works

which improve accessibility:

- 1995 (Approximate Date) Tom's Cottage renovation to be reduced barrier
- 2018: Ramp to ease accessibility into a dorm
- 2019: Preparation of the Program Center bathroom to be more accessible, including indoor Accessible Shower
- 2020-2022: Renovation of Dave's Cottage, with one side being accessible (shower, doors, counter height).
- 2022: Creation of the "Acorn" wheelchair bathroom by the dorms while the indoor bathroom is renovated
- 2023: Dining Hall bathroom renovated to be wheelchair accessible, including widening the Dining Hall door for wheelchair accessibility
- 2023: Driveway to Tom's cottage renovated to be at a reduced angle
- 2023: Outdoor shower retrofitted to be Wheelchair accessible
- 2023: Ramp to Kitchen improved
- 2023: Ramp to Dining Hall Deck improved

AODA suggests incorporating accessibility features for people with disabilities when designing, procuring or acquiring materials, including self-service kiosks.

Going Forward:

Under the guidance of the Board Chair of Property, in designing and creating public spaces and facilities at Unicamp, within budget and time allowances:

i. **UNICAMP OF ONTARIO will consult AODA accessibility laws when building or making major changes to public spaces. The following are planned projects to improve accessibility at Unicamp.**

- Install flooring in Sand Tent (Program Space) for improved accessibility (2024)
- Improvement of pathways and campsites for accessibility and safety (ongoing from 2024 - 2028)
- Ramps for accessibility and safety (ongoing from 2024 - 2028)
- Improve Bob's beach retaining wall with consideration for increased accessibility (work begins 2025)
- Campsite enhancement (ongoing from 2024 - 2028)

UNICAMP OF ONTARIO will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

With assistance from the Unicamp Fundraising Working Group,

ii. Unicamp will seek funding in order to purchase tablet(s) to create self-service kiosks for increased accessibility.

a. AODA Regulation #5 on Customer Service (Status: compliant)

- 2020: First creation of [Unicamp Customer Service Policy](#) which addresses accessibility.
- 2023: Unicamp Customer Service Policy reviewed and updated.

Going Forward:
 Under the guidance of the Board Chair of Administration, the Executive Director and Unicamp management team will:

i. Review and update Unicamp’s Customer Service Policy for Board approval by 2028.

4. UNICAMP OF ONTARIO 5-Year Accessibility Plan 2024-2028

UNICAMP OF ONTARIO is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others.

Based on the AODA regulations as outlined above, Unicamp’s plan is as follows:

Unicamp’s 5-year accessibility Plan 2024-2028

Year	Action for Accessibility	Responsibility
2024	i. Ensure that Unicamp documents (digital and hard copy) will be updated in 2024 through summer 2025, so that they are published in accessible formats. ii. Monitor Board and staff, volunteer completion of required AODA training iii. ANNUALLY: monitor Incident Reports for accessibility concerns and solutions iv. ANNUALLY: Consult AODA standards and guidelines for design and build projects with the goal of improving accessibility and safety as feasible, budget allowing.	i - iii) Executive Director & Camp Director, with guidance from Board Chair of Admin. iv) Camp Property Management Committee (Property Manager), with guidance from Executive Director and Board Chair of Admin.
2025	i. Monitor incident reports & training ii. Consult AODA standards and guidelines for design and build projects with the goal of improving accessibility and safety as feasible, budget allowing.	As above
2026	i. Monitor incident reports & training ii. Consult AODA standards and guidelines for design and build projects with the goal of	As above

	improving accessibility and safety as feasible, budget allowing. iii. seek funding to purchase tablet(s) to create self-service kiosks by 2029.	iii. Fundraising Working Group
2027	i. Monitor incident reports & training ii. Ensure design and build projects are AODA compliant, budget allowing	As above
2028	i. Review and update Unicamp policies for Board approval by 2028, including: <ul style="list-style-type: none"> • Customer Service Policy 2023 • Human Resources Accessibility Policy 2023 ii. Monitor incident reports & training iii. Ensure design and build projects are AODA compliant, budget allowing	Executive Director & Camp Director, with guidance from Board Chair of Admin. As above

For more information about this Accessibility Plan, please contact:

Executive Director
exec.director@unicampofontario.ca
519 925 6432

Standard and accessible formats of this document are free on request.

This Accessibility Plan was approved by Unicamp’s Board of Directors on 09 May 2024 and is available publicly at www.unicampofontario.ca