



CAMP WENONAH & THE CAMP WENONAH CENTRE FOR OUTDOOR EDUCATION

ACCESSIBLE CUSTOMER SERVICE PLAN

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

Assistive devices

People with disabilities may use their own personal assistive devices, or those that may be provided by Camp, while obtaining any services provided on Camp premises. 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 that require an assistive device are to contact Executive Director Jeff Bradshaw to discuss arrangements prior to registering for any Camp program.

Communication

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

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.

Customers that require a service animal for assistance are to contact Executive Director Jeff Bradshaw to discuss arrangements prior to registering for any Camp program.

Support persons

Support persons are allowed to accompany any person with a disability on Camp property. In most cases, there is a registration fee payable for the program which a person with a disability wishes to attend. Thus, notice shall be given in advance about the amount, if any, payable by the support person. Please contact our office for further information.

Regular program fees are posted on our website (www.campwenonah.com).

Customers that require a support person for assistance are to contact Executive Director Jeff Bradshaw to discuss arrangements prior to registering for any Camp program.

Notice of temporary disruption

In the event of a planned or unexpected disruption to programs or facilities for customers with disabilities at Camp Wenonah will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed on the Camp website (www.campwenonah.com or www.wenonahoutdoors.com) and, where appropriate, on the Camp premises.

Training

Camp Wenonah will provide training to staff members, volunteers and others who deal with the public or other third parties on our behalf.

This training will be provided to during PreCamp training weeks.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Camp Wenonah's plan related to the customer service standard.
- 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 or devices available on Camp premises that may assist with the provision of services
- What to do if a person with a disability is having difficulty in accessing Camp's services

Ongoing training will be provided in connection with any changes to the policies, practices and procedures relating to the provision of services to people with disabilities. Records of the training will be kept including the dates on which the training is provided and the number of individuals to who attended training.

Feedback process

Customers who wish to provide feedback on the way Camp Wenonah provides goods and services to people with disabilities can:

- Email Executive Director Jeff Bradshaw (jeff@campwenonah.com)
- Phone our Main Office in Burlington, Ontario (905-631-2849)
- Speak with a Camp Staff member in person

If one of the above methods is not suitable, customers may request another method.

All feedback, including complaints, will be shared with the Camp Management Team.

Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve services.

Modifications to this or other policies

Any policy of Camp Wenonah's that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.