



CAMP WENONAH & THE CAMP WENONAH CENTRE FOR OUTDOOR EDUCATION

Statement of Commitment to Accessible Goods and Services for Persons with Disabilities - Accessibility Statement

Camp Wenonah is committed to providing accessible goods and services that allow persons with disabilities to fully participate in Camp activities.

We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility wherever possible.

This policy will be implemented in accordance with the time frames established by the Regulation.

Camp Wenonah is committed to compliance with the *Accessibility Standards for Customer Service* and the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. The following is an outline of the Camp's specific commitments to ensure compliance with the standards.

Policies, Practices and Procedures

Camp Wenonah policies, practices, and procedures will reflect the principles of integration, independence, dignity and equal opportunity for persons with disabilities.

Camp Wenonah will ensure that its policies, practices, and procedures address assistive devices, service animals, support persons and communicating with persons with disabilities in a manner that takes into account their disabilities.

Existing policies will be applied in a manner that is consistent and compliant with all legal requirements, including the *Accessibility Standards for Customer Service*.

Training

Camp Wenonah will provide training on accessible customer service as required by the Standard to all staff, volunteers and contractors who provide services on behalf of the Camp, and those who are involved in the development and approval of service policies, practices and procedures.

Feedback

Comments on how well our service delivery meets the expectations of campers and other Camp community members with disabilities are welcome and appreciated.

Customers are welcome to provide their feedback in a variety of ways, such as in person, by telephone, in writing, or by email. If a method is not suitable, customers may request another method. Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve services.

Complaints may require more effort to address. Complaints should be addressed to the Executive Director by mail, email, telephone, or in person.

Notice of Temporary Disruptions

Camp Wenonah will provide notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. This notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available (if any). The notice will be placed in conspicuous locations and on the Camp website.