



ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

1. FOREWORD

Statement of Organizational Commitment

Camp Kirk is dedicated to providing equitable and accessible services to individuals with disabilities, whether camp is in-session or not. Our commitment is grounded in the principles of dignity, independence, integration, and equality of opportunity. We aim to create an environment where everyone can access our programs and services without barriers.

In 2011, we established an **Accessibilities Committee** to identify and address the needs of individuals with disabilities seeking our services. As part of this initiative, we developed the **Camp Kirk Accessible Customer Service Plan** to document and guide our efforts in ensuring accessibility and equity in all aspects of our programming.

To further strengthen this commitment, we formed a **Professional Advisory Committee** in 2024. This committee has a broader mandate to review and enhance all aspects of our programming, ensuring they align with evolving standards and best practices. As part of this process, the committee will review and update our accessibility policies every five years, as required under the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**.

Camp Kirk recognizes that our obligations under AODA and its accessibility standards complement our responsibilities under the **Ontario**

Human Rights Code and other applicable laws. These commitments are not limited to our in-camp programming but extend to:

- Our camp location during all sessions.
- Registration and application processes.
- Community engagement activities, such as presentations, recruitment efforts, and conferences.

Camp Kirk remains steadfast in our goal to ensure our services respect the dignity and independence of all individuals with disabilities, adapting and improving as new standards and opportunities arise.

2. CUSTOMER SERVICE STANDARDS

2.1 Application & Registration

Camp Kirk is committed to providing an accessible and inclusive application process, ensuring that children with disabilities can fully participate in camp activities whenever possible. We are transparent with families about our programming, facilities, and staff training, ensuring alignment with each camper's unique needs. If it becomes apparent during the application process that we cannot meet a child's needs, Camp Kirk works to connect the family with resources or services better suited to their requirements.

Steps to Ensure Accessibility in Registration:

1. Clear Communication:

- *We communicate with people with disabilities in ways that take into account their disability. This may include the following:*
 - i. Digital formats compatible with screen readers.
 - ii. Large-print versions of all documents and materials.
 - iii. Plain-language summaries of camp policies or schedules.
- Our website, application package, and camp literature outline the level of support we provide, ensuring families have accurate expectations.

- Accessible formats of these materials are available upon request.
- *We will work with the person with disabilities to determine what method of communication works for them.*

2. Detailed Information Gathering:

- The application package prompts families to provide comprehensive details about their child's needs, enabling us to assess how we can accommodate them effectively.

3. Family Consultations:

- A camp director conducts virtual home interviews to discuss the child's needs and evaluate if our environment and programming will benefit the child.
- Families are encouraged to raise concerns or share suggestions for accommodations.
- Individualized accommodation plans are made in collaboration with the family and child.

2.2 Environmental and Programming Limitations

Camp Kirk strives to ensure every camper can actively participate in camp life while recognizing some limitations in our facilities and programming. Accommodations are made where possible, and families are informed of any environmental or programming constraints.

Policies on Assistive Devices, Support Workers, and Service Animals:

1. Assistive Devices:

- Families consult with the Camp Director to determine if and how an assistive device can be accommodated.
- Staff receive necessary training to support campers who use assistive devices.
- Note: Due to rough and rocky terrain, our campgrounds are not wheelchair accessible. However, sloped access to main buildings supports individuals with limited mobility.

2. Support Workers:

- A high staff-to-camper ratio ensures most campers' needs are met without additional support.

- If further support is needed, Camp Kirk works with families to integrate a support worker into the program.
- Support workers are welcomed and trained to align with camp policies and practices.

3. **Service Animals:**

- *Certified service animals are permitted on Camp Kirk premises, including the **campsite** and the **city office**, in areas open to the public and third parties.*
- *Service animals must be under the care and control of their owner, who is responsible for the animal's health, safety, and behavior.*
- **Identification of Service Animals**
 - *A service animal can be easily identified by visual indicators, such as a harness, vest, or when it performs specific tasks for the individual.*
 - *When a service animal's purpose is not readily apparent, staff may request documentation from a regulated health professional. This documentation must confirm the individual requires the service animal due to a disability.*
- *Regulated health professionals include members of the following colleges:*
 - *College of Audiologists and Speech-Language Pathologists of Ontario*
 - *College of Chiropractors of Ontario*
 - *College of Nurses of Ontario*
 - *College of Occupational Therapists of Ontario*
 - *College of Optometrists of Ontario*
 - *College of Physicians and Surgeons of Ontario*
 - *College of Physiotherapists of Ontario*
 - *College of Psychologists of Ontario*
 - *College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario*
- **Exclusions of Service Animals**
 - *In cases where a service animal is prohibited by law (e.g., areas governed by public health laws), Camp Kirk will:*

- *Clearly explain the reason for the exclusion.*
 - *Explore and provide alternative measures to ensure accessibility, such as a designated handler or additional staff support.*
- **Health and Safety Considerations**
 - *If a service animal poses a health or safety risk to others (e.g., severe allergies, aggressive behavior), staff will work with the individual to find alternative solutions to provide access to goods, services, or facilities.*
 - **Prohibited Areas**
 - *Service animals are prohibited from the following areas:*
 - **Kitchen and food preparation areas**, as governed by the **Health Protection and Promotion Act, Ontario Regulation 562.**

Roles and Responsibilities

- **Camp Kirk Staff:**
 - *Ensure service animals are accommodated wherever possible.*
 - *Request documentation only when necessary and in a respectful manner.*
 - *Explain exclusions clearly and provide alternatives when applicable.*
- **Service Animal Owners:**
 - *Maintain responsibility for the service animal's health, safety, and behavior.*
 - *Provide appropriate documentation when requested.*

Training and Awareness

- *Staff will be trained on the AODA and how to interact with individuals accompanied by service animals to ensure compliance and respectful service.*

2.3 Staff Training

Camp Kirk is committed to equipping all staff, volunteers, and relevant personnel with the knowledge and tools needed to provide equitable and respectful care for individuals with disabilities. Our training aligns with the requirements of the **Accessibility for Ontarians with Disabilities Act (AODA)**, the **Integrated Accessibility Standards Regulation (IASR)**, and the **Ontario Human Rights Code**, ensuring compliance and excellence in service delivery.

Training Overview

Mandatory Components:

1. **Overview of AODA (2005):** Its purpose and goals for achieving accessibility.
2. **IASR Requirements:**
 - General requirements.
 - Standards relevant to specific roles, such as the Customer Service Standards and Employment Standards.
3. **Ontario Human Rights Code:** Rights and responsibilities related to individuals with disabilities.
4. **Camp Kirk's Accessible Customer Service Plan:** Organizational commitments and policies for accessible and equitable service.

Role-Specific Training:

- **Human Resources Staff:** Complete IASR Employment Standards training to ensure accessibility in hiring, onboarding, and employment practices.
- **Customer-Facing Staff:** Focus on IASR Customer Service Standards, emphasizing respectful interactions with campers and families.
- **Third Parties and Contractors:** Required to complete role-relevant training to provide services or facilities on behalf of Camp Kirk.

Interactive Learning Methods

- **Discussions, Seminars, and Role-Plays:** Real-life scenarios addressing diverse disabilities.

- **Practical Techniques:** Safe and respectful ways to support individuals in varying situations.

Delivery Format

- **Onsite and Online Training:**
 - Pre-camp in-person sessions ensure immersive and collaborative learning.
 - Online modules provide year-round accessibility, especially for third-party providers and contractors.

Ongoing Training and Policy Updates

Timely Training:

- New hires and volunteers receive training **within 30 days of employment or engagement.**
- Training occurs before staff take on any roles involving direct interaction with campers or families.

Policy Updates:

- Staff are retrained **within 30 days** of any updates to accessibility-related policies or practices.
- Mid-summer staff meetings address updates and foster collaboration on new challenges.

Tracking and Accountability:

- Training completion is tracked through a centralized system, with records maintained for internal staff, volunteers, and third-party providers.
- Staff acknowledge receipt of updated policies and complete targeted training promptly.

Refresher Training:

- Returning staff participate in **annual refresher training** to ensure alignment with evolving accessibility standards.

At **Camp Kirk**, we are dedicated to fostering a culture of inclusion and respect, empowering our team to deliver accessible, dignified, and equitable care for all individuals.

3. COMMUNICATION STANDARDS

Camp Kirk makes information concerning our policies, practices and programming accessible through multiple mediums. We highlight to the public that they may receive information via:

- Electronic forms
- Printed material
- Phone conversations
- Face-to-face interactions
- Our website [which may be displayed in multiple font sizes & various contrasts]

When speaking to campers, families or potential employees, Camp Kirk aims to communicate with individuals in a manner that takes into account any physical, social and/or cognitive differences. If we are unable to communicate in a mode that is accessible to a client, we will do our best to locate services that will aid the process. We believe it important to meet new campers, families and employees face-to-face virtually

4. EMPLOYMENT STANDARDS

Camp Kirk provides an inclusive and nurturing work environment for all staff members. For individuals with disabilities, we strive to ensure equitable access to all workplace resources, supports, and opportunities, enabling them to thrive as active and successful team members.

Recruitment and Hiring Practices:

1. Notification of Accommodation Availability:

- Camp Kirk communicates the availability of accommodations at every stage of the hiring process, including:
 - Job postings, which explicitly state that accommodations are available for applicants with disabilities.

- Interview scheduling emails or calls, where applicants are invited to request accommodations for the interview process.
- For example, if an applicant requests a quiet space for an interview or assistive technology, Camp Kirk ensures these accommodations are provided.

2. Consultation and Accommodation:

- During the hiring process, selected applicants are consulted on any accommodation needs they may have. This includes:
 - Providing interview questions or materials in alternative formats.
 - Adjusting the interview setting (e.g., ensuring wheelchair accessibility or virtual interviews).
- After hiring, accommodations are revisited and refined in collaboration with the employee to address specific workplace needs.

Ongoing Employment Support:

1. Accessible Workplace Information:

- Camp Kirk provides or arranges alternate formats and communication supports for:
 - Information necessary for employees to perform their jobs, such as training manuals or schedules.
 - General information shared with all employees, such as policies or team updates.
- Accessible formats currently available include:
 - Digital formats compatible with screen readers.
 - Large-print documents.
 - Audio recordings of key information.
 - Plain-language versions of complex materials.

2. Examples of Extra Support:

- Delivering feedback in both written and verbal forms with clear, concrete examples.
- Scheduling one-on-one meetings to offer additional feedback and emotional support.
- Regularly discussing strategies to address challenges and providing actionable solutions.

Individualized Workplace Emergency Information:

1. **Providing Emergency Response Information:**

- Camp Kirk consults with employees who require accommodations to develop individualized workplace emergency response plans. This includes:
 - Identifying potential barriers to safe evacuation or response.
 - Obtaining employee consent to share emergency information with designated team members responsible for assisting during emergencies.
- Emergency plans are provided **as soon as practicable**, defined as within 7 days of identifying the need for accommodations.

2. **Plan Review:**

- Individualized emergency plans are reviewed:
 - Whenever the employee moves to a new location within the organization.
 - Whenever the employee's overall accommodation needs are updated.
 - Annually, during the organization's review of its general emergency response policies.

Leadership Program:

Camp Kirk's 3-step leadership program offers a structured pathway for individuals with disabilities to transition into staff roles. Former campers with disabilities begin as Leaders-in-Training (Year 1) and Counselors-in-Training (Year 2), receiving coaching and strategies tailored to overcoming barriers to job performance. This program aligns with Camp Kirk's commitment to fostering diversity and inclusion among its team members.

Example Scenario:

While Camp Kirk has not encountered a situation requiring extensive accommodations for job applicants or employees with disabilities, the following practices would be implemented if needed:

1. Notify applicants of accommodations during job postings and interview scheduling.
2. Consult with applicants on accessible formats and workplace needs.
3. Provide requested materials (e.g., interview questions in large print or electronic format).
4. Implement individualized emergency response plans as soon as practicable.

5. NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities that impact individuals with disabilities, **Camp Kirk** is committed to providing prompt and clear communication. A notice will be posted to inform affected individuals about:

- The reason for the disruption.
- Its anticipated duration.
- A description of any available alternative facilities or services.

Services/Facilities Covered:

This policy applies to the following services and facilities at Camp Kirk:

- Accessible washrooms.
- Mobility-friendly pathways and ramps.
- Sensory-friendly spaces.
- Assistive technology or devices available onsite.
- Accessible customer service areas (e.g., registration or check-in desks).

Notification Process:

Notices regarding service disruptions will be:

- **Posted onsite** at affected locations (e.g., entrance doors, main office).
- **Published on Camp Kirk's website** for accessibility to remote users.
- **Shared via email or phone** with individuals directly impacted, where contact information is available.

Content of the Notice:

The notice will include:

1. The reason for the disruption.
2. The anticipated length of time the disruption will last.
3. Details of alternative facilities or services, if available.

Planned Disruptions:

For planned disruptions (e.g., scheduled maintenance or renovations), Camp Kirk will notify individuals as far in advance as possible.

Unplanned Disruptions:

In cases of unplanned disruptions (e.g., power outages or weather-related issues), Camp Kirk will notify individuals promptly after becoming aware of the situation.

6. FEEDBACK PROCESS

Camp Kirk values feedback from all individuals, including people with disabilities, to continually improve the accessibility of our services.

Feedback can be provided through multiple channels:

1. Methods of Providing Feedback:

- **Email:** Camp Kirk can be reached at **campkirk@campkirk.com**.
- **Phone:** The camp office can be contacted at **416-782 3310**.
- **In-Person Meetings:** Individuals may schedule an appointment with the Camp Director to discuss their feedback.

2. Feedback Accessibility:

- Feedback methods are prominently displayed on our website, including a direct link to an online feedback form.
- Camp Kirk notifies individuals that accessible formats or communication supports are available upon request to facilitate feedback. This includes:
 - Large-print forms.
 - Digital feedback submission compatible with screen readers.

- Phone-based feedback for individuals who prefer verbal communication.

3. Response to Feedback:

- All feedback is directed to the Camp Director, **Kristen Jackson Dockeray**, and is addressed within **30 days** of receipt.
- Actions taken in response to feedback are communicated back to the individual (where contact details are provided) to ensure transparency and resolution.

7. CHANGES TO EXISTING POLICIES

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.