

CAMP BIMINI
Accessibility Standards Policy

This policy contains statements that meet the requirements of the Customer Service Standard and other items that are good practices. This policy will be revised as other standards are introduced under the Accessibility for Ontarians with Disabilities Act, 2005.

1. Our commitment

In fulfilling our mission, Camp Bimini is committed to include people with disabilities as full and active participants. We will remove barriers and attitudes that exclude people with disabilities from full and active participation. All people are encouraged to practice their faith and use their gifts in worship, service, study and leadership.

2. Providing Programs, Goods and Services to People with Disabilities

Camp Bimini is committed to excellence in serving all participants, including people with disabilities and we will carry out our functions and responsibilities in the following areas: list those areas where you are serving all participants—including camp programs, fundraising and promotional events, Board meetings and gatherings, clean up and work days at the camp, and social events.

2.1 Communication

- We will communicate with people with disabilities in ways that take into account their disability.
- We will provide publications in formats that are accessible for people with disabilities.
- We will train staff and volunteers who communicate on how to interact and communicate with people with various types of disabilities.

2.2 Telephone services

- We are committed to providing fully accessible telephone service to our customers.
- We will train staff/volunteers to communicate with participants over the telephone in clear and plain language and to speak clearly and slowly.
- We will offer to communicate with customers by e-mail or written word or verbally if telephone communication is not suitable to their communication needs or is not available.

2.3 Assistive devices

- We are committed to serving people with disabilities who use assistive devices to participate in and benefit from our programs, goods and services.
- We will ensure that people are permitted to use their own personal assistive devices to access the camp site and other applicable programs, goods and services.
- We will familiarize staff/volunteers with the various assistive devices that may be used by participants with disabilities while accessing our programs, goods and services.
- Camp Bimini will provide assistive devices it deems necessary for accessing worship and other applicable programs, goods and services.
 - Staff/volunteers will be trained on how to use the assistive devices available on our premises, including:
 - Grab bars in washrooms
 - Ramps
- Upon a participants' request, we will make every effort to provide the requested assistive device and/or service and to cover relevant financial expenses, upon approval from the Board.

2.4 Accessibility Committee

- We are committed to establishing an Accessibility Committee to oversee all issues relating to accessibility. The Accessibility Committee will be the Camp Bimini Board.
- The Accessibility Committee will have several roles:

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- The committee will establish policies on providing accessible programs, goods and services to participants with disabilities that are in compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
- The committee will monitor our programs, goods and services to ensure that practices and procedures are consistent with our governing policies.
- The committee will coordinate accessibility training and training materials for all relevant staff and volunteers.
- The committee will ensure that assistive devices provided by our camp are in good working order and that requests for assistive devices are met, as per approval from the Board.
- The committee will be responsible for developing feedback procedures, reviewing feedback on accessibility and responding to any complaints or concerns.

3. Use of Service Animals and Support Persons

- We are committed to welcoming people who are accompanied by a service animal on parts of our premises that are open to the public and other third parties.
- We will ensure that all staff, volunteers and others dealing with participants are trained on how to interact with people with disabilities who are accompanied by a service animal.
- We are committed to welcoming people who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Camp Bimini’s premises with his or her support person.
- Fees may be charged for support persons accompanying a participant assessed on an individual basis.

4. Notice of Temporary Disruption

Camp Bimini will provide participants with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available. The notice will be delivered to participants by means of telephone call.

5. Training for Staff and Volunteers

Camp Bimini’s Accessibility Committee will be responsible for coordinating training for all employees, volunteers and others who deal with participants or other third parties on our behalf, and all those who are involved in the development and approvals of accessibility policies, practices and procedures.

6. Feedback process

The ultimate goal of Camp Bimini is to meet and surpass expectations while serving customers with disabilities.

Comments on our programs, goods and services regarding how well those expectations are being met are welcome and appreciated.

- Feedback regarding the way Camp Bimini provides programs, goods and services to people with disabilities can be made by mail, telephone, email, or in-person to the camp or a Participant Feedback Form available from the camp.
- All feedback will be directed to the Accessibility Committee.
- Participants can expect to hear back in approximately 14 days.
- Confidentiality will be respected

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Complaints will be addressed according to the procedures outlined by the Accessibility Committee. Complaint procedures will be documented by the Accessibility Committee and made available to the board.

7. Modifications to this or Other Policies

We are committed to developing accessibility policies that respect and promote the dignity and independence of people with disabilities.

- No changes will be made to this policy before considering the impact on people with disabilities or their families.
- Any policy of Camp Bimini that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

8. Questions about This Policy

This policy seeks to achieve service excellence to participants with disabilities. If anyone has a question about the policy, or its purpose, an explanation or reply will be provided by Accessibility Committee chair.

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