



ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

POLICY STATEMENT

It is the policy of Cedar Ridge Camp to make reasonable efforts to ensure that all policies, practices and procedures from the date of this policy forward are consistent with the principles of independence, dignity, integration and equality of opportunity to all with particular attention for persons with disabilities.

OBJECTIVE

To implement accessibility standards for customer service in accordance with O. Reg. 429/07, Accessibility Standards for Customer Service, that will provide services to campers, parents/guardians, the public and staff that are free of barriers and biases.

DEFINITIONS

- *Accommodation* is a means, through reasonable efforts, of preventing and removing barriers that impede individuals with disabilities from participating fully in the services of the Camp.
- *Assistive Device* is any device used by people with disabilities to help with daily living. Assistive devices include a range of products such as wheelchairs, walkers, mobility scooters, white canes, oxygen tanks, electronic communication devices.
- *Barriers to Accessibility* means anything that prevents a person with a disability from fully participating in all aspects of the Camp's program. This includes, but is not limited to, a physical barrier, an architectural barrier, information or communication barrier, an attitudinal barrier, a technological barrier.
- *Camp Community* refers to all staff, volunteers, contractors, Leaders in Training, campers, and families
- *Customer* is any person who uses the services of the Camp.
- *Service Animal* is an animal that is being used because of a person's disability and this is either readily apparent or is supported by a letter from a medical practitioner.
- *Support Person* is a person who assists or interprets for a person with a disability as the services of the Board are accessed.
- *Third Party Contractor* is any person or organization acting on behalf of or as an agent of the Camp (e.g., bus operators).

PROCEDURE

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In order to carry out this policy, the following must be done:

Training:

Cedar Ridge Camp ensures that the following people receive training:

1. Every person who is an employee of, or a volunteer with Cedar Ridge
2. Every person who participates in developing our policies; and
3. Every other person who provides goods, services, or facilities on our behalf, where possible, via duly executed contracts or written agreements with these applicable 3rd parties.

This training will be provided to each person as soon as practicable after they are assigned relevant duties, in a way that best suits the duties of the trainees. Training will also be provided on an ongoing basis in connection with changes to this Policy. Cedar Ridge Camp will keep a record of the training as required by the Regulation.

Training will include:

1. A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Standards, and the Human Rights Code as it pertains to persons with disabilities;
2. A review of this policy;
3. How to interact and communicate with persons with various types of disabilities;
4. What to do if a person with a disability is having difficulty accessing our sites or programs.

GUIDELINES

- The Camp welcomes everyone to its facilities by committing our staff and volunteers to providing services that respect the independence and dignity of persons with disabilities; such services are to incorporate measures that include but are not limited to the use of assistive devices and service animals.
- To ensure greater awareness and responsiveness to the needs of a person with disabilities, the Camp will provide appropriate training to all staff and volunteers. For summer staff, this training will become a component of the pre-summer orientation.
- Camp Management will ensure that its policies and procedures related to the Accessibility for Ontarians with Disabilities Act, 2005 are made available to the public and also ensure there is capacity to provide communication about these policies and procedures in a format that takes into account a person's disability.
- When services that are normally provided to a person with a disability are temporarily unavailable, a disruption of service notice will be posted on-site.
- So that adherence to this policy can be achieved efficiently and effectively, the Camp's Management and staff will take into account the impact on persons with disabilities when purchasing new equipment, designing new systems or planning a new initiative.
- Camp Management will also establish a process for consulting with staff and volunteers who have a role in implementing the expectations and procedures established under the policy to review its effectiveness.

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- **Assistive Devices:** Camp community members with disabilities may use their personal assistive devices while accessing our goods, services, or facilities. Cedar Ridge will ensure our staff members are trained and familiar with various assistive devices that may be used by community members with disabilities. If an assistive device presents a significant and unavoidable health or safety concern, or is not permitted for other reasons, we ensure that other measures are available to enable the person with a disability to obtain, use or benefit from our goods, services, or facilities.

SPECIFIC DIRECTIVES

The Camp Director is authorized to issue operational procedures to implement this policy.

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