



Title: Integrated Accessible Customer Service for People with Disabilities

Revised: January 2, 2024.

Signed & Approved by:

Kevin McLaughlin, Owner & Director

This policy can be made available in an accessible format upon request.

Objective

Eagle Crest Outdoor Centre is committed to providing equal opportunities and service for all employees and guests, through the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005.

Applicability

This policy is applicable to all employees and guests of Eagle Crest Outdoor Centre.

Accessibility For Ontarians With Disabilities Act (AODA), 2005

AODA stands for the Accessibility for Ontarians with Disabilities Act, which is a law that focuses on the development of accessibility standards for all Ontarians. The Government of Ontario is responsible for developing and implementing these standards. The accessibility standards will be mandatory and will be designed to identify, remove, and prevent barriers for people with disabilities. Both the private and public sectors within Ontario are required to adhere to these standards.

ECOC is designated as a “small private or not-for-profit organization” in this act.

Definitions

- Assistive Device – a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, a walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.



- Disability – the term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code refers to:
 - Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impairment, deafness or hearing impairment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
 - A condition of mental impairment or a developmental disability;
 - A learning disability, or dysfunction in one or more of the processes involved
 - In understanding or using symbols or spoken language;
 - A mental disorder; or
 - An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

- Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety and increased independence for people who are blind.

- Service Animal – as reflected in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if:
 - It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
 - If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

- Service Dog – as reflected in the Health Protection and Promotion Act, Ontario Regulation 562 a dog other than a guide dog for the blind is a service dog if:
 - it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
 - The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

- Support Person – as reflected in Ontario Regulation 429/07, a support person means, in relation to a person with a disability, another person who accompanies





him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

- Performance Management Processes- activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.
- Career Development and Advancement- includes providing additional responsibilities within an employee’s current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.

Description of the ECOC Property

Eagle Crest Outdoor Centre is located at 961 Park Road South in Machar Township. The property consists of 85 acres of land on 1500 feet of shoreline on Eagle Lake. There are over 25 buildings on the camp property, most of which are accessible by pathways and roadways made up of loose gravel, hard-packed sand and grass. On one side of the road is the heavily forested part of the camp, which contains trails for the mountain biking program, a sports field, as well as the archery pit (accessible by a walking trail made up of rocks, hard-packed sand and tree roots). This area does have emergency vehicle access, but the road is bumpy and uneven. On the main side of the camp, cabins and the majority of program areas are accessible down a hill, which leads to the lake by one of the many pathways (made up of wood chips, loose gravel, grass and hard-packed sand). The main parking lot is made up of loose gravel but is located at the centre of camp beside our Main Lodge / Dining Hall.

Programs Offered at ECOC

Eagle Crest Outdoor Centre offers two main programs that take place on the camp’s property.

School Bookings: Schools join us for Day or Overnight experiences. Our instructors follow all OCA and OPHEA guidelines to ensure safety.

Private Rental Bookings: Groups join us for Day or Overnight experiences. We follow all OCA standards specific to Outdoor Centres. These events could include Wellness Days, Hockey Team Building Experiences, or Work Retreats.





Policies

How Eagle Crest Outdoor Centre Supports Accessibility:

Customer Service

- 1) Eagle Crest Outdoor Centre is committed to ensuring that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity for all, including those with disabilities.

Information & Communications

- 1) ECOC will make every effort possible to accommodate the use of Personal Assistive Devices, which enable a person with a disability to visit our facilities. Devices include: Mobility devices, personal oxygen tanks, mini pocket recorders and communication boards, etc.
- 2) Eagle Crest Outdoor Centre will discuss individual accommodations for guests with assistive devices, prior to the guest's arrival at camp.
- 3) Eagle Crest Outdoor Centre will ensure that our staff is trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our services.
- 4) Advance notice greatly improves our ability to ensure we can provide the best possible service to our employees and guests.
- 5) Notice of Temporary Disruption:
 - a) In the event of a planned or unexpected disruption to services or facilities for persons with disabilities at the office or camp (i.e ramp under construction, automatic doors out of service), reasonable efforts will be made to provide notice promptly. This 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. This notice will be placed at the office and camp site.
 - b) Notice of Disruption will include:
 - i) Reason for disruption
 - ii) The expected length of the disruption
 - iii) Alternative services, if available.

Guide Dogs, Service Animals, and Service Dogs

- 1) Eagle Crest Outdoor Centre welcomes people with disabilities and their service animals. Guide Dogs, Service Animals, and Service Dogs are allowed on the parts of our premises that are open to the public. If there is a need for a person with disabilities (who requires a Guide Dog, Service Animal, or Service Dog) to enter into the kitchen where food is prepared and stored, alternative methods of support will be provided whenever possible.





- 2) While visiting Eagle Crest Outdoor Centre a person with a disability is permitted to keep their service animal with them. Eagle Crest Outdoor Centre will make every effort possible to accommodate the use of Service Animals on property.
- 3) Advance notice greatly improves our ability to ensure we can provide the best possible service to our employees and guests.

Support Persons

- 1) A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Support persons may be: a volunteer, a family member, a friend, or a personal support worker. Payment for a support person will be determined on a case by case basis.
- 2) Any support person assisting with our camp program must adhere to the same policies and procedure as our hired ECOC staff. This procedure includes;
 - a) Any support person assisting with our camp program must adhere to the same policies and procedure as our hired ECOC staff. This procedure includes; completing an Employment Application Form, submitting a current resume, completing an in person interview with the Camp Director, submitting a current Criminal Record Check and contact information for two credible references to be checked by the Camp Director. This procedure is in place to ensure that ECOC is providing our campers with a safe and fun environment.

Employment

- 1) We are committed to equitable hiring and employment practices. We support accessible recruitment, assessment, selection, performance management, career development, and redeployment processes.
- 2) Where an employee with a disability so requests, Eagle Crest Outdoor Centre shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:
 - a) Information that is needed in order to perform the employee's job.
 - b) Information that is generally available to employees in the workplace.
- 3) Accommodations for employees with disabilities will be created on an individual basis.
- 4) Eagle Crest Outdoor Centre will provide individualized workplace emergency response information for employees with disabilities if we are aware of such a need. We also provide accessible workplace information and communications, when requested, and support workplace accommodation needs.



- 5) In terms of Employee Performance Management, Eagle Crest Outdoor Centre will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process (Staff Evaluations) in respect of employees with disabilities.
 - a) Feedback will be given in an appropriate manner for the individual employee, as determined by the ECOC Directing Team.
- 6) Eagle Crest Outdoor Centre will take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.

Training for Employees

- 1) Eagle Crest Outdoor Centre will provide training to employees, volunteers and others who deal with the public or third parties on their behalf during the first week of their orientation, as well as continued training at regular intervals. Revised training will be provided in the event of changes to legislation, procedures and/or practices. A record of training will be kept. Training will include:
 - a) An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard.
 - b) A review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
 - c) Instructions on how to interact and communicate with people with various types of disabilities.
 - d) Instructions on how to interact with people with disabilities who:
 - i) Use assistive devices;
 - ii) Require the assistance of a guide dog, service dog or other service animal; or who require the use of a support person.
 - e) Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
 - f) Instructions on what to do if a person with a disability is having difficulty accessing our services.
 - g) Eagle Crest Outdoor Centre policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.
 - i) Including training on the Ontario Human Rights Code in regards to providing accessible customer service for customers with disabilities.
 - h) Eagle Crest Outdoor Centre policies regarding staff disabilities and inclusion.





Design of Camp Spaces

- 1) Accessibility features are taken into consideration when building or redeveloping camp spaces such as activity areas, paths and roadways, washroom and camp accommodations, and parking facilities.
- 2) Eagle Crest Outdoor Centre will consult with the public and persons with disabilities when we construct new or redevelop existing program areas and/or other camp buildings.
- 3) Eagle Crest Outdoor Centre will incorporate accessibility features as identified in the Integrated Accessibility Standards when we construct new or redevelop existing program areas and/or other camp buildings that we intend to maintain.
- 4) Eagle Crest Outdoor Centre will address the requirements set out in the Integrated Accessibility Standards when we construct new or redevelop existing exterior pathways, porches, and stairs.
- 5) Eagle Crest Outdoor Centre will address the requirements set out in the Integrated Accessibility Standards when we construct new or redevelop existing parking facilities that it intends to maintain.
- 6) Eagle Crest Outdoor Centre will prepare procedures for preventive and emergency maintenance of the accessible elements in the camp spaces noted above in our multi-year accessibility plan.

Feedback Mechanisms

- 1) Eagle Crest Outdoor Centre is committed to creating an accessible and barrier free environment on as many levels as possible in our services and facilities.
Should you have any questions or concerns please feel free to contact us by:
 - a) In person- 961 Park Road South, Machar Township, Ontario P0A 1X0
 - b) By mail- ECOC, Box 448, Sundridge ON, P0A 1Z0
 - c) By phone- 705-386-7702
 - d) By email- hoc@learnhockey.com
- 2) All questions and concerns will be attended to as quickly as possible.
- 3) Appropriate communication support will be made available in a timely fashion, as requested.

Feedback Process





- 1) Upon receipt of feedback regarding Eagle Crest Outdoor Centre Accessibility Policies, the following steps will be taken:
 - a) The feedback will be documented and filed. Depending on the nature of the feedback, a meeting will be called amongst the Eagle Crest Limited Directing Team, to discuss options available to attend to the feedback in a timely and appropriate manner.
 - b) A response will be initiated towards the person who submitted the feedback, outlining the action Eagle Crest Outdoor Centre has decided to take in regards to the feedback, and the timeline to which this will be acted upon.

