



STRAWBERRY POINT CHRISTIAN CAMP ACCESSIBLE CUSTOMER SERVICE PLAN

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

Strawberry Point Christian Camp is committed to excellence in serving all customers including people with disabilities.

1. OUR MISSION

The mission of Strawberry Point Christian Camp is to provide a camping experience that will aid campers to develop spiritually, socially, mentally and physically under the guidance of mature Christian people.

2. OUR COMMITMENT

In fulfilling our mission, Strawberry Point Christian Camp (SPCC) strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3. COMMUNICATION

We will communicate with people with disabilities in ways that take into account their disability. This means staff will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting goods, services and facilities.

4. ASSISTIVE DEVICES

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

SPCC does not have electricity. If a customer requires the use of an assistive device that is powered by electricity or rechargeable battery, we will endeavour to make arrangements to accommodate customers' needs in the least restrictive way possible (i.e. non-electric alternative, battery powered recharging station, etc.). Advanced communication is suggested to allow the opportunity to arrive at a satisfactory solution.

5. USE OF SERVICE ANIMALS

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.

On rare occasions, a manager may determine that a service animal cannot enter an area of the premises consistent with other laws. In these instances, managers will suggest appropriate alternatives and provide assistance.

6. USE OF SUPPORT PERSONS

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter SPCC's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Because portions of the SPCC camp program are gender-specific (e.g. girls only cabins, boys only swim time), it is recommended that support persons be of the same gender as the person they are supporting.

The camp manager has the authority to require a camper to attend with a support person, if it is his/her opinion that the support person is required to protect the camper's health or safety or the health or safety of others at camp (including the health or safety of staff). Decisions will be made on a case by case basis in consultation with the camper and their parents/guardians; however, campers who require assistance with basic care needs (i.e. dressing, eating, toileting, bathing), or require one-on-one support (e.g. to monitor medical needs, to participate in activities, to stay with their group, or to redirect behaviours) are likely to be required to attend with a support person.

Fees will not be charged for support persons. Customers will be informed of this by a notice that will be posted on camp registration forms and posted on the camp's web site.

7. NOTICE OF TEMPORARY DISRUPTION

SPCC will provide customers 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, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed on our website and posted at our entrance.

8. TRAINING FOR STAFF

SPCC will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Individuals in the following positions will be trained:

- All board members and staff (both paid and volunteer).

This training will be provided within three months of hiring/appointment, and before individuals commence their interactions with customers.

Training will include the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- SPCC's policies, practices and procedures relating to the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use any available devices on the provider's premises or otherwise that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing SPCC's goods and services

Training will include completing online course, "Serve-Ability: Transforming Ontario's Customer Service" located at www.mcass.gov.on.ca/mcass/serve-ability/splash.html or an equivalent tool.

All staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

9. FEEDBACK PROCESS

The ultimate goal of SPCC is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Customers who wish to provide feedback on the way SPCC provides goods and services to people with disabilities can do so verbally, or by emailing feedback@strawberrypoint.org. Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve our services. All feedback will be directed to the Camp Manager. Customers can expect to hear back in 14 days.

Complaints will be addressed according to our organization's regular complaint management procedures.

10. MODIFICATIONS TO THIS OR OTHER POLICIES

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of SPCC that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

QUESTIONS ABOUT THIS POLICY

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of this policy is not understood, please contact: feedback@strawberrypoint.org