CAMP TIMBERLANE ACCESSIBILITY POLICY

MULTI-YEAR ACCESSIBILITY PLAN

OUR MISSION STATEMENT:

(Ministry of Community and Social Services / Accessibility Standard for Customer Service Camp Timberlane 2026/ Accessible Customer Service Plan / Providing Goods and Services to People with Disabilities)

At Camp Timberlane, we aim to provide a fully accessible facility for all campers, staff, and visitors. We all come together to accept each other just as they are.

Camp Timberlane is committed to providing a fully encompassing accessible outdoor overnight camp experience to all members of its community, including persons with disabilities. We are committed to meeting all accessibility needs of all individuals to our best effort and ability, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements outlined by the Canadian Government.
Under the Accessibility for Ontarians with Disabilities Act, 2005 all businesses must meet the requirements of accessibility standards established by regulation. This policy establishes the accessibility standards for customer service for Camp Timberlane, in accordance with Ontario Regulation 429/07. This policy applies to all employees Camp Timberlane, agents, volunteers, and contracted service/third party staff.

Purpose and Application

Under the *Accessibility for Ontarians with Disabilities Act*, 2005 all municipalities must meet the requirements of accessibility standards established by regulation. This policy establishes the accessibility standards for customer service for Camp Timberlane, in accordance with Ontario Regulation 429/07. This policy applies to all employees of Camp Timberlane, agents, volunteers, and contracted service staff.

Definitions

Accessible means customer service is provided in a manner that is capable of being easily understood or appreciated; easy to get at; capable of being reached or entered; obtainable.

Disability means:

1. Any degree of physical 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 co-ordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog , or other animal or on a wheelchair or other remedial appliance or device,

2. A condition of mental impairment or a developmental disability
3. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. A mental disorder,
5. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act*, 1997

Camp Timberlane is committed to excellence in serving all individuals including people with disabilities. We, as an organization, rely on the principles of independence, dignity, integration, and equal opportunity for all, especially with regards to accessibility.

Assistive Devices

We will ensure that our staff members are trained and familiar with various assistive devices we have on site or that we provide that may be used by individuals with disabilities while accessing our site and services.

Communication

We will communicate with all individuals with disabilities in ways that consider their disability.

Service Animals

We welcome individuals with disabilities and their service animals on a leash. Service animals will be permitted on our private premises. Other service animals need to be contained.

Service Persons

An individual with a disability who is accompanied by a support person will be allowed to accompany them on our private premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or our facility for individuals with disabilities, Camp Timberlane will notify those individuals promptly. This notice will include information as to why the disruption is occurring, the anticipated length of time, and a description of an alternative if one is available.

Policy Statement:
Camp Timberlane is committed to providing exceptional and accessible services to its clients. Services and relevant information will be provided in a manner that respects the dignity and independence to all clients. The provision of services to individuals with disabilities will be integrated wherever possible. Individuals with disabilities will be given opportunities equal and equitable as provided to others to obtain, use, or benefit from the goods and services provided by Camp Timberlane.

People with disabilities may use personal assistive devices when accessing our services and facilities. We will ensure that our staff members are trained and familiar with various assistive devices that may be used by community members (such as staff, campers, visitors, contractors, etc.) with disabilities while accessing our services and facilities. If an assistive device presents a safety concern, we will ensure that other measures are available to enable the individual with a disability to obtain, use or benefit from our services and facilities.

Camp Timberlane's Accessibility Follow-Through:
Training Policy:
Every person who participates in developing Camp Timberlane's policies, practices and procedures governing the provision of goods and services to the public; including camp staff, agents, contractors and others who provide service on behalf of Camp Timberlane will receive training regarding the provision of goods and services to anyone with disabilities.

The training will include the following information:
- purposes of the Accessibility for Ontarians with Disabilities Act,
- how to interact and communicate with persons with various types of disabilities,
- How to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or support person
- How to use equipment made available by the camp to help people with disabilities to access goods and services
- What to do if a person with a disability is having difficulty accessing services.
- Training will be provided to each person according to their needs and duties and as soon as is practicable on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. A record of the dates on which training is provided will be kept.

Feedback:

Camp Timberlane accepts feedback from the public in a variety of methods including:
• Phone
• In person or third person assistance
• Video calling
• Email

All feedback is welcome and will be reviewed and addressed by Ida Gold, one of the Directors. We will ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, upon request. Concerns will be addressed by our Director and Leadership Team depending on the nature of the complaint. (ida@camptimberlane.ca 416-923-7200 ext. 228)

Multi-Year Accessibility Plan:
Camp Timberlane is committed to providing an exceptional and accessible outdoor overnight summer camp experience to all members of its community, including persons with disabilities. Camp Timberlane's Accessibility Policies are developed to break down barriers and increase accessibility for persons with disabilities in the areas of customer service, information, and communications as well as employment. The Multi-Year Accessibility Plan will be reviewed and updated by our Leadership Team at least once every 2 years and will be posted on our website. Upon request, Camp Timberlane will provide a copy of the Accessibility Plan in an accessible format.

2012 until present: 2026 into 2027:
Reviewed and updated our emergency and public safety information so that it is accessible to the public, as well as developed a process for responding to requests and supports;
Created policies and procedures for each standard (which included developing a statement of commitment, assessing our current accessibility policies and identify and address any gaps and update any policies accordingly); Created a Multi-Year Accessibility Plan which is to be updated at least every 3 years; Completed and submitted the government accessibility report;

Reviewed with our website developers to ensure that all new internet websites and web content on our website conformed to WCAG 2.0 Level A.

Provided staff training, and continue to do so, on what they are required to do under the aspects of the Human Rights Code that relate to accessibility. This training takes place during our pre camp training up on our camp site with our staff, prior to the campers arriving.

Put systems in place that notify new hires and staff of policies for accommodating employees with disabilities; We have in place a written process to develop individual accommodation plans for employees with a disability; We take the needs of our employees with disabilities into account with our performance review processes to help with performance management.

Completed and submitted the government accessibility report in 2017, 2020 2023 and 2026 to follow AODA. Prior to submitting the 2026 AODA multi-year plan, we reviewed all aspects of Camp Timberlane's accessibility plans and ensured that we addressed all potential barriers. We then updated our multi-year accessibility plan to complete and in compliance for 2026.

Completed and submitted the government accessibility report for 2026. We continue to identify strategies to prevent and remove additional barriers in our camp setting/programming.

We continue to work towards ensuring that by 2027 we will have all internet website content to conform with WCAG 2.0 level AA. We do not have live caption or audio description yet.

Camp Timberlane's strategies to prevent additional barriers:

We are committed to ensuring that we review and update our Multi-Year Accessibility Plan at least every 3 years.

We will continue to assess our programs/site/communication and customer service to identify and address/prevent any additional barriers that may arise.

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

Camp Timberlane will ensure that training is provided on the requirements of this Integrated Accessible Standards Policy and on Human Rights as they pertain to persons with disabilities. Camp Timberlane will provide training to our staff who deal with the public on our behalf. Individuals in the following positions will be trained: Camp Directors, Unit Heads, staff specific to the individuals with a disability, Head of Waterfront, and Heads of Specialties. This training will be provided to this team of staff prior to our campers arriving from March to June of 2026.

Where an employee with a disability requests it, Camp Timberlane will consult with the employee to provide accessible formats and communication supports for: information that is needed to perform the employee's job and information that is generally available to all our employees.

Individuals who wish to provide feedback on the way in which Camp Timberlane provides feedback to individuals with disabilities can do so by contacting our office at (416) 923-7200 ext. 228 during the Fall/Winter/Spring months, or (705)457-2813 in late June-August. All feedback, including complaints and concerns can be addressed with any of the Directors, whom can all be reached at these numbers.

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