



The Taylor Statten Camps - Accessibility Policy

1. Our Mission

The mission of the Taylor Statten Camps is:

To provide a rich summer camp culture centered on values, tradition, and a strong understanding of the natural environment, with programs built on learning skills for life with a focus on unlocking individual potential in order to train youth as outstanding leaders for the future, supported by measurable objectives. To achieve this we have a philosophy centered on character education, individual development, and a democratic community whilst at the same time paying careful attention to health and safety.

We seek to fulfil our mission in a way that ensures that the goods and services we provide are accessible to all persons.

2. Our Commitment

The Taylor Statten Camps seek to create a community that is inclusive of all persons and treats all members of the community in an equitable manner. In creating such a community, the Taylor Statten Camps aim to foster an atmosphere of understanding and mutual respect for the worth, dignity and independence of all persons.

The Taylor Statten Camps strive to provide support for, and facilitate the accommodation of, individuals with disabilities, so that all may share the same level of access to the goods and services provided by the Taylor Statten Camps.

The Taylor Statten Camps work to eliminate or minimize the adverse effects of barriers, including physical, environmental, attitudinal, communication and technological barriers, which may prevent the full participation of individuals with disabilities in the Taylor Statten Camps community. The Taylor Statten Camps will seek to provide integrated services whenever possible.

This policy applies to all members of the Taylor Statten Camps community including campers, parents, visitors, and staff members ("Camp Community Members"). For the purposes of this policy "Staff Member" means camp staff, counsellors, medical staff, camp management, contract services providers, and consultants who act on behalf of the Taylor Statten Camps.

The Taylor Statten Camps provide its Staff Members with education and access to information regarding disability and the Taylor Statten Camps' policies on disability.

At the same time, the Taylor Statten Camps will endeavour to protect Camp Community Members' privacy, confidentiality and autonomy. The Taylor Statten Camps affirm that all individuals are expected to satisfy the essential requirements of their camp program or employment, while recognizing that students and employees with disabilities may require reasonable accommodations to enable them to do so.



The Taylor Statten Camps are committed to acting conscientiously and in keeping with its own policies and existing legislation related to disability.

These include:

- The Taylor Statten Camps' Policies & Procedures;
- Accessibility for Ontarians with Disabilities Act, 2005 and Accessibility Standards for Customer Service
- Ontario Human Rights Code

3. Providing Goods and Services to People with Disabilities

The Taylor Statten Camps are committed to excellence in serving all Camp Community Members, including people with disabilities, and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability. We train Staff Members who communicate with Camp Community Members on how to interact and communicate with people with various types of disabilities.

3.2 Telephone Services

We will make reasonable efforts to provide accessible telephone service to Camp Community Members. We train Staff Members to communicate over the telephone in clear and plain language and to speak clearly and slowly. We will also make our Staff Members familiar with telephone technologies intended for people with disabilities. We will offer to communicate with Camp Community Members by regular mail or email if telephone communication is not suitable to their needs.

3.3 Assistive devices

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

3.4 Billing

We will make reasonable efforts to provide accessible invoices to all of our Camp Community Members. We will answer any questions Camp Community Members may have about the content of the invoice in person, by telephone or email.

3.5. Accessible Document Formats

On receipt of a request by, or on behalf of a Camp Community Member, we will make documents available in an accessible format, unless it is not technically feasible to do so.

4. Use of service animals

We are committed to welcoming people with disabilities who are accompanied by a service animal. We will also ensure that all Staff Members are properly trained in how to interact with people with disabilities who are accompanied by a service animal. The service animal must be in the care and control of the person with a disability, or their support person, at all times. Camp Community Members who plan to attend camp with a service animal should contact the Taylor Statten Camps to discuss their individual needs well in advance of their visit.



5. 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 camp facilities 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. Fees for Support Persons will be based on the Support Person's degree of integration at camp. For example, Support Persons who reside at camp and eat all meals at camp will be charged the same rate as the Camp Community Member. Support Persons who accompany campers on a day-to-day basis, but who do not require room or board, will be charged a fee equal to 50% of the Camp Community Member's rate. Fee information will be posted on our website and is also available by email or by calling the Taylor Statten Camps business office in Toronto or Algonquin Park.

6. Notice of Temporary Disruption

The Taylor Statten Camps will provide Camp Community Members 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 at service counters in our business office in Toronto and Algonquin Park.

7. Training for Staff

The Taylor Statten Camps will provide training to all Staff Members who deal with Camp Community Members, or approved third parties, and all those who are involved in the development and approvals of customer service policies, practices and procedures. This training will be provided for each Staff Member within a month of his or her commencement of duties.

Training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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;
- What to do if a person with a disability is having difficulty accessing The Taylor Statten Camps' goods and services;
 - How to use any assistive devices available at the Taylor Statten Camps; and
- Taylor Statten Camps' policies, practices and procedures relating to this policy and the Accessibility for Ontarians with Disabilities Act, 2005.

8. Employment

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

9. Feedback Process & Questions About this Policy

The Taylor Statten Camps welcome feedback and questions about this policy. Feedback and questions should be submitted to Taylor C. Statten, Managing Director, in the following ways:

- in person or by regular mail addressed

to:

The Taylor Statten
Camps
59 Hoyle
Avenue
Toronto,
Ontario M4S
2X5

- by telephone at: 416-486-6959

- by email to:
info@taylorstattencamps.com

You can expect to hear back within seven business days of our receipt of the feedback. Our response will be provided in the format requested by the Camp Community Member. Additional response time may be required, depending on the desired format of the response.

9. Modifications to this or Other Policies

The Taylor Statten Camps is 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. The Taylor Statten Camps will make reasonable efforts to modify or amend any policy that does not respect and promote the dignity and independence of people with disabilities.