



## Accessibility Policy

Beacon Bible Camp is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

### Accessibility Definitions

<b>Beacon</b>	Refers to all persons, workers, volunteer staff, agents or service providers for Beacon Bible Camp
<b>Guide Dog</b>	An animal, specifically a canine, as defined in the Blind Persons Act
<b>Service Animal</b>	An animal, as defined in O. Reg 429/07, which is used for the support of a person with a disability.
<b>Support Person</b>	A person, in relation to a person with a disability, who accompanies him or her in order to help them with communication, mobility, personal care, or medical needs or with access to goods and services.
<b>Reasonable Effort</b>	The effort taken, being mindful of Beacon's operational resources and budget, that would not compromise existing service or add significant expenses that would jeopardize financial viability.
<b>Necessary</b>	Information that is required for campers, staff or visitors to be able to acquire and access Beacon's services and respond in emergency situations
<b>Public</b>	In terms of information provided, would refer to potential and existing guests.

Comments, questions and feedback regarding Beacon's Accessibility Policies can be provided by email, by telephone, in person or in writing using the following:

<b>Email</b>	admin@beaconbiblecamp.com
<b>Phone</b>	705-762-5333
<b>Mailing Address</b>	PO Box 417, Bala, ON PoC 1Ao
<b>Camp Address</b>	4488 Southwood Rd, Torrance, ON PoC 1Mo



## **Standards for Customer Service**

The Accessibility Standards for Customer Service sets out the obligations for certain persons, businesses, and other organizations to provide goods or services in a way that is accessible to people with disabilities in Ontario. This policy will ensure that people with disabilities are given equal opportunity to obtain, use and benefit from Beacon's programs and services.

### **Policy Statement**

Beacon respects and celebrates the diversity of people who make our community and is committed to providing optimal customer service to all of our guests. Our goal is to ensure that people with disabilities are provided with an equal opportunity to enjoy Beacon's programs and services as people without disabilities.

### **General Principles**

Beacon will make every reasonable effort to ensure that its programs and services:

- are provided in a manner that respects the dignity and independence of persons with disabilities;
- are communicated in a matter that takes into account an individual's disability;
- are identical to those available to people without disabilities, unless an alternative measure is necessary to ensure a person with a disability can safely obtain, use or benefit from the goods and services.

### **Assistive Devices, Service Animals and Support Persons**

We understand that people with disabilities may require the use of assistive devices, service animals and/or support persons to access Beacon's programs and services. Any restrictions under other regulations that may interfere with such assistance will be clearly identified and Beacon will use reasonable efforts to make alternative options available to our guests.

For Beacon programming during the summer, fall and winter months, full-time staff will work to provide qualified campers with support on a ratio that is appropriate to their needs. External support persons may be permitted to accompany campers on a case-by-case basis

For group rentals and retreats not run by Beacon, in the event where a fee is applicable and a support person is required by the guest with a disability, the support person will be permitted to pay half the regular rate of fees in order to attend. This fee covers their basic costs for staying on site.

### **Notifications**

Beacon will ensure that our campers, staff and visitors are aware that they must communicate any accessibility needs to Beacon in advance of their stay.



## **Temporary Service Interruptions**

Periodically, Beacon will experience interruptions in operation or services. These may be scheduled events, such as maintenance procedures, or unexpected occurrences, such as power outages. Regardless, Beacon will strive to ensure that our campers, staff and visitors are aware of any such interruption and the impact it may cause, in advance of the interruption if possible, or soon after if no forewarning is possible. The communication will include key information with respect to the reason for and duration of the interruption, and alternatives to the services being offered. The notice will be placed in relevant locations on Beacon's property, and where appropriate, on Beacon's website and social media platforms. \

## **Volunteer Opportunities (Employment)**

The Accessibility Standard for Employment will help Ontario businesses and organizations make accessibility a regular part of finding, hiring and supporting employees with disabilities. This policy will ensure that staff with disabilities are given equal opportunity to volunteer as a staff member at Beacon.

### **Policy Statement**

Beacon is committed to make every reasonable effort to be fair and accessible with regards to its staffing practices.

### **General Principles**

Beacon will notify the public and staff that we will accommodate people with disabilities during the recruitment and assessment processes and when staff are accepted as volunteers.

Beacon will take the follow steps to develop and put into place a process for developing individual accommodation plans for volunteers that have been absent do to a disability:

- identify individual needs
- assess the needs
- create an individual accommodation plan
- put the accommodation plan into place
- evaluate the accommodation plan on an ongoing basis, with an agreed upon timeframe

We will ensure the accessibility needs of volunteers with disabilities are taken into account when evaluating the performance of our volunteers.



## **Information and Communication**

The Accessibility Standard for Information and Communication will help Ontario businesses and organizations make their information accessible for people with disabilities.

### **Policy Statement**

Beacon is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

### **General Principles**

All public policies, procedures and regulations will be made available upon request. All necessary information will be posted on the Beacon website ([www.beaconbiblecamp.com](http://www.beaconbiblecamp.com)), and documents will be available in the camp office. When providing these documents to a person with a disability, the disability will be considered when determining the format in which the information will be shared, at no additional cost.

Beacon will ensure existing feedback processes are accessible to people with disabilities upon request by providing accessible formats and communications supports. All comments and feedback will be reviewed by the appropriate staff and steps will be taken to determine the best way to address any issues brought forward in a timely fashion.

Beacon will also work to create web content that is more accessible, striving towards compliance with Web Content Accessibility Guidelines.

## **Accessible Emergency Communication**

The Accessibility Standard for Information and Communications will help Ontario businesses and organizations keep guests safe by making public emergency information accessible. The Accessibility Standards for Employment will help Ontario businesses and organizations keep employees safe by providing individualized emergency response information and assistance. The policy will ensure that people with disabilities are provided with accessible emergency information.

### **Policy Statement**

We are committed to providing emergency information in an accessible way upon request. We will also provide those with disabilities individualized emergency response information and assistance when necessary.



## **General Principles**

**Emergency Information:** Beacon will provide emergency information for campers and staff with disabilities in an accessible format, when requested. Beacon will ensure that our campers know to request this information.

**Emergency Assistance:** Arrangements will be made in advance for campers and staff who would need assistance during an emergency due to a disability.

Individualized emergency plans will be created when necessary, following the format below:

1. Review emergency information and procedures
2. Assess the requirements of the individual and their needs regarding notification of an emergency and their abilities to follow the emergency.
3. Develop an individualized plan.
4. Practice the plan as needed.
5. Evaluate the plan in an agreed upon time frame, or if the individual's situation changes.

## **Training**

The AODA clearly outlines the training requirements for all Beacon staff, volunteers, contractors and third parties that act on our behalf with respect to the policy, practices and regulations. This policy will ensure that Beacon provides necessary accessibility training.

## **Policy Statement**

Beacon will provide training to volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of workers, volunteers and other staff members.

## **General Principles**

The following commitments are made by Beacon regarding training AODA compliance:

- Training will be provided to current staff, and will be part of the regular orientation for all new staff. All staff will be trained and the level of training received will be based on their position.
- Records will be kept to verify that training has taken place.
- Training will include the purposes of the AODA and the requirements of the standards.
- Customer Service training will include, but not be limited to, interacting and communicating with people with various disabilities, interacting with people who use assistive devices, service animals and/or support persons, and use of assistive devices and equipment associated with the services that we provide on our premises, as well as how to handle those situations when a person with



a particular type of disability is having difficulty accessing our goods and services. Training received will be based on that position's level of interaction with the public.

## **Barriers**

Barriers are obstacles. Barriers to accessibility are obstacles that make it difficult, sometimes impossible, for people with disabilities to do the things most of us take granted - things like going shopping, working, or taking public transit.

Barriers include:

- Attitudinal barriers are those that discriminate against people with disabilities.
- Information or communications barriers happen when a person can't easily understand information.
- Technology barriers occur when a technology can't be modified to support various assistive devices.
- Organizational barriers are an organization's policies, practices or procedures that discriminate against people with disabilities.
- Architectural and physical barriers are features of buildings or spaces that cause problems for people with disabilities.

This policy will ensure that people with disabilities are given equal opportunity to obtain, use and benefit from Beacon's programs and services without barriers to accessibility.

## **Policy Statement**

Beacon is committed to identifying and removing accessibility barriers as we are able, as is reasonable, and as required by law.

## **General Approach**

Beacon's process for barrier removal includes the following steps:

1. Identifying barriers that exist at Beacon
2. Assess the significance of the barriers and our ability to remove them
3. Determining and prioritizing removal
4. Create a plan for the removal
5. Execute the plan
6. Communicate the results upon completion to the necessary people

## **Information and Communication**

All staff responsible for creating information or communications for campers or staff will be trained on the policies provided in the Information and Communications section of this document. Training will occur on a yearly basis or when new staff, as outlined above, are hired or assigned.

