

Accessibility Plans and Policies for Hidden Acres Mennonite Camp Inc.

This 2014-2021 accessibility plan outlines the actions that Hidden Acres Mennonite Camp Inc. will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Hidden Acres is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion 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 Accessibility for Ontarians with Disabilities Act. Hidden Acres is committed to making our Stonehouse and Woodhouse retreats centres accessible and accommodating the accessibility needs of rental groups. We will strive to keep our ramps, accessible washrooms, elevator and automatic door in good working order so our buildings will be as accessible as possible. We also encourage awareness and provide training for staff that interact with customers/campers with disabilities.

Accessible Emergency Information

Hidden Acres Mennonite Camp is committed to providing our customers and clients with publicly available emergency information in an accessible format (ex. Large print) upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training for Staff

Hidden Acres Mennonite Camp Inc. will provide training to employees and volunteers who deal with customers/campers. This includes management and administrative staff as well as summer staff.

This training will be provided to staff who interact with customers within three months of hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Information on the Human Rights Code as it relates to people with disabilities.
- Hidden Acres' plan related 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 the elevator, ramps and automatic door opener.
- What to do if a person with a disability is having difficulty in accessing Hidden Acres' services.

Staff will also be trained when changes are made to the plan.

Information and Communications

Hidden Acres is committed to meeting the communication needs of people with disabilities. We will consult with individuals with disabilities to determine their information and communication needs and try to meet them.

Hidden Acres does not have any plans for a new website at this time, but in the case that a new website or a significant refresh is completed on the Hidden Acres website we will strive to ensure that the content on those sites conform with WCAG 2.0 Level A by taking the following steps:

- Providing text alternative for any non-text content
- Provide synchronized alternative for multimedia
- Ensure that information and structure can be separated from presentation
- Distinguishable: we will strive to make it easier for users to see and hear content including separating foreground from background.
- Make all functionality available from a keyboard
- Provide users enough time to read and use content
- Seizures: do not design content in a way that is known to cause seizures
- Navigable: providing ways to help users navigate, find content, and determine where they are
- Readable: making text content readable and understandable
- Predictable: make web pages appear and operate in predictable ways
- Input Assistance: helping users avoid and correct mistakes
- Compatible: maximize compatibility with current and future user agents, including assistive technologies

Hidden Acres will also take steps to ensure that all websites and content conform with WCAG 2.0, Level AA by January 1, 2021.

Feedback Processes

Hidden Acres will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- Customers who wish to provide feedback on the way Hidden Acres provides goods and services to people with disabilities can give verbal feedback in person or over the phone, fill out a customer satisfaction survey online (or ask for a printed copy) or send a letter or email containing feedback.
- All feedback will be directed to the Directors.
- Customers can expect to hear back within 7 days. Any issues with our accessibility, if thought to be valid, will be addressed in a timely manner in consultation with the person submitting the complaint. If the issue with accessibility is agreed to be valid suggestions will be incorporated into organizational plans as resources allow.

Publicly Available Information

Hidden Acres will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016.

- Hidden Acres will make information accessible upon request.
- If a person with a disability asks for information we will be happy to work with them to figure out how to meet their needs, as soon as possible.

Employment

Hidden Acres is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired (to be in place by January 1, 2016).

- By posting our accessibility policies/plan on our website.
- Prospective employees will be made aware of the availability of accommodations on the "Jobs" page of our website.
- Staff members will be made aware that individual emergency response plans are available for individuals with disabilities upon request through either a memo (year-round staff) or during emergency procedure training (summer staff). Any requested individual emergency response plans will be developed with input from the employee who requested it (in place January 1, 2012).

Hidden Acres will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability (to be in place by January 1, 2016).

- Consult with the employee about whether accommodation is required and work together to come up with a documented accommodation plan.
- This plan will be kept confidential and will be provided to the employee in a format that takes into account their disability.
- The individual accommodation plan will be reviewed annually by the employee and one of the directors and will be updated as required.
- The individual accommodation plan may include any information regarding accessible formats and communications supports, individualized workplace emergency response information and identify any other accommodation that is to be provided.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if Hidden Acres is using performance management or career deployment processes.

- Consult with the employee to see what accommodations are necessary during these processes.

Modification to this or other policies

Any policy of Hidden Acres Mennonite Camp Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Prevention and Removal of other Accessibility Barriers Identified

Hidden Acres will do our best to remove identified barrier for our employees or customers.