

INTERPROVINCIAL MUSIC CAMP FOUNDATION

INTRODUCTION

Interprovincial Music Camp Foundation is committed to fostering an inclusive, equitable and accessible environment where everyone feels valued, respected and supported. We are doing so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the AODA and Ontario's accessibility laws.

STATEMENT OF COMMITMENT

IMC is committed to providing accessible service to its customers in terms of dealing with parents and guardians of children who wish to send their children to IMC. Additionally IMC is committed to providing accessible services to all of those that interact with the Camp in a manner that respects dignity and the independence of its customers. We welcome people with disabilities as well as their service animals, support people and assistive devices.

For safety reasons or physical limitations some of our programs may not be accessible to all people. Clients may communicate with us to find out which programs are or are not accessible to people with specific disabilities. We will also communicate with people with disabilities in ways that take their specific disability into account.

IMC is committed to excellence in serving all customers. We wish every person having a disability or not, to be treated equally with dignity, integrity and independence in their experience at IMC.

INTERPROVINCIAL MUSIC CAMP ACCESSIBILITY POLICIES

CUSTOMER SERVICE:

IMC has remained in compliance with the Customer Service Standard as set out by the AODA. IMC accepts feedback from the public and customers. Feedback has been and is collected through online and paper surveys, informal chats, email and telephone. All feedback is reviewed by the Director and any complaints will be investigated and follow up will be provided to the customer if requested.

INFORMATION AND COMMUNICATION:

IMC communicates with people with disabilities in ways that take into account their disability. When asked we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

For example, at IMC if a parent or customer requires information in a larger font or another language we will provide this if requested. We will also train our staff to read out information in person and help fill out any applications if the customer cannot.

If IMC is required to give a copy of a document to a customer with a disability the camp will take into account the person's ability to access the information. IMC will provide the documents or information contained in the document in a format that meets their needs as agreed upon with the customer.

IMC meets the current internationally-recognized Web Content Accessibility Guidelines in accordance with Ontario's accessibility laws.

EMPLOYMENT:

IMC is committed to employment equity and encourages all qualified candidates to apply. If you require an accommodation at any point during the hiring/employment process please let us know as we will work to meet the needs of applicant. All responses will be handled in the strictest confidence.

TRAINING:

IMC is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Every person who deals with members of the public, or who is involved in developing our policies and practices around the provision of goods and services to the public will receive training regarding the good and services to persons with disabilities, This involves and includes camp staff, faculty and volunteers who provide services on behalf of the camp.

Training will include explaining the purpose of the Accessibility for Ontarians with Disabilities Act, how to interact and communicate with persons with various types of disabilities; specific knowledge of how to interact with persons who use an assistive device or require the assistance of a service animal or a support person and how to use equipment either being provided by that person or the camp to help people with disabilities and what to do if a person with a disability is having difficulty accessing services.

Such training will be provided to each person according to his or her needs and duties and as soon as practicable on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods and services to persons with disabilities.

Current training includes but is not limited to the following information:

If you need to have a lengthy conversation with someone who uses a wheelchair or scooter consider sitting so you can make eye contact at the same level.

Do not touch other people's equipment such as canes or wheelchairs without permissions and don't leave such items in an awkward or dangerous or even undignified position.

If someone has vision loss don't assume they are completely visually impaired. Make sure you identify yourself when you approach the person and speak directly to the customer. Offer if they would like any material read out loud for them. Offer your elbow to guide them if they require it.

If someone has a hearing loss make sure you are in a well lit area where they can see your face and read your lips. If your customer uses a hearing aide try to reduce background noise or move to a quieter area. If necessary ask the best way to communicate with them. For example using a pen and paper.

If someone has a speech impairment don't assume they have any other disability. Use simple questions so they can answer with a yes or no. Do not finish their sentences for them and be patient. Remember that people with certain learning disabilities take longer to process information.

If someone has mental health disabilities be sure to treat that person with the same respect and consideration as anyone else, be confident calm and reassuring.

If a situation arises where a customer appears to be in crisis ask them to tell you the best way you can help them.

With respect to specific assistive devices remember not to handle another person's device and never move the device out of their reach. Let your customer know about any accessible features such as phones, accessible washrooms etc.

When dealing with a service animal remember that it is not a pet so avoid touching or addressing them. If you are not sure if this is a pet or service animal ask the customer.

At IMC we always welcome support people to the workplace and make sure they know they are permitted. One must remember to deal directly with the customer and not just the support person.

It is very important to ask the customer “how can I help”.

TEA & SYMPHONY DAY:

Preferred parking is made available for those who cannot walk the camp grounds. Their cars will be guided to the preferred parking located directly next to the concert they are attending. They will also be guided to the accessible washrooms by the IMC staff if required.

USE OF SERVICE ANIMALS:

If a person with a disability is accompanied by a guide dog or other service animal, IMC will ensure that the person is permitted to enter the camp with the animal and to keep the animal with them. Where a service animal is excluded by law, IMC will ensure that other measures are taken to enable the person with a disability to obtain, use and benefit from the Camp’s goods and services. The service animal must be under the care and control of the individual at all times.

SUPPORT PEOPLE:

If a person with a disability is accompanied by a support person, IMC will ensure that both persons are permitted to enter the camp facilities and that the person with the disability is not prevented from having access to such support person. In fact IMC may require a person with a disability to be accompanied by a support person within the camp facility if it is necessary to protect the health and safety of the person with the disability or of others in the facility. If there is a charge for such support person IMC will ensure notice is given in advance about the amount of the charge.

FEEDBACK PROCESS:

IMC accepts feedback from the public in a variety of methods including by phone, in person and by email. All feedback is reviewed by the Director and any complaints will be investigated and follow up will be provided to the customer if requested.

NOTICE OF TEMPORARY DISRUPTIONS:

IMC shall provide notice of disruption of services to the public explaining the reason for the disruption, the anticipated duration and alternative facilities or services if available. Such notice will be provided on site verbally or with a notice physically posted. If necessary the notice will be put on the homepage of the camp website and sent by email.

NOTICE OF AVAILABILITY OF DOCUMENTS:

IMC will provide the public notice of availability of the documents required by the accessibility Standards for Customers Service upon request. Notice of availability will be provided on the IMC website or through other printed methods.

FOR MORE INFORMATION:

For more information on this accessibility plan, please contact IMC at 416-488-3316 or info@campimc