

**Rationale:**

The mission of IAWAH Christian Ministries (o/a Camp IAWAH) is to create an experience where guests are welcomed, inspired and meet Christ. We provide a high quality space and program with a focus on serving Eastern Ontario. Through its programs and services IAWAH strives to provide excellent customer service and desires to serve people in a way that respects their dignity and independence.

**Referencing Bodies & Resources :**

Accessibility Standards for Customer Service, Ontario Regulation 429/07  
Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

**Policy:**

**IAWAH is committed to providing people with disabilities the same level of care and dignity as all guests, and as is reasonably possible, to provide the same opportunity to access our services.**

In the event that an IAWAH policy or procedure does not respect and promote the dignity and independence of people with disabilities it will be reviewed.

**Accountable to:**

IAWAH's Accessibility Advisory Committee, facilitated by the General Director  
Ontario Ministry of Community and Social Services

**Definitions and Descriptions:****Communication:**

We will communicate with people in ways that take into account their disability. We will train staff on how to interact with people with various types of disabilities. All documents required by the Accessibility Standards for Customer Service are available upon request.

**Assistive Devices:**

A person with a disability may provide their own assistive device in order to benefit from IAWAH's services. We will ensure that staff are familiar with various assistive devices that may be used by guests. Exceptions may occur in situations where IAWAH determines that the use of an assistive device may pose a risk to the health and safety of a guest or staff member. IAWAH may offer a person with a disability other reasonable measures to assist the guest where IAWAH has such measures available.

**Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on camp property and in spaces that are open to the public.

## **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Summer Camps: Support workers attending a camp session with a camper will be charged the full camp fee

School Groups: Support workers will be charged at the rate of an adult supervisor

Rental Groups: Support workers will be charged at the contracted guest/adult rate

Fees for Support Workers will be posted on our premises, in our promotional materials and on our website.

## **Notice of temporary disruption**

We are committed to informing guests if there is a disruption to service at IAWAH that effects accessibility. Before arriving at IAWAH guests can check the website or phone the office to find out if there are any disruptions to services. A clearly posted notice will include information about the reason for the disruption, its anticipated length and a description of alternatives, if available.

## **Training for staff:**

IAWAH will provide training to employees, volunteers and others who deal with the public or other third parties on IAWAH's behalf. Orientation will be provided to staff and volunteers within 14 days of their hire. Training will include an overview of the AODA and the requirements of the customer service standard.

## **Feedback process:**

Customers who wish to provide feedback on the way IAWAH provides its services to people with disabilities can direct their feedback to IAWAH's Accessibility Advisory Committee. Feedback can be provided in person, by telephone, in writing or by email, to the attention of the General Director. Customers can expect to hear back within one week regarding any concerns.