



## **URJ Camp George Accessibility Policy and Multi-Year Accessibility Plan**

### **INTRODUCTION AND STATEMENT OF COMMITMENT**

URJ Camp George (the “Organization”) is committed to ensuring equal access and participation for people with disabilities. URJ Camp George is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunities for all. We are committed to meeting the needs of people with disabilities in a timely manner, and we will do so by preventing and removing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2015* (the “AODA”).

### **ACCESSIBILITY PLAN AND POLICIES FOR URJ CAMP GEORGE**

These standards are developed to break down barriers and increase accessibility for persons with disabilities. This Accessibility Policy and Multi-Year Accessibility Plan (the “Policy and Plan”) outlines URJ Camp George’s commitment to improve opportunities for people with disabilities. As part of the Organization’s commitment to meeting its obligations under the AODA, URJ Camp George has developed this Policy and Plan which outlines our strategy and the steps we are taking to prevent and remove barriers and meet our requirements under the AODA. This Policy and Plan will be reviewed and updated at least once every five years, and as is required. Our plan shows how URJ Camp George will play its role in making Ontario an accessible province for all Ontarians.

### **Training**

URJ Camp George is committed to training employees, volunteers and other staff members on Ontario’s accessibility laws and on the aspects of the Ontario *Human Rights Code* that relate to people with disabilities. We train our employees and volunteers on accessibility as it relates to their specific roles. Training is provided in a way that best suits the duties of employees, volunteers and other staff members. URJ Camp George has taken the following steps to ensure employees are provided with the training needed to meet Ontario’s accessibility laws:

- included disability awareness training as part of our summer staff training program
- reviewed Ontario’s accessibility laws and trained on how this applies to our work with our community to all employees, volunteers, and staff

The Organization will continue to provide training to all employees, volunteers and members of the organization on accessible customer service, as well as work-related accessibility training.

Training will continue to be provided during employee new hire onboarding and at other times and for current employees, when necessary.

Training includes the following:

- The purposes of the AODA and the requirements of accessibility standards
- How to interact and communicate with people with various types of disabilities
- How to use equipment on the Organization's premises or otherwise that may help with the provision of services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing the Organization's services
- URJ Camp George's policies, practices, and procedures relating to the AODA and its Regulations.

Upon amendments to this Policy and Plan, URJ Camp George will provide training on an ongoing basis as the amendments require.

## **INFORMATION AND COMMUNICATION**

URJ Camp George is committed to meeting the communication needs of people with disabilities. The Organization communicates with people with disabilities in ways that take into account their disability. When asked, we provide information about the Organization and its services, including public safety information, in accessible formats or with communication supports.

### **Accessible Emergency Information**

URJ Camp George is committed to providing our clients (campers, staff, families, off-season rental groups) with publicly available emergency information in an accessible way upon request. We also provide employees with disabilities with individualized emergency response information when necessary. The Organization consults with people with disabilities to determine their information and communication needs.

### **Accessible Website and Web Content**

URJ Camp George will meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws. In planning to conform to the WCAG 2.0, Level AA by January 1, 2021, we will work with the URJ's Youth Web team to look at necessary changes to meet compliance. In addition, we will consider accessibility options for all new content/video produced for the website.

### **Feedback**

URJ Camp George ensures that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports upon request. URJ Camp George welcomes feedback from employees and the public regarding the way its services are provided to people with disabilities. Feedback can be continued to be provided verbally or by completing a feedback form, available upon request.

## **Customer Service**

URJ Camp George is committed to providing accessible customer service to people with disabilities and providing services to people with disabilities with the same high quality and timeliness as others. URJ Camp George has remained in compliance with all customer service standards. The Organization continues to address any feedback received and continually tries identify and address any potential barriers that prevent people from giving feedback.

## **EMPLOYMENT**

URJ Camp George is committed to fair and accessible employment practices. We work directly with the URJ's Human Resources Department to ensure that employment practices conform to the accessibility requirements.

### **Recruitment and Hiring**

URJ Camp George is committed to fair and accessible employment practices. URJ Camp George accommodates people with disabilities during recruitment and assessment processes and when employees are hired. We allow for modifications needed during the hiring process (including phone/skype interviews, barrier-free access to interviews, etc.) If an applicant requests an accommodation, we will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs. The Organization already specifies on job postings that accommodations are available for applicants with disabilities. The Organization also notifies successful applicants when making offers of employment of our policies for accommodating employees with disabilities.

The Organization will continue to notify employees, potential hires, and the public that accommodations can be made during recruitment and in hiring. We will also continue to notify staff that accessible formats and communication supports are available for those with disabilities. Where needed, we will continue to provide customized emergency information to help an employee with a disability during an emergency.

### **Return to Work Plans**

URJ Camp George works with URJ's Human Resource department to put in place a process for developing individual accommodation plans for employees with disabilities and return-to-work plans for employees who require accommodation in order to return to work from a disability.

### **Performance Management**

URJ Camp George works with URJ's Human Resource department to ensure the accessibility needs of employees with disabilities are taken into account if URJ Camp George is using performance management, career development and redeployment processes.

## **DESIGN AND BUILDING**

### **Design of Public Spaces**

Though URJ Camp George has not recently undertaken construction and/or the redevelopment of elements in public spaces, the Organization will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces can include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

In the event of a service disruption or maintenance of the accessible elements in public spaces, URJ Camp George will notify the public of the service disruption and alternatives available in order to prevent disruption to its accessibility of its public spaces. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities.

## **ACCESSIBILITY**

URJ Camp George will continue to develop this Policy and Plan in consultation with people with disabilities. Any policy of URJ Camp George that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

### ***Upcoming deadlines:***

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| - File Accessibility Compliance Report by:         | December 31, 2017                                 |
| - File Accessibility Compliance Report by:         | December 31, 2020 (now extended to June 30, 2021) |
| - Make all websites and web content accessible by: | January 1, 2021                                   |
| - File Accessibility Compliance Report by:         | December 31, 2023                                 |

### **For More Information**

For more information on this accessibility plan or to provide feedback, please contact Jeff Rose 416-638-2635 or [jrose@urj.org](mailto:jrose@urj.org)

Accessible formats of this document are available free upon request from: [campgeorge@urj.org](mailto:campgeorge@urj.org) or 416-638-2635