



**ACCESSIBILITY STANDARDS
FOR CUSTOMER SERVICE
AT
*QUINTE'S ISLE CAMPARK***



ACCESSIBLE CUSTOMER SERVICE PLAN

Quinte's Isle Campark is committed to excellence in serving all customers including people with disabilities.

ASSISTIVE DEVICES (this is any piece of equipment a person with a disability uses to help them with daily living (eg. wheelchair, screen reader, listening device or cane)

We will ensure that our staff is trained and familiar with various assistive devices we may have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

CURRENT POTENTIAL BARRIERS

People that use a wheelchair or other device may enter via the adult lounge doors. If the doors are closed, customers may either require their support person to assist them through the office doors or they can communicate their needs via speaker at gates so that we may open the adult lounge doors for them to enter the building. Disabled people renting the cottages may also require assistance to enter the cottage rentals which we will provide if they do not have a support person. Please contact the office for assistance. The main pool and splashpark have single steps which will require assistance for disabled persons to enter the pool area and splashpark. Please contact the office for assistance if need be.

All Washrooms, Laundry rooms, Adult Lounge and Rec Hall are wheelchair accessible.

COMMUNICATION

We will communicate with people with disabilities in ways that take into account their disability.

SERVICE ANIMALS

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. Service animals are not permitted in the kitchen. As we have a strict policy of NO PETS in our Cottage Rentals due to animal damage and allergies, we will designate one cottage rental to permit service animals.

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.

- Regular fees will be charged to the support person for admission to Quinte's Isle Campark's premises.

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities such as access to the office entry or any others as they may come into place, Quinte's Isle Campark will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at the store and office and may be advised over PA speaker system.

TRAINING

Quinte's Isle Campark will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

This training will be provided to all staff and/or during initial orientation.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Quinte's Isle Campark's 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 (enter devices eg TTY, wheelchair lifts or otherwise that may help with providing goods or services to people with disabilities)
- What to do if a person with a disability is having difficulty in accessing Quinte's Isle Campark's goods and services

Staff will also be trained when changes are made to your accessible customer service plan.

FEEDBACK PROCESS

Customers who wish to provide feedback on the way Quinte's Isle Campark provides goods and services to people with disabilities can by way of suggestion box located in the office on the wall labeled "ACCESSIBLE CUSTOMER SERVICE FEEDBACK".

All feedback, including complaints, will be reviewed by the owners/managers and dealt with accordingly. The responses to such feedback will be available at the office.

MODIFICATIONS TO THIS OR OTHER POLICIES

Any policy of Quinte's Isle Campark that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.



***ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE
TRAINING FOR NEW EMPLOYEES
AT QUINTE'S ISLE CAMPARK***

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HOW TO COMMUNICATE WITH PEOPLE WITH DIFFERENT TYPES OF DISABILITIES

PEOPLE WITH PHYSICAL DISABILITIES

Only some people with physical disabilities use a wheelchair. Someone with a spinal cord injury may use crutches while someone with severe arthritis or a heart condition may have difficulty walking long distances.

- 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.
- Don't touch items or equipment, such as canes or wheelchairs, without permission.
- If you have permission to move a person's wheelchair, don't leave them in an awkward, dangerous or undignified position, such as facing a wall or in the path of opening doors.

PEOPLE WITH VISION LOSS

Vision loss can restrict someone's ability to read, locate landmarks or see hazards. Some customers may use a guide dog or a white cane, while others may not.

- When you know someone has vision loss, don't assume the individual can't see you. Many people who have low vision still have some sight.
- Identify yourself when you approach and speak directly to the customer.
- Ask if they would like you to read any printed material out loud to them (ie schedule of fees, policies, menu, activities or other).
- When providing directions or instructions, be precise and descriptive.
- Offer your elbow to guide them if needed.

PEOPLE WHO HAVE HEARING LOSS

People who have hearing loss may be Deaf, deafened or hard of hearing. They may also be oral deaf – unable to hear, but prefer to talk instead of using sign language. These terms are used to describe different levels of hearing and/or the way a person's hearing was diminished or lost.

- Once a customer has identified themselves as having hearing loss, make sure you are in a well-lit area where they can see your face and read your lips
- As needed, attract the customer's attention before speaking. Try a gentle touch on the shoulder or wave of your hand.
- If your customer uses a hearing aid, reduce background noise or move to a quieter area.
- If necessary, ask if another method of communicating would be easier (ie. using pen and paper)

PEOPLE WHO ARE DEAFBLIND

A person who is deafblind may have some degree of both hearing and vision. Many people who are deafblind will be accompanied by an intervenor, a professional support person who helps with communication.

- A customer who is deafblind is likely to explain to you how to communicate with them, perhaps with an assistance card or a note.
- Speak directly to your customer, not to the intervenor

PEOPLE WITH SPEECH OR LANGUAGE IMPAIRMENTS

Cerebral palsy, hearing loss or other conditions may make it difficult for a person to pronounce words or may cause slurring. Some people who have severe difficulties may use a communication board or other assistive devices.

- Don't assume that a person with a speech impairment also has another disability
- Whenever possible, ask questions that can be answered with "yes" or "no".
- Be patient. Don't interrupt or finish your customer's sentences.

PEOPLE WHO HAVE LEARNING DISABILITIES

The term "learning disabilities" refers to a variety of disorders. One example is dyslexia, which affects how a person takes in or retains information. This disability may become apparent when a person has difficulty reading material or understanding the information you are providing.

- Be patient – people with some learning disabilities may take a little longer to process information, to understand and to respond.
- Try to provide information in a way that takes into account the customer's disability. (ie. some people with learning disabilities find written words difficult to understand, while others may have problems with numbers and math)

PEOPLE WHO HAVE INTELLECTUAL DEVELOPMENT DISABILITIES

Developmental or intellectual disabilities, such as Down Syndrome, can limit a person's ability to learn, communicate, do everyday physical activities and live independently. You may not know that someone has this disability unless you are told.

- Don't make assumptions about what a person can do
- Use plain language
- Provide one piece of information at a time

PEOPLE WHO HAVE MENTAL HEALTH DISABILITIES

Mental health issues can affect a person's ability to think clearly, concentrate or remember things. Mental health disability is a broad term for many disorders that can range in severity. For example, some customers may experience anxiety due to hallucinations, mood swings, phobias or panic disorder.

- If you sense or know that a customer has a mental health disability be sure to treat them with the same respect and consideration you have for everyone else.
- Be confident, calm and reassuring
- If a customer appears to be in crisis, ask them to tell you the best way to help

HOW TO INTERACT WITH PEOPLE WHO USE ASSISTIVE DEVICES, AND HOW TO USE ANY EQUIPMENT THAT YOUR ORGANIZATION PROVIDES TO HELP CUSTOMERS WITH DISABILITIES

An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities, such as moving, communicating or lifting. Personal assistive devices can include things like wheelchairs, hearing aids, white canes or speech amplification devices.

- Don't touch or handle any assistive device without permission
- Don't move assistive devices or equipment, such as canes and walkers, out of your customer's reach
- Let your customers know about accessible features in the immediate environment that are appropriate to their needs (ie public phones with TTY service, accessible washrooms, etc.). We have accessible washrooms, laundry rooms, adult lounge and rec hall. People with wheelchairs may enter through the adult lounge double doors. If they are closed they can either get assistance from a support person to assist them through the front office doors Or they can speak to office staff via the gate speaker to request the adult lounge double doors are opened for them. We do not have wheelchair access to the main pool but again if they need assistance they can use their support persons or request assistance by asking at the front office.

We currently do not have any equipment or devices for customers with disabilities other than our accessible washrooms, laundry etc.

HOW TO INTERACT WITH A PERSON WHO HAS A SERVICE ANIMAL, A GUIDE DOG OR OTHER SERVICE ANIMAL

People with vision loss may use a guide dog, but there are other types of service animals as well. Hearing alert animals help people who are Deaf, deafened, oral deaf, or hard of hearing. Other service animals are trained to alert an individual to an oncoming seizure.

Under the standard, service animals must be allowed on the parts of your premises that are open to the public. In some instances, service animals will not be permitted in certain areas by law (ie. restaurant kitchen). At Quinte's Isle Campark, service animals are not permitted in the kitchen but should be allowed in the store/snack bar. As we have a strict no pets policy in our cottage rentals due to damage and allergies, we have designated Site #35 rental for persons with service animals. We will also require a doctor's note for our records.

- Remember that a service animal is not a pet. Avoid touching or addressing them.
- If you're not sure if the animal is a pet or a service animal, ask your customer

HOW TO SERVE A PERSON ACCOMPANIED BY A SUPPORT PERSON

Some people with disabilities may be accompanied by a support person, such as an intervenor. A support person can be a personal support worker, a volunteer, a family member or a friend. A support person might help your customer with a variety of things from communicating, to helping with mobility, personal care or medical needs.

Welcome support people to your workplace or business. They are permitted in any part of your premises that is open to the public. If your organization is one that charges admission, such as a movie theatre or bowling alley, provide notice, in advance, about what admission fee will be charged for a support person. Regular fees will be charged to the support person for admission to Quinte's Isle Campark premises

- If you're not sure which person is the customer, take your lead from the person using or requesting your goods or services, or simply ask.
- Speak directly to your customer, not to their support person.

HOW TO ASSIST PEOPLE WITH DISABILITIES WHO NEED HELP ACCESSING YOUR GOODS OR SERVICES

If you notice that your customer is having difficulty accessing your goods or services, a good starting point is simply to ask "How can I help you?"

Your customers are your best source for information about their needs. A solution can be simple and they will likely appreciate your attention and consideration.

If further assistance is required that you cannot provide, please contact one of the managers or owners so that they may address the issue immediately. Thank you.



ACCESSIBILITY AT QUINTE'S ISLE CAMPARK

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

The Accessibility for Ontarians with Disabilities Act, 2005 was passed with the goal of creating standards to improve the accessibility for disabled persons across Ontario to enjoy equal access to services, employment, transportation, information or buildings that others in Ontario enjoy.

ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE

The customer service standard is the first standard developed under this Act. All public, private and non-profit businesses are required to establish an Accessibility Standard to give people with disabilities the same great customer service.

To provide accessible customer service, organizations need to:

- Consider a person's disability when communicating with them
- Allows assistive devices such as wheelchairs, walkers, oxygen tanks, etc.
- Allows service animals
- Welcomes support persons
- Lets customers know when accessible services aren't available
- Invites customers to provide feedback
- Train staff on accessible customer service
- Put their plan in writing
 - let customers know how to find their plan (eg. website or posted in office)
 - Offer their plan in accessible formats, like large print, if requested
- Report their progress online