



Accessible Community Service, Information, Communications and Employment Policy

Updated: January 2024

CAMPFIRE CIRCLE strives for excellence in serving all members of its community including people living with disabilities by meeting the accessibility needs of such persons in a timely manner. The following policy meets legislative requirements as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) and the Customer Service Standards set out in Regulation 191/11 (the “Standards”). The CAMPFIRE CIRCLE community (“community”) includes Campers, their families, program participants, donors, volunteers, staff, and those who use its facilities and access its programs.

Campfire Circle is committed to advancing accessibility by proactively addressing existing and potential barriers to participation and engagement in our programs, workplaces, and operational practices. We strive to fully include people of all abilities (e.g. mental, physical, and neurocognitive) and backgrounds by creating environments and experiences that foster a sense of belonging and delight across our community. For us, accessibility is intentional and reflected in the design of programs, activities and events, the development and maintenance of our facilities, information and communication tools and inspires all aspects of our organization.

Campfire Circle is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. We understand that obligations under AODA and its accessibility standards do not substitute or limit our obligations under the Ontario Human Rights Code or obligations to persons with disabilities under any other law.

Campfire Circle recognizes that information about a disability is personal and private and commits to treating that information with confidentiality. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence and that fosters equality of opportunity.

Information & Communication

Documents, information, and processes that CAMPFIRE CIRCLE is required by the Regulation to make available to employees or members of the public will, when requested by a person with a disability, be provided: (a) in a timely manner that considers the person’s disability (b) at no increased cost and (c) in accessible formats and with communication supports that are suitable. We will consult with the requesting party to determine that person’s information and communication needs.

Our internet websites and web content conform to the World WideWeb Consortium Web Content Accessibility Guidelines 2.0 as required by the Regulation and are continually assessed to identify digital access improvements. In addition, we work with other 3rd Parties, whose websites and information are used by Campfire Circle stakeholders, to meet AODA standards.

Assistive devices

Community members with disabilities may use their personal assistive devices while accessing our goods, services, or facilities. We ensure our staff members are trained and familiar with various assistive devices that may be used by community members with disabilities. If an assistive device presents a significant and unavoidable health or safety concern, or is not permitted for other reasons, we ensure that other measures are available to enable the person with a disability to obtain, use or benefit from our goods, services, or facilities.



Support Persons

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

CAMPFIRE CIRCLE may require a person with a disability to be accompanied by an appropriately qualified support person on our premises if, after consulting with the person with a disability and considering the available evidence, we determine that: (a) a support person is necessary to protect the health or safety of the person with a disability or others on the premises; and (b) there is no other reasonable way to provide such protection.

If an amount is payable by a support person in connection with that person on our premises, we ensure notice is given in advance about that amount. If we require a person with a disability to be accompanied by a support person, fees associated with that support person are waived.

Service Animals

CAMPFIRE CIRCLE welcomes people with disabilities and their qualified service animals. When we cannot readily identify through visual indicators that an animal is a service animal, our staff will request documentation from a regulated health professional confirming that the person requires the service animal for reasons relating to their disability.

Service animals are allowed in areas of our premises that are open to our community, to the extent permitted by law. When a person requires a service animal, every effort will be made to accommodate and ensure that the surroundings will allow the person to effectively maintain their relationship with the animal. If this is not possible due to health or safety concerns, a mutually agreed upon location for the animal may be identified for a limited time. In this instance, or if a service animal is excluded by law from all or part of our premises, we ensure that other measures are available to enable the person with a disability to obtain, use or benefit from our goods, services, or facilities. The service animal must always be under the care and control of its owner.

Educational Institution

As a provider of a high school credit course, CAMPFIRE CIRCLE, upon request, provides:

- a) educational or training resources or materials in an accessible format, considering the accessibility needs of the person requesting them, including:
 - i. Procuring an accessible or conversion ready electronic format of educational or training resources or materials, where available;
 - ii. Arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources or materials cannot be procured or converted into an accessible format;
- b) student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities;
- c) teaching staff with accessibility awareness training related to accessible program or course delivery and instruction and keep written records of such training.

Employment

CAMPFIRE CIRCLE notifies the public and its staff that we will accommodate applicants with disabilities during our recruitment and hiring processes. We notify job applicants selected to participate in an assessment or selection process that accommodations are available, and consult with such people in providing suitable accommodations, as required by the Regulation. When making offers of employment we notify the successful applicant of our policies for accommodating and supporting employees with disabilities.



CAMPFIRE CIRCLE has in place: (a) a written process for the development of individual accommodation plans for employees with disabilities including, as necessary, individualized workplace emergency response plans, and (b) a return-to-work process for employees who have been absent from work due to a disability and require disability related accommodations in order to return to work, all in accordance with the requirements of the Regulation.

As soon as practicable after commencement of their employment, we inform our employees of our policies for supporting employees with disabilities, including policies on the provision of job accommodation and will provide updated information whenever there is a change to our policies.

When an employee with a disability requests it, CAMPFIRE CIRCLE consults with the employee to provide accessible formats and communication supports for: (a) information that is needed to perform the employee's job, and (b) information that is generally available to all employees.

Performance management, career development or redeployment processes consider the accessibility needs of employees with disabilities, as well as individual accommodation plans.

Training

CAMPFIRE CIRCLE ensures that the following persons receive training:

- a) Every person who is an employee of, or a volunteer with, CAMPFIRE CIRCLE;
- b) Every person who participates in developing our policies; and
- c) Every other person who provides goods, services, or facilities on our behalf, where possible, via duly executed contracts or written agreements with these applicable 3rd parties.

This training will be provided to each such person as soon as practicable after they are assigned relevant duties, in a way that best suits the duties of the trainees. Training will also be provided on an ongoing basis in connection with changes to this Policy. CAMPFIRE CIRCLE will keep a record of the training as required by the Regulation.

Training will include:

- A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Standards, and the Human Rights Code as it pertains to persons with disabilities;
- A review of this policy;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use equipment and devices available on CAMPFIRE CIRCLE's premises or otherwise provided by us that may help with the provision of goods and services to a person with a disability;
- What to do if a person with a disability is having difficulty accessing our sites or programs.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to any of CAMPFIRE CIRCLE's goods, facilities or services used by persons with a disability, we will make reasonable efforts to notify impacted staff and the public thereof. A clearly posted notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed on www.campfirecircle.org and a hard copy will be posted at the site of the disruption.



Feedback Process

Campfire Circle welcomes all input as part of its commitment to identifying and addressing barriers to accessibility. Anyone who wishes to provide feedback on the way CAMPFIRE CIRCLE provides goods, services or facilities to people with disabilities, or on this feedback process, can contact us at 464 Bathurst Street, Toronto, Ontario, M5T 2S6 (888-464-6624, ext. 254) or via email at privacy@campfirecircle.org. We will ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, upon request. All feedback is directed to the designated Privacy Officer. A response will be provided within 14 days. Complaints will be addressed according to our regular complaint management procedures.

Availability of Documents

Copies of documents that CAMPFIRE CIRCLE is required by the Standards to prepare are available upon request. If a document is requested by a person with a disability, then we:

- a) Provide, or arrange for the provision of, the document, or the information contained in the document, to the person in an accessible format or with communication supports;
- b) Consult with the person to determine the suitability of an accessible format or communication support;
- c) Do so in a timely manner at a cost that is no more than the regular cost charged to other people.

Accessibility Plan

CAMPFIRE CIRCLE maintains a multi-year accessibility plan. It outlines our strategy on key priorities to prevent and remove barriers and meet the requirements of the Regulation. The plan is posted on our website and is reviewed annually.