Accessibility for Ontarians with Disabilities
Medeba Policy
November 2023

Statement of Commitment

Medeba is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and opportunities for all. We are committed to meeting the needs, with reasonable effort, of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

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Definitions:

"Medeba" - shall include persons, employees, agents or service providers of goods or services for Medeba.

"Guide Dog" – means an animal, specifically a canine as defined in the Blind Persons Act.

"Service Animal" – means an animal, as defined in O. Reg. 429/07, used for the support of a person with a disability.

"Support Person" –means, in relation to a person with a disability, another person who accompanies him or her in order to help them with communication, mobility, personal care or medical needs or with access to goods or services.

"Reasonable effort" – means that being mindful of the organizations budget size and resources these "efforts" would not change the instrumentality of the program, compromise existing service or add significant expense that would jeopardize financial viability.

"Necessary" – in terms of information provided, would mean information that was required for guests to be able to acquire and access our services or respond in emergency situations.

"Public" – in terms of information provided, would mean potential and existing guests.

For More Information

Comments, questions, and feedback on Medeba's Accessibility Policies can be provided by email, by telephone, in person or in writing, using the following contact information:

Email: info@medeba.com

Phone: 1-800-461-6523

Fax: 705-754-1530

Address: 1270 Kennisis Lk. Rd., Box 138, West Guilford, ON, K0M 2S0

Accessible formats of this document are available free upon request from the Medeba Office.

Standards for Customer Service

Background

The Accessibility Standards for Customer Service sets out the obligations for certain persons, businesses and other organizations to provide goods or services in a way that is accessible to people with disabilities in Ontario. This policy will ensure that people with disabilities are given equal opportunity to obtain, use and benefit from Medeba's programs and services.

Policy Statement

Medeba respects and celebrates the diversity of people who make up our community and is committed, with reasonable effort, to providing acceptable customer service to all of its guests. Our goal is to ensure that people with disabilities are provided with an equal opportunity, where practical, to enjoy Medeba's onsite programs and services as people without disabilities.

General Principles

Medeba will make reasonable effort to ensure that its onsite programs and services are:

- provided in a manner that respects the dignity and independence of persons with disabilities;

- communicated in a manner that takes into account an individual's disability;
- identical to those available to people without disabilities, unless an alternate measure is necessary to ensure a person with a disability can safely obtain, use or benefit from the goods and services.

Assistive Devices, Service Animals and Support Persons

We understand that people with disabilities may require the use of assistive devices, service animals and/or support persons to access Medeba's onsite programs and services. Any restrictions under other regulations that may interfere with such assistance will be clearly identified and Medeba will use reasonable efforts to make alternative options available to our guests.

For the summer camp program, staff will be provided to support qualified campers at a one-to-one ratio on a first come, first served basis, for a nominal fee. External support persons may be permitted to accompany campers on a case-by-case basis.

For outdoor education and group retreats, in the event where a fee is applicable and a support person is required by the guest with a disability, the support person will be permitted to pay half the regular rate of fees in order to attend. This fee will cover their basic costs for staying on site.

Notification

Medeba will ensure that our customers are aware that they must communicate any accessibility needs to Medeba in advance of their stay.

Temporary Service Interruptions

Periodically, interruptions in Medeba operation or services may take place. These may be planned events, such as scheduled maintenance procedures, or unexpected occurrences, such as power outages. Regardless, Medeba will strive to ensure that our customers and clients are aware of any such interruption and the impact that it may cause, in advance of the interruption if possible, or soon after if no forewarning is possible. The communication will include key information with respect to the reason for and duration of the interruption, and alternatives to the services being offered. The notice will be placed in relevant conspicuous locations on our premises and, when appropriate, shall be placed on Medeba's social media site and website.

Employment

Background

The Accessibility Standard for Employment will help Ontario businesses and organizations make accessibility a regular part of finding, hiring and supporting employees with disabilities. This policy will ensure that staff with disabilities are given equal opportunity to seek and gain employment at Medeba.

Policy Statement

Medeba is committed to make reasonable effort to be fair and accessible with regards to its employment practices.

General Principles

Medeba will communicate that we will accommodate people with disabilities during the recruitment and assessment processes. Potential staff and existing staff with disabilities must be able to perform essential tasks associated with the job, with reasonable efforts of accommodation.

Medeba will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Identify individual needs
- Assess the needs
- Create an individual accommodation plan
- Put the accommodation plan into practice
- Evaluate the accommodation plan on an ongoing basis, with an agreed upon time frame

We will ensure the accessibility needs of employees with disabilities are taken into account for employment communication and performance appraisals.

Medeba will consider the accessibility needs of their employees and build these into our human resources practices.

Employee Accommodation Work Plans

Medeba will undertake the following process for determining a reasonable Accommodation Plan for Employee's with Disabilities.

1. If accommodations are required employees will be asked to meet with their supervisor to determine accessibility needs and participate in the development of an Individual Accommodation Work Plan. Employees may invite family members to this meeting if they believe it would help in the process.
2. Information from the employee and their health care professional will be considered in assessing employee needs and creating the Individual Accommodation Work Plan.
3. If outside expertise is required then Medeba can request and pay for this service.
4. All employee information is subject to Medeba's Personal Information Privacy Policy.
5. The competed plan will be provided to the employee in an assessable format.
6. The following Individual Accommodation Plan Form will be used to document employee's Individual Accommodation Work Plan

Medeba's Individual Accommodation Work Plan Form

Employee's Name:	
Date:	
Employee Position:	
Supervisor:	

Limitations	Essential job requirement?	Job related tasks affected by limitations

Sources of expert input into the individual accommodation plan		

Accommodation measures are to be implemented from and to:	
If no end date is expected this plan will be reviewed:	

Description of Accommodation Measures

Which job requirements require accommodation?	What are the objectives of the accommodations?	What accommodation strategies/tools have been selected?

Action Items

Outstanding Actions to Implement Accommodation	Assigned to:	Due Date:

Employee Signature

Supervisors Signature

Information and Communication

Background

The Accessibility Standard for Information and Communications will help Ontario businesses and organizations make their information accessible for people with disabilities. This policy will ensure that people with disabilities are provided with accessible information.

Policy Statement

Medeba is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

General Principles

All public policies, procedures and regulations will be made available upon request. All necessary information will be posted on the Medeba website (www.medeba.com), and documents will be available in the main office. When providing these documents to a person with a disability, the disability will be considered when determining the format in which the information will be shared, at no additional cost.

Medeba will ensure existing feedback processes are accessible to people with disabilities upon request by providing accessible formats and communications supports. All comments and feedback will be reviewed by the appropriate staff and steps will be taken to determine the best way to address any issues brought forward in a timely fashion.

Medeba will ensure that all new or significantly updated websites will conform to the WCAG 2.0 Level A standard at the time of development. Medeba will ensure that all websites and content will conform to the WCAG 2.0 Level AA.

Accessible Emergency Communication

Background

The Accessibility Standard for Information and Communications will help Ontario businesses and organizations keep guests safe by making public emergency information accessible. The Accessibility Standards for Employment will help Ontario businesses and organizations keep employees safe by providing individualized emergency response information

and assistance. This policy will ensure that people with disabilities are provided with accessible emergency information.

Policy Statement

We are committed to providing emergency information in an accessible way upon request. We will also provide those with disabilities individualized emergency response information and assistance when necessary.

General Principles

Emergency Information

Medeba will provide emergency information for guests and staff with disabilities in an accessible format, when requested. Medeba will ensure that our guests know to request this information.

Emergency Assistance

Arrangements will be made in advance for guests and staff who would need assistance during an emergency due to a disability.

Individualized emergency plans will be created when necessary, following the format below:

1. Review emergency information and procedures
2. Assess the requirements of the individual and their needs regarding notification of an emergency and their abilities to follow the emergency.
3. Develop an individualized plan
4. Practice the plan as needed
5. Evaluate the plan in an agreed upon timeframe, or if the individuals situation changes.

Medeba will reference the Ontario government's "Sample Employee Emergency Worksheet" and "Employee Emergency Response Information Template" in creating these individualized plans.

Training

Background

The AODA clearly outlines the training requirements for all Medeba staff, volunteers, contactors and third parties that act on our behalf with respect to the policy, practices and regulations. This policy will ensure that Medeba provides necessary accessibility training.

Policy Statement

Medeba will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

General Principles

Regular Training will be part of the regular orientation for all new staff. All staff will be trained and the level of training received will be based on their position. Staff will be trained in person on-site. Training normally occurs within the first week of employment.
Records will be kept to verify that training has taken place.
Training will include the purposes of the AODA and the requirements of the standards.
Changes made to the policy will be communicated asap to those who are currently under employment.

Training Specifics

Customer Service

Customer Service training will include, but not be limited to, interacting and communicating with people with various disabilities, interacting with people who use assistive devices, service animals and/or support persons, and use of assistive devices and equipment associated with the services that we provide on our premises, as well as how to handle those situations when a person with a particular type of disability is having difficulty accessing our goods and services. Training received will be based on that position's level of interaction with the public.

Assistive Devices

Medeba has a number of assistive devices.
Auto operator Doors – to be operable when those with disabilities are on site.
Inclined Lift – available in our mountain Lodge – several staff will be trained in the operation of this lift. Their names and how to reach them will be posted at the site of the lift.

Communication and Interaction

All staff responsible for creating information or communications for guests or staff will be trained on the policies provided in the Information and Communications section of this document. Training will occur on a yearly basis or when new staff, as outlined above, are hired or assigned.

Staff are trained to communicate respectfully with those with disabilities offering various means of communication to make communication easier for the individual with the disability.

- Voice
- Pictures
- Written

Staff are also trained on interacting with people with disabilities.

- use a normal tone of voice—do not raise your voice unless asked to, avoid busy/noisy areas
- be polite and patient—do not rush the conversation, do not finish their sentences or speak for them.
- don't pretend to understand—let the person know you are having difficulty; try asking yes or no questions
- ask the person what will help with communication—there are different ways to communicate
- speak directly to the person rather than the person with them
- be flexible—reword rather than repeat anything that is not understood
- only refer to the person's disability if necessary or relevant
- avoid saying anything that implies the person with disability is superhuman, courageous or special
- where necessary seek privacy when communicating so as not to embarrass the individual
- Ask permission to assist them with physical help
- Offer assistance if it appears necessary, but respect the person's wishes if they don't accept your offer
- relax—everyone makes mistakes; apologize if you believe you have embarrassed someone.

Employment

Supervisors will be trained on the policies provided in the Employment section of this document. Training will occur on a yearly basis or when new staff, as outlined above, are hired or assigned.

Emergency Information

Supervisors and Program Coordinators and Directors will be trained on the policies provided in the Accessible Emergency Communication section of this document. Training will occur on a yearly basis or when new staff, as outlined above, are hired or assigned.

Barriers

Background

Barriers are obstacles. Barriers to accessibility are obstacles that make it difficult — sometimes impossible — for people with disabilities to do the things most of us take for granted — things like going shopping, working, or taking public transit.

Barriers include:

- **Attitudinal** barriers are those that discriminate against people with disabilities.
- **Information** or **communications** barriers happen when a person can't easily understand information.
- **Technology** barriers occur when a technology can't be modified to support various assistive devices.
- **Organizational** barriers are an organization's policies, practices or procedures that discriminate against people with disabilities.
- **Architectural** and **physical** barriers are features of buildings or spaces that cause problems for people with disabilities.

This policy will ensure that people with disabilities are, with reasonable effort, given opportunity to obtain, use and benefit from Medeba's onsite programs and services without barriers to accessibility.

Policy Statement

Medeba is committed to identifying and removing accessibility barriers as we are able, as is reasonable, and as required by law. See Multi -year plan for more information

General Approach

Medeba's process for barrier removal includes the following steps:

1. Identifying barriers that exist at Medeba
2. Assess the significance of the barriers and our ability to remove them
3. Determining and prioritizing removal
4. Create a plan for the removal

5. Execute the plan
6. Communicate the results upon completion to the necessary people

Multi-year Plan

Purpose

This multi - year accessibility plan outlines the policies and actions that Medeba will put in place to improve opportunities for people with disabilities.

Plan

The multi-year plan is a separate document that lists accomplishments and set out a plan.

Review of the Plan

The plan is reviewed as part of the agenda during the Executive Team Retreat on the odd year**.** Any changes are updated in the Accessibility Policy and/or Multi-Year Plan