

PLCA Accessibility Policy Statement

Accessible Service Plan:

Providing Goods & Services to persons including those with Disabilities

Pigeon Lake Camper's Association Mission Statement

"Pigeon Lake Camper's Resort is committed to providing its members an affordable, safe and friendly resort property with quality amenities and recreational activities through responsible, respectful management and sound financial practices."

Pigeon Lake Camper's Association Promise

In achieving our mission, PLCA endeavors to provide goods, services, and facilities that respect the dignity, independence, integrity and equality of all persons, including members, guests, and visitors, and including those who have disabilities.

Policy Statement

PLCA is committed to providing the highest level of service quality to all, including people with disabilities. Where reasonably possible, we identify, remove, and prevent barriers that hinder the ability of people with disabilities to use our goods, services and facility.

The Accessibility for Ontarians with Disabilities Act (AODA) was put into effect in June of 2005 by the Government of Ontario. The goal of AODA is to make Ontario accessible by creating and implanting rules and standards of accessibility. PLCA Policy follows many of the same guidelines as the AODA.

Procedure

PLCA strives to identify and remove barriers to allow more access for people with disabilities by:

Assistive Devices

PLCA serves people with disabilities who use assistive devices. PLCA facilitates, where reasonably possible, their use of their own personal assistive devices to access our goods, services or facility. We familiarize our staff with the variety of assistive devices that may be used and the purposes for which a person with disabilities would use one. PLCA trains and familiarizes all staff with the assistive devices that we have on site in our park.

Communication

PLCA communicates with people with disabilities in ways that consider their disability. PLCA works with the person with a disability to determine and use the method of communication works for them.

Service Animals

PLCA welcomes people with disabilities and their service animals. Service animals are welcome in the parts of our park that are open to all members and our guests.

A service animal can often be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If situations occur in which the presence of the animal is prohibited by law, PLCA endeavors to facilitate alternative support so that the person can use our goods, services and facility.

Support Persons

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

In certain cases, PLCA might require a person with a disability to be accompanied by a support person for health or safety reasons related to:

- The person with a disability, or
- Others on the premises

Before making a decision in this regard, PLCA will:

- Consult with the person with a disability to understand their needs
- Consider health and safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Notice of temporary disruption

For those who are observed, or have self-identified, as having a disability, PLCA provides prompt advanced notice, in appropriate form, of any planned disruption to services or facilities. This notice includes information about the reason for the disruption, its anticipated timing, and a description of alternative facilities or services, if available. PLCA endeavors to provide similar information as soon as possible when an unexpected disruption occurs.

Training

PLCA provides accessibility support training to:

- full-time and part-time permanent staff,
- all summer staff, and management.
- all board members and committee members

Training of new employees, board members and committee members is provided within the first 3 months of their service. Summer staff receive training at the start of July each year. All full and part-time staff and permanent staff also attend this training in July as a refresher. Staff also receive updated training when changes are made to the accessible customer service plan.

Continuous improvement

The overall goal of PLCA is to meet and exceed expectations, including those of people with disabilities. In order to continue improving PLCA, any comments or suggestions regarding how well we are meeting expectations are appreciated. All feedback, including any complaint, is directed to our park manager. The park manager or designate will review all complaints/suggestions according to the procedure and policies that have been put into action and will respond within 7 to 10 business days.

Feedback regarding how PLCA provides its goods, services, and facilities to people with disabilities can be made via email or telephone:

- manager@pigeon.on.ca
- 705-657-3470
- 1-800-651-2047

Pigeon Lake Campers Association policies are available on our website or per request in our office for a printed or emailed copy.