Accessible Customer Service Policy & Plan

Providing Goods and Services to People with Disabilities

Inter-Varsity Christian Fellowship of Canada is committed to excellence in serving all customers including people with disabilities.

Assistive devices

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

Communication

We will respectfully 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 our premises only in areas that are open to the public and where the presence of animals is not prohibited by law (i.e. commercial camp kitchens or areas of food preparation).

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.

Inter-Varsity camps will allow support persons on site for purposes of helping the person with a disability to assess the suitability of the camp or for single day events or visits.

Fees will typically not be charged for support persons in these instances.

For overnight stays related to camp, each situation will be evaluated based on the needs of the person with a disability and the type of activities involved in the event. Inter-Varsity offers an Inclusion Camping program at Ontario Pioneer Camp designed to service the needs of people with disabilities. Where required on the basis of the type of disability and as feasible, children and youth with disabilities will be referred to this program by our other summer camps to ensure the best camper experience possible. Where we are able to provide a camp trained one-on-one worker as part of the Inclusion Camp fees, fees would likely be charged for support persons unless it was proven the specialized camp support workers could not adequately service the needs of the person with a disability. In situations where it is not possible for the person with a disability to attend the Inclusion program at Ontario Pioneer Camp, the Camp Director will determine whether they can accommodate the person with a disability based on their individual needs and situation, the desired camp program, the registration numbers and availability of appropriate accommodation. For the protection of our other students and campers any pre-approved support persons who accompany the person with a disability would be required to submit to the same background and references checks as other camp personnel.

If any additional fees will be assessed for Support Workers, the person with a disability will be advised as part of the camp suitability evaluation.

Notice of temporary disruption

All customers will be notified promptly in the event of a planned or unexpected disruption to services or facilities. This would apply equally to customers with disabilities since any disruption to services or facilities would be likely to affect all customers. Typically this will be done by phone to ensure complete customer awareness, but additionally notices will be posted at the location and on the applicable website. The 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.

Training

Inter-Varsity Christian Fellowship of Canada will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- National Directors and Leadership team
- Human Resources personnel
- Camp Directors
- Those in Reception roles at our camp offices and at our National Service Centre
- Donor Services Representatives
- Select Camp Program Staff as appropriate

This training will be provided to staff as part of their onboarding process.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Inter-Varsity's Christian Fellowship of Canada'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 any site specific equipment or devices which may be available for use to assist with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing our goods and services

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

Feedback process

Customers who wish to provide feedback on the way Inter-Varsity Christian Fellowship of Canada provides goods and services to people with disabilities can do so by email, verbally (face-to-face or by telephone), through our website or by submitting a feedback form.
All feedback, including complaints, will be directed to our Director of Human Resources for review, investigation and resolution.

Customers can expect to hear back with 3 business days.

Notice of availability

Inter-Varsity Christian Fellowship of Canada will notify the public that our policies are available upon request by contacting our National Services Centre by email, phone or through our website.

Modifications to this or other policies

Any policy of Inter-Varsity Christian Fellowship of Canada that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.