

SLMC Customer Service Policy

Providing Facilities and Services to People with Disabilities

1. Our mission

Silver Lake Mennonite Camp, as an extension of the Mennonite Conference of Eastern Canada, strives to provide an enjoyable setting where spiritual and personal growth are fostered and Christian values and teachings are emphasized. These endeavours occur primarily during an organized summer children's camp program as well as during related retreat functions in the offseason that provide opportunities to meet the needs of youth and adults. Community living, personal discovery, outdoor skills and environmental stewardship are of primary focus.

2. Our commitment

In fulfilling our mission, SLMC strives at all times to provide its facilities and services in a way that respects the dignity and independence of people with disabilities. We are also committed to providing people with disabilities, to the best of our ability, the same opportunity to access our facilities and services. Allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3. Providing facilities and service to people with disabilities

SLMC is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train our staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

3.2 Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate by email or mail if telephone communication is not suitable to their communication needs or is not available.

3.3 Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. It is advised that any camper with an assistive device should come for a tour of our facilities as the camp's terrain may make some devices more difficult to accommodate smoothly, but still possible. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

3.4 Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following format upon request: hard copy, large print and/or e-mail. We will answer

This policy was created based off of and thanks to Willowgrove's Customer Service Policy Statement.

any questions customers may have about the content of the invoice in person, by telephone or by e-mail.

4. Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter SLMC premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. Fees will not be charged for support persons for admission to Outdoor Education and Facility rental programs. Fees are not charged at the camps for campers who bring their own support person. If the camp provides the support person a fee is charged. This information will be made available in our Facility rental information.

5. Notice of temporary disruptions

SLMC will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption its anticipated duration, and a description of alternative facilities or services, if available. This notice will be placed at public entrances and office service areas on our premises.

6. Training for staff

SLMC will provide training to all employees, volunteer and others who deal with the public or other third parties on their behalf, all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained: Board members, Program Directors, Bookkeeping, Assistant Directors, seasonal outdoor education teachers, summer camp staff. The training is available online and will be required before staff commence their duties. Training will include the following:

- The purpose of the Accessibility for Ontarians with disabilities Act, 2005 and the requirements for 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.
- What to do if a person with a disability is having difficulty in accessing SLMC facilities and services.
- SLMC policies, practices and procedure relating to the customer service standard

Applicable staff will be trained on the policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

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7. Feedback process

The ultimate goal of SLMC is to meet and surpass customer expectations while servicing customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated. Feedback regarding how SLMC provides facilities and service to people with disabilities can be made by e-mail or verbally in person or by phone. All feedback should be directed to the Executive Director and will be passed on to the Inclusion Camper Coordinator. Customers can expect to hear back in a timely manner.

8. Modification to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of SLMC that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Executive Director.