

1. The question of whether it is discriminatory to charge an additional fee to campers requiring one on one care has been raised. We are a church that operates a non-denominational day camp for 8 weeks during the summer months. Currently we provide 5 spots per week for children requiring one on one care. In addition to our regular camp fee we ask that the special needs camper pay \$100.00 for the worker for the week. Where can I find legal documentation saying that the extra charge is not discriminatory?

Under The Customer Service Standard, a person with a disability is permitted to bring their support person with them to any area of your premises that is open to the public. They do not need to present any form of documentation to prove their need for a support person to accompany them.

Under section 80.47(6) the standard, if an organization charges an admission fee or fare, advance notice must be provided of what admission fee or fare, if any, will be charged for a support person.

An organization might require a support person to accompany a person with a disability for health or safety concerns. For example, amusement park rides. In those situations, before making a decision on whether a support person is required to accompany a person with a disability, the organization must:

- consult with the person with a disability to understand their needs
- consider health or 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

If it's determined by the organization that a support person is required to accompany the person with a disability for health or safety reasons of the person or that of others on the premises, then the fee or fare (if any) must be waived for the support person.

For more information on the Customer Service Standard visit <https://www.ontario.ca/laws/regulation/110191#BK151>

2. Can you confirm that we just need to be prepared to create alternative formats rather than have them all ready to go? It seems so personal that it all has to happen after a request has been made.

Section 12 of the Information and Communications Standard requires organizations to provide or arrange for the provision of accessible formats and communication supports for people with disabilities upon request. This must be done in a timely manner and at a cost that is no more than the regular price charged to others.

For more information on the Information and Communications standard visit <https://www.ontario.ca/laws/regulation/110191#BK12>

3. Also, do we need to offer signing support if we host events for our camp community with speeches?

Section 12 of the Information and Communications Standard requires organizations to provide or arrange for the provision of accessible formats and communication supports for people with disabilities upon request. This must be done in a timely manner and at a cost that is no more than the regular price charged to others. When an individual requests an accessible format or communication support, you must work with the person to figure out how to meet their needs. The Information and Communications Standard gives organizations the flexibility to decide on the most appropriate accessible format or communication supports to provide, given the needs of the person and the organizations' capacity to deliver. The legislation does not define "capacity to deliver".

There are many ways to provide and receive information and communications in an accessible manner. Some examples include, but are not limited to:

- Accessible electronic formats such as HTML and MS Word;
- Braille;
- Accessible audio formats;
- Large print;
- Repeating, clarifying, or restating information, reading the written information aloud to the person directly;
- Captioning or audio description; and
- Sign language interpretation and intervenor services.

4. What if someone is requesting that all of the videos on your site have described video/text available?

For any private or not-for profit organizations with 50 or more employees, as well as any public sector organizations, on a go-forward basis from January 1, 2014, new public websites, significantly refreshed websites and any web content that had been posted on those sites on or after January 1, 2012 must meet Web Content Accessibility Guidelines (WCAG) 2.0 Level A. Web content means any information that may be found on a web page or web application including text, images, forms, sounds and videos.

Under WCAG 2.0 Level A, pre-recorded videos embedded on your website must be captioned. Beginning January 1, 2021, all public websites and web content posted after January 1, 2012 must meet WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions).

These requirements apply only to websites and web content that an organization controls directly or through a contractual relationship that allows for modification of the product. Under the AODA for accessible websites, content that your organization does not control, or have the authority to edit, is not required to meet the standards established

In some cases, certain forms of information may be difficult or impossible to convert into an accessible format, or an organization may not have the technology to convert documents into an accessible format.

In these instances, an organization will need to consult with the person with a disability to determine if it is possible to provide the information in an accessible format or with a communication support.

If it is not possible to provide an accessible format, the organization must explain to the person with a disability why it cannot be provided, and must provide a summary of the content.

#### 5. Are we obligated to welcome an animal that to the parent is a service animal for anxiety (homesickness)?

Unless there is a reason by law that the service animal may be excluded from the premises then the service dog must remain with the person with a disability. An animal is considered a service animal if:

- You can readily identify it through visual indicators, such as when it wears a harness or a vest; or
- The person provides documentation (such as a letter or form) from a **regulated health professional** that confirms they need the service animal for reasons relating to his or her disability.

Under the Standard there are no restrictions on what type of animal can be used as a service animal. There are various types of service animals besides guide dogs that support people with various types of disabilities, such as: vision loss, hearing loss, Epilepsy, autism, physical disabilities and mental health (such as anxiety) disabilities. Therefore, if the therapy dog is readily identifiable or is certified by a health professional it is considered a service animal.

For more information on service animals and other requirements of the standard please visit the Accessibility Directorate of Ontario's website [www.ontario.ca/accessibility](http://www.ontario.ca/accessibility)