



www.learnhockey.com

Box 448, Sundridge, ON P0A 1Z0 P 705.386.7702 F 705.386.0179 Toll Free 1.888.576.2752 hoc@learnhockey.com

THE ULTIMATE HOCKEY AND SUMMER CAMP EXPERIENCE.

Accessible Customer Service for People With Disabilities



Hockey Opportunity Camp
Box 448
Sundridge, ON
P0A 1Z0



Hockey Opportunity Camp (2012)



www.learnhockey.com

Box 448, Sundridge, ON P0A 1Z0 P 705.386.7702 F 705.386.0179 Toll Free 1.888.576.2752 hoc@learnhockey.com

THE ULTIMATE HOCKEY AND SUMMER CAMP EXPERIENCE.

ACCESSIBLE CUSTOMER SERVICE FOR PEOPLE WITH DISABILITIES

Accessibility For Ontarians With Disabilities Act (AODA), 2005

AODA stands for the Accessibility for Ontarians with Disabilities Act, which is a law, that focuses on the development of accessibility standards for all Ontarians. The Government of Ontario is responsible for developing and implementing these standards. The accessibility standards will be mandatory and will be designed to identify, remove, and prevent barriers for people with disabilities. Both the private and public sectors within Ontario are required to adhere to these standards

Description of the HOC Property

Hockey Opportunity Camp is located at 961 Park Road South in Machar Township. The property consists of 85 acres of land on 1500 feet of shoreline on Eagle Lake. There are over 25 buildings on camp property, most of which are accessible by pathways and roadways made up of loose gravel, hard packed sand and grass. On one side of the road is the heavily forested part of camp, which contains trails for the mountain biking program, a sports field, as well as the archery pit (accessible by a walking trail made up of rocks, hard packed sand and tree roots). This area does have emergency vehicle access, but the road is bumpy and uneven. On the main side of camp, cabins and the majority of program areas are accessible down a hill, which leads to the lake, by one of the many pathways (made up of wood chips, loose gravel, grass and hard packed sand). The main parking lot is made up of loose gravel, but is located at the centre of camp beside our Main Lodge / Dining Hall.





www.learnhockey.com

Box 448, Sundridge, ON P0A 1Z0 P 705.386.7702 F 705.386.0179 Toll Free 1.888.576.2752 hoc@learnhockey.com

THE ULTIMATE HOCKEY AND SUMMER CAMP EXPERIENCE.

Programs Offered at HOC

There are three main programs that take place on the HOC property.

Overnight Hockey + Camp Program: Our main program here at HOC combines both “Best In Class” hockey development with two daily chosen land or water-based activities. This program is for active boys and girls aged 7-16. Part of the day is spent at the arena doing on ice hockey training. Campers spend (2 hours) on-ice as well as an additional hour participating in a comprehensive dry land training program (see details on our web site). Campers are transported to and from the arena via school bus.

When back at camp, campers choose from a variety of camp activities including: waterskiing/board sports, archery, sailing, kayaking, boardsailing, mountain biking, and many more. Throughout the week campers also take part in additional programming (camp wide activities (all ages), section activities, cabin activities) which are all based on fun, active games and initiatives.

Overnight Camp Program: This program is for active boys and girls 7-16 that may not play hockey but want to be part of an exciting summer camp experience. These campers take part in additional camp activities while their friends and bunkmates are at the arena. Campers get to choose from all the same activities, just more of them.

Overnight Water Ski Program: This program combines three hours daily of water skiing with two additional daily chosen land or water-based activities. This program is for active boys and girls aged 9-16.

Campers choose from a variety of camp activities including: archery, sailing, kayaking, boardsailing, mountain biking, and many more. Throughout the week campers also take part in additional programming (camp wide activities (all ages), section activities, cabin activities) which are all based on fun, active games and initiatives.





www.learnhockey.com

Box 448, Sundridge, ON P0A 1Z0 P 705.386.7702 F 705.386.0179 Toll Free 1.888.576.2752 hoc@learnhockey.com

THE ULTIMATE HOCKEY AND SUMMER CAMP EXPERIENCE.

South River Machar Day Camp Program: HOC is contracted to run the South River-Machar Day Camp Program. This program is for active boys and girls 5-12 and runs Monday to Friday from 9:30am until 3:30pm. The majority of these campers are bussed to HOC from the local communities. Day campers participate in some of the most exciting camp activities (i.e. mountain biking, swimming, tubing etc.) as well as other highly active games and initiatives designed and facilitated by the counsellors. There is also an opportunity to earn Red Cross Swim levels while taking part in the program. In order to fit in as many activities as possible, day campers rotate from activity to activity quite often throughout the day. Campers are required to change from swim clothes to dry land attire independently without the assistance of a staff member. Day campers are also responsible for managing their personal belongings in a backpack and bring a lunch on a daily basis.

Service Animals at HOC

While visiting HOC a person with a disability is permitted to keep their service animal with them. HOC will make every effort possible to accommodate the use of Service Animals on property.

Advance notice greatly improves our ability to ensure we can provide the best possible service to our customers and their families.

Support Persons at HOC

Any one with a disability may have a support person with them while visiting our facilities. Support persons may be: a volunteer, a family member, a friend, or a personal support worker.

Any support person assisting with our camp program must adhere to the same policies and procedure as our hired HOC staff. This procedure includes; completing an Employment Application Form, submitting a current resume, completing an in person interview with the Camp Director, submitting a current Criminal Record Check and contact information for two credible references to be checked by the Camp Director. This procedure is in place to ensure that HOC is providing our campers with a safe and fun environment.





www.learnhockey.com

Box 448, Sundridge, ON P0A 1Z0 P 705.386.7702 F 705.386.0179 Toll Free 1.888.576.2752 hoc@learnhockey.com

THE ULTIMATE HOCKEY AND SUMMER CAMP EXPERIENCE.

Use of Assistive Devices at HOC

HOC will make every effort possible to accommodate the use of Personal Assistive Devices, which enable a person with a disability to visit our facilities. Devices include: Mobility devices, personal oxygen tanks, mini pocket recorders and communication boards, etc.

Advance notice greatly improves our ability to ensure we can provide the best possible service to our customers and their families.

HOC Notice of Disruption of Services

If there are any planned or unplanned disruptions of service on HOC property or facilities used by HOC (i.e. ramp under construction, road/pathway under construction), we will provide notice in as many ways as possible (i.e. online, posting signage at the building).

Notice of disruption will include:

- i. Reason for disruption
- ii. The expected length of the disruption
- iii. Alternative services, if available

HOC Feedback Mechanism

Hockey Opportunity Camp (HOC) is committed to creating an accessible and barrier free environment on as many levels as possible in our: services and facilities. Should you have any questions or concerns please feel free to contact us by:

*In person- 961 Park Road South, Machar Township, Ontario P0A 1X0

*By mail- HOC, Box 448, Sundridge ON, P0A 1Z0

*By phone- 1-888-576-2752

*By email- hoc@learnhockey.com

All questions and concerns will be dealt with as quickly as possible.

