



Accessibility Standards in Customer Service Policy

Policy

Family Day Care Services is committed to ensure that policies, practices and procedures we establish reflect the principles of integration, independence, dignity and equal opportunity for persons with disabilities. We will use all reasonable efforts to ensure we are consistent with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) created under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The training about how to serve customers with disabilities is mandatory for all staff, students, volunteers and contract staff under the Accessibility Standards for Customer Service.

Purpose

To demonstrate our commitment to providing accessible goods and services that allows persons with disabilities to fully participate in community activities by receiving services in a similar way as provided to other customers.

Scope

This Policy applies to all Family Day Care Services staff, volunteers, students and contract staff.

Definitions Used for the Purposes of This Policy

Disability -

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- (b) a condition of mental impairment or a developmental disability;
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- (d) a mental disorder.

The definition includes disabilities of different severity, visible as well as non-visible and disabilities the effects of which may come and go.

Staff - for the purposes of this Policy only refers to employees, volunteers, students.

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Contract staff - for the purposes of this Policy only refers to every other person other than staff who provide services on behalf of Family Day Care Services.

Customers - refers to people who receive Family Day's services.

Guide Dog - a dog trained to guide the blind.

Service Animals - are animals that have been trained to perform tasks that assist people with disabilities.

Support Person - a person that helps a person with a disability to overcome barriers and protects the health and safety of the person with a disability and/or others.

Process

Making the communication more accessible

Family Day will strive to make communication more accessible by considering the needs of people with disabilities during the planning stage of services.

Family Day will communicate with an individual with a disability in a way that takes the person's disability into account. The Agency will consider how the disability affects the way that the person expresses, receives or processes communications. Where possible, Family Day will ask the person directly how to communicate with them.

Changing the usual method of communication

The following are examples of strategies and methods that Family Day will use to communicate in a variety of ways:

- using plain language to make a document easier to read for people with certain learning disabilities
- using e-mail to communicate with customers who are deaf or have speech impairments
- providing written handouts of commonly-spoken information
- using large print for people who have low vision
- providing easy-read, simplified summaries of materials for people with developmental or intellectual disabilities
- offering phone service rather than requiring in person service for people with physical disability
- offering assistance of a staff person to complete a transaction

People with disabilities who use assistive devices or services

Family Day Care Services will facilitate the use of the personal assistive devices on its premises such as: wheelchairs, walkers, white canes, oxygen tanks, portable chalk boards and electronic communication devices.

Guide dogs or service animals may accompany persons with disabilities in those areas of its premises that are open to the public. If a service animal is excluded by another law or where another person's health and safety could be seriously impacted by the presence of

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the service animal, Family Day will facilitate other options to provide service to the person. Where an animal is not a trained guide dog and it is not readily apparent to an average, informed person that the animal is a service animal, Family Day will ask the person using the service animal for a letter from a doctor or nurse that states the animal is needed because of a disability.

People with disabilities who use a support person

A support person will be welcome in those areas of the premises that are open to the public only if the support person is necessary to protect the health or safety of the person with the disability or the health or safety of others on the premises. Appropriate behaviour is expected of a support person just as it is of the customer with the disability and all other customers.

Training

Family Day Care Services will provide training to all staff and partners who communicate with customers on how to interact and communicate with people with various types of disabilities.

The content of training will provide guidance on:

- a review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07
- a review of practices and procedures relating to the provision of goods and services to people with disabilities.
- how to interact and communicate with people with various types of disabilities
- how to interact and communicate with people with various types of disabilities who use assistive devices
- how to interact with and serve people with disabilities who require the assistance of a guide dog or other service animal
- how to interact with and serve people with disabilities who require the assistance of a support person
- what to do if a person with disability is having difficulty in accessing the Agency's services.
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Family Day Care Services will provide training to all new staff and partners who deal with members of the public as soon as is practicable after they have assumed their job responsibilities.

Family Day Care Services will provide customers with notice in the event of a planned or unexpected disruption in the services usually used by people 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.

Feedback on how Family Day provides services to people with disabilities

Family Day Care Services welcomes and appreciates comments on its customer service supporting customers with disabilities.

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Internal feedback regarding the way the Agency provides services to people with disabilities can be made by using an Employee Suggestion Box as part of an Employee Suggestion Program. All feedback will be directed to the Human Resources Department. All submissions will be considered, reviewed and discussed - please see ESP Cycle Process located at the side of the Employee Suggestion Box.

External feedback regarding the way the Agency provides services to people with disabilities can be made by:

- using HR e-mail box (hr@familydaycareservices.com)
- calling any member of the HR Team (416-430-7422, 416-430-7417)
- submitting a suggestion in a written form to HR Department (155 Gordon Baker Rd, Ste 400, Toronto, ON M2H 3N5, Attn: HR Department).

Compliance with Government of Canada Standards

Family Day Care Services' Accessibility Standards in Customer Service Policy may be impacted by any/all changes to the accessibility standards for customer service initiated by the Government of Canada and the Ontario Human Rights Code

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