



**FAMILY
DAY**



Accessibility for Ontarians with Disabilities Act 2005



Family Day Care Services
2018



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Agenda

- Why are we having this training?
- Accessibility Standards for Customer Service / Ontario Regulation 429/07
- Meeting the requirements of the Customer Service Standard
- What is required of Family Day?
- Accessible Customer Service Policy – Summary
- Who must be trained?
- Principles of accessible customer service
- Types of disabilities
- Tips for serving people with disabilities



Why Are We Having This Training?

- The Accessibility for Ontarians With Disabilities Act (AODA) was passed in 2005
- AODA's goal is to have fully accessible services in Ontario by 2025 through a series of standards
- Accessibility Standards for Customer Service is the first such standard to be enacted into law
- As a customer service entity Family Day must comply with the regulation as of January 1, 2012





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The Accessibility Standards for Customer Service (Ontario Regulation 429/07)

- Came into effect on January 1, 2008
- Sets out obligations for certain persons, businesses and other organizations to provide goods or services in a way that is accessible to people with disabilities in Ontario
- Applies to every organization in Ontario that has one or more employees that provides goods or services to the public or to other organizations



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Meeting the Requirements of the Customer Service Standard

- Establish policies, practices & procedures
- Establish a training program & train staff
- Establish a feedback process
- Establish alternate communication methods
- Establish a notice of service disruption



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What is Required of Family Day?

- Staff, volunteers and students who deal directly with members of the public on behalf of Family Day must complete the training
- Staff, volunteers and students must watch the 30-minute on-line Accessible Customer Service video
- All participants must complete the 'Accessibility Standards for Customer Service' quiz
- Upon successful completion of the quiz the individual will receive a certificate



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Family Day's Role?

- Ask all staff, students and volunteers to indicate that they have read and understood the AODA Policy by signing the Policies & Procedures – Sign Off Sheet
- A copy of the Sign Off Sheet must be forwarded to the Human Resources Department



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Accessible Customer Service Policy Summary

- Communicate with customers in a way that takes into account the person's disability.
- Allow customers to use their own personal assistive devices while accessing our services.
- Allow customers who use a support person to bring that support person with them when accessing services in our facilities.





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Accessible Customer Service Policy Summary

- Allow customers to be accompanied by a service animal in those areas of our facilities that are open to the public, unless excluded by law. If not permitted, provide the service in an alternate way.
- Provide prompt notice when Family Day facilities or services used by customers with disabilities are temporarily disrupted.





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Accessible Customer Service Policy Summary

- Train all staff, volunteers and agents who provide direct service to members of the public on our behalf about how to serve customers with various types of disabilities.
- Receive feedback from the public about the way we provide service to people with disabilities in accordance with the Customer Service Strategy.
- Offer copies of specific documents about accessible customer service upon request.



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Who Must Be Trained?

- Staff, Volunteers and Students
- Management (developing policies, practices and procedures on providing goods or services)
- Contractors or otherwise





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Principles of Accessible Customer Service

- **Dignity**
- **Independence**
- **Integration**
- **Equality of Opportunity**
- **Inclusiveness**



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Definition of Disability

- 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 coordination, blindness or visual impediment, deafness or hearing impairment, muteness or speech impediment, or physical reliance on a guide dog or other service animal or on a wheelchair or other remedial appliance or device



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Types of Disabilities

- Physical
- Deaf, Deafened and Hard of Hearing
- Deaf-Blindness
- Vision
- Intellectual
- Speech
- Learning
- Mental
- Smell
- Touch
- Taste
- Other (ALS, asthma, diabetes, cancer, HIV/AIDS, heart diseases, stroke, more)



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Tips for Serving People with Disabilities

PHYSICAL DISABILITIES

We should :

- Speak normally and directly to your customer
- Ask if they would like help
- Mobility Devices are part of a person's personal space
- Provide information about accessible features
- Be patient.



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Tips for Serving People with Disabilities

DEAF, DEAFENED AND HARD HEARING

We should :

- Attract the customer's attention before speaking.
- Ask how you may help.
- Be clear and use specific information
- Face the person & keep your hands & other objects away from your face and mouth
- Try to speak in a quiet area
- If necessary, write notes





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Tips for Serving People with Disabilities

DEAF-BLINDNESS

We should :

- Do not assume what a person can or cannot do
- Never touch a person who is deaf-blind suddenly or without permission unless it is an emergency
- Understand that communication can take some time. Be patient
- Direct your attention to your customer, not the companion
- Do not touch or address a service animal.

It is working and has to pay attention at all times.





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Tips for Serving People with Disabilities

VISION

We should :

- Introduce yourself
- Do not touch or speak to a service animal. It is working and has to pay attention at all times.
- Verbally describe the setting, layout and location as necessary
- Offer your arm to guide the person. Do not grab or pull them.





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Tips for Serving People with Disabilities

INTELLECTUAL

We should:

- Do not assume what a person can or cannot do
- Use clear language
- Be prepared to explain and use examples
- Be patient and verify your understanding of what they need
- Speak directly to your customer, not their companion



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Tips for Serving People with Disabilities

Talk about disabilities – Choose the right words

- Use “disability” or “disabled,” not “handicap” or “handicapped.”
- Don’t use terms such as “retarded,” “dumb,” “psycho,” “moron” or “crippled.” These words are very disrespectful to people with disabilities.
- Remember to put people first. It is proper to say “person with a disability,” rather than “disabled person.”
- If you are not sure about a disability, it’s better to wait until the individual describes their situation to you rather than make your own assumptions. Many types of disabilities have similar characteristics and your assumptions may be wrong.



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Ontario

ACCESSIBILITY FOR ONTARIANS
WITH DISABILITIES ACT 2005 (AODA)

Accessibility for Ontarians with Disabilities

Thank You



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