

	POLICY TITLE	CATEGORY
	Accessibility Standards in Customer Service	Human Resources
	APPROVING BODY OR POSITION	APPROVAL DATE
	Manager, Human Resources	February 2018
	PRIMARY LEGISLATION / REGULATION REFERENCE(S)	
Accessibility for Ontarians with Disabilities Act 2005 (AODA)		

## POLICY

Family Day Care Services (Family Day) is committed to ensuring 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).

### Purpose

To demonstrate our commitment to providing accessible 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's staff, contractors and partners.

### 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 service 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 permanent/contract and casual staff, volunteers and students.

- **Contractors and Partners**

For the purposes of this Policy, only refers to individuals who provide services on behalf of Family Day.

- **Customers**

Refers to people who receive Family Day services.

- **Guide Dog**

A dog trained to guide the blind.

- **Service Animals**

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 hand-outs of commonly spoken information;
- using large print for people who have low vision;
- providing easy-to-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 disabilities;
- offering the assistance of a staff person to complete a transaction.

- **People with disabilities who use assistive devices or services**

Family Day 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**

Guide dogs or service animals may accompany persons with disabilities in those areas of Family Day's 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 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**

The training about how to serve customers with disabilities is mandatory for all new staff, contractors and partners under the Accessibility Standards for Customer Service.

Family Day will provide training to all new staff, contractors and partners who deal with members of the public as soon as is practicable after they have assumed their job responsibilities.

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.

- **Notice of temporary service disruption**

In the event of a planned or unexpected disruption to services or facilities, Family Day will notify customers promptly. This clearly posted notice (see Appendix A) will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

\*Please use font size 25-26 and a legal size paper when printing out the Notice

The notice will be placed on the front doors and on Family Day's website, and a telephone message will be recorded (for Gordon Baker Office – notice will be placed on the East and West entrance doors of the building and on Family Day's website and a telephone message will be recorded in the general Family Day voice mailbox).

- **Design of public spaces**

Family Day will meet the Accessibility Standards for the Design of Public Spaces in Ontario when building or making major modifications to public spaces. Public spaces include:

- outdoor play spaces, like playgrounds;
- accessible off-street parking;
- service-related elements like waiting areas.

- **Feedback on how Family Day provides services to people with disabilities**

Family Day welcomes and appreciates comments on its customer service supporting customers with disabilities. Feedback regarding the way the Agency provides services to people with disabilities can be made by:

- sending an email to Human Resources (hr@familydaycareservices.com)
- phoning a member of the Human Resources team
- submitting a written suggestion to Family Day Care Services, 155 Gordon Baker Rd, Suite 400, Toronto, ON M2H 3N5, Attn: Human Resources.

- **Modifications to Family Day's policies and procedures**

Any policy or procedure of Family Day Care Services that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

- **Compliance with Government of Canada Standards**

Family Day's 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.

**See also: Appendix A: Notice of Temporary Service Disruption**



## Notice of Temporary Service Disruption

Which service is disrupted?

Service has been disrupted because (reason): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Service is expected to resume (date): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Description of alternative facilities/services (if available): \_\_\_\_\_

\_\_\_\_\_

**We apologize for any inconvenience this may have caused.**

Posted by (name): \_\_\_\_\_

Posted on (date): \_\_\_\_\_

For additional information please contact (name & phone number):

\_\_\_\_\_