



# ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES

POLICY NUMBER: 01.02

CURRENT DATE APPROVED:

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## GLOSSARY

Not applicable to policy.

## APPENDICES

Not applicable to policy.

## RELATED POLICIES

02.08 Parent Issues and Concerns Policy

## BACKGROUND

This policy was created in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. It outlines SLCD's practices to ensure people with disabilities can participate more actively in our centre; effectively identifying, removing and preventing barriers for people with disabilities.

## PURPOSE

St. Lawrence Co-operative Day Care Inc. is committed to excellence in serving all customers including people with disabilities.

## SCOPE

To be implemented in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 affecting the standards and practices governing St. Lawrence Co-operative Day Care Inc..

## POLICY & PROCEDURE

### **Assistive Devices**

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, St. Lawrence Co-operative Day Care will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

### **Training for Staff**

St. Lawrence Co-operative Day Care will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained: Bookkeeper, Program Supervisor, Assistant Supervisor, Early Childhood Educators, Assistant Teachers, Cook, Kitchen Assistant, Volunteers, Placement Students and Casual Staff.

This training will be provided to staff, students and volunteers when starting employment and/or placement as well as when changes are made to the plan. The plan will include:



- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- St. Lawrence Co-operative Day Care's plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing SLCD's services.

### **Feedback Process**

Customers who wish to provide feedback on the way St. Lawrence Co-operative Day Care provides services to people with disabilities can speak to a Program Supervisor.

Complaints will be addressed according to our organization's Parent Issues and Concerns Policy. Customers can expect to hear back in 5 business days or issues brought to the Board of Directors will be dealt with at the next scheduled board meeting.

### **Modifications to This or Other Policies**

Any policy of St. Lawrence Co-operative Day Care that does not respect and promoted the dignity and independence of people with disabilities will be modified or removed.

