

CENTENNIAL INFANT AND CHILD CENTRE

ACCESSIBILITY STANDARDS (For Volunteers and Students)

PURPOSE

In June, 2005, the Ontario Government passed the ***Accessibility for Ontarians with Disabilities Act (AODA)***. The objective of this policy is to provide guidelines for the delivery of services to persons with disabilities, in compliance with the requirements of the Accessibility for Ontarians with Disabilities Act.

SCOPE

This policy applies to all employees, volunteers, students and others who deal with the public or other third parties on Centennial's behalf.

POLICY

Centennial Infant and Child Centre is committed to developing policies, practices, and procedures that provide accessible quality services to its clients. Services will be provided to clients with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity.

Centennial Infant and Child Centre is dedicated to ensuring all programs and services are accessible to clients and their children in accordance with Ontario Regulation 429.07 Accessibility Standards for Customer Services.

Centennial Infant and Child Centre will endeavor to ensure that the Policy and related practices and procedures are consistent with the following **FOUR CORE PRINCIPLES**:

1. ***Dignity*** - Persons with a disability must be treated as valued clients as deserving of service as any other customer.
2. ***Equality of Opportunity*** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.
3. ***Integration*** - Wherever possible, persons with a disability should benefit from our services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
4. ***Independence*** – Services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

COMPONENTS OF THE POLICY

1. Communication

- Centennial Infant and Child Centre is committed to communicating with clients with disabilities in different or alternative ways that take into consideration their disability.
- Staff will be trained on how to interact and communicate with clients with disabilities in a manner that is respectful of a client's dignity and independence.
- Alternate methods of communication will be provided as requested. Staff will be trained to talk with clients over the phone in plain language and to speak clearly and slowly.

2. Use of Assistive Devices, Support Persons and Service Animals

- Assistive Devices, guide animals and/or support persons may be used by clients to assist in accessing services at Centennial Infant and Child Centre.
- Centennial Infant and Child Centre may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health and safety of the person with a disability or the health or safety of others on the premises.
- All service animals must have proof of inoculations under the Day Nurseries Act
- Staff and volunteers will be properly trained in how to interact with clients with disabilities who are accompanied by a service animal, a support person or an assistive device.
- The use of such items must be in compliance with the regulations outlined in the Day Nurseries Act and the Toronto Operating Criteria.

3. Notice of Temporary Disruptions

- Centennial Infant and Child Centre will notify clients if there is a planned or unexpected disruption of a facility or service persons with a disability use to access our services. The notice will be posted at the entrance of the premises as well as being provided verbally, electronically or in person. The notice will include the following:
 - That a facility or service is unavailable
 - The anticipated duration of the disruption
 - The reason for the disruption
 - Alternative facilities or services, if available

4. Feedback Procedure

- AODA requires organizations to implement a feedback method that allows clients to provide feedback on perceived barriers, including how to ask for assistance.
- Centennial Infant and Child Centre accepts feedback in a variety of ways including in person, by telephone, in writing or electronically. Our feedback protocol requires Centennial Infant and Child Centre to respond to all client enquiries within 5 business days.

5. Training

Centennial Infant and Child Centre will provide training to staff, volunteers and students, and ongoing training as required under the Act, to all persons to whom this Policy applies as well as to those persons charged with developing this Policy and related procedures and practices

A. Content of Training

Training will include:

- i.* A review of the purpose of the Act and requirements of the Standard.
- ii.* A review of the Policy.
- iii.* How to interact and communicate with persons with various types of disabilities.
- iv.* How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- v.* How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.
- vi.* What to do if a person with a disability is having difficulty accessing our premises and/or services.

B. Timing of Training

Training will be provided to all persons to whom this Policy applies as soon as practicable after he or she is assigned the applicable duties.

C. Documenting Training

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the Act.

6. Documentation and Availability

All Accessibility Policies of Centennial Infant and Child Centre and all documents required by the Accessibility Standards for Customer Service, including notices of temporary disruptions, training records and written feedback process are available upon request.