

## HALTON HILLS CHILD CARE CENTRE

### ACCESSIBLE CUSTOMER SERVICE POLICY

#### **Policy Statement**

Halton Hills Child Care Centre (HHCCC) is committed to providing accessibility to our services for persons with disabilities in a manner that respects the dignity and independence of each individual.

HHCCC is committed to giving people with disabilities the same opportunity to access our services, allowing them to benefit from the same services, in the same place and in a similar way as other customers.

This policy establishes accessibility standards for customer service at HHCCC in accordance with the Accessibility for Ontarians with Disabilities Act 2005 (AODA) and Ontario Regulation 429/07.

#### **Accessibility for Ontarians with Disabilities Act**

The goal of the act is to make Ontario accessible for people with disabilities by 2025. Ontario is developing mandatory, province-wide standards to achieve this goal and to improve accessibility.

#### **Definitions**

**Disability** is defined according to the AODA as:

- 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 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,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

#### **Principles**

HHCCC will use every reasonable effort to be consistent with the principles: Dignity, Independence, Equal Opportunity, and Integration.

#### Dignity

Service is provided in a respectful manner consistent with the needs of the individual.

## Independence

Services for persons with disabilities shall support their independence while respecting their right to safety and personal privacy.

## Equal Opportunity

Service outcome is the same for persons with disabilities as for persons without disabilities.

## Integration

Services allow people with disabilities to fully benefit from the same services, in the same place and in a similar way as other customers.

## **Barriers**

The AODA defines a barrier as anything that prevents a person with disabilities from fully participating in all aspects of society because of his or her disability, including Attitudinal, Architectural and Physical, Information and Communication, Technology, and Organizational.

## Attitudinal

Attitudinal barriers are those that discriminate against people with disabilities.

## Architectural and Physical

Architectural and physical barriers are features of buildings or spaces that cause problems for people with disabilities.

## Information and Communication

Information and communication barriers happen when a person can't easily understand information.

## Technology

Technology barriers occur when a technology can't be modified to support various assistive devices.

## Organizational

Organizational barriers are an organization's policies, practices or procedures that discriminate against people with disabilities.

**Assistive Device** is a technical aid, communication device or medical aid that is used to increase, maintain, or improve the functional abilities of people with disabilities, in seeing, hearing, speaking, mobility, walking, breathing, performing manual tasks, learning, working, or self-care.

**Support Person** means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services. O. Reg. 429/07, s. 4 (8).

**Service Animal** is an animal is a service animal for a person with a disability,

- (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- (b) if the person provides a letter from a regulated health professional (i.e. physician, nurse, psychologists, psychotherapists, audiologists, chiropractors and optometrists) confirming that the person requires the animal for reasons relating to the disability. O. Reg. 429/07, s. 4 (9). Service animals include, but are not limited to “guide dogs”: a guide dog as defined in section 1 of the *Blind Persons’ Rights Act*; means a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations under the Blind Persons’ Rights Act. R.S.O. 1990, c. B.7, s. 1 (1).

## **Accountability**

### **Board of Directors**

- Review Accessible Customer Service Policy (statement) annually.
- Participate in training.
- Budget for areas that may require further and/or ongoing development.

### **Director**

- Review with all staff members before entering the classroom and it must be reviewed and signed annually.
- Provide training for all members of our organization (Board, staff, volunteers and students).
- Participate in training.
- Ensure that accessible customer service is provided to all clients.
- Identify all barriers of accessibility.
- Investigate all reports of barriers of accessibility.
- Develop a plan to deal with barriers of accessibility.
- Ensure feedback regarding accessible customer service is addressed in accordance to the policy.
- Review the Emergency Response Plan with any employees and/or clients who have a disability to determine if an individualized plan is necessary.

### **Supervisor**

- Ensure that accessible customer service is provided to all clients.
- Participate in training.
- Identify and report all barriers of accessibility to Director.
- Retain written documentation of policy review.

### **Staff**

- Ensure that accessible customer service is provided to all clients.
- Participate in training.
- Identify and report all barriers of accessibility to Director.

**Policy approved by Board of Directors on June 20, 2016**