

HURON PLAYSCHOOL CO-OPERATIVE

Policy: Accessible Customer Service Policy
(Providing Services to People with Disabilities)

Effective Date: January 1, 2012

Prepared on: November 8, 2011

Purpose:

The following policy, practices and procedures have been established by Huron Playschool Co-Operative (“the Playschool”) to govern the provision of its services in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005, Regulation 429/07 Accessibility Standards for Customer Service*.

Policy:

1. Policy Statement

The Playschool is committed to providing an accessible environment in which all individuals have access to the Playschool’s services in a manner that positively reinforces customer service. The Playschool strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities (which includes children with disabilities). The Playschool is also committed to and will make reasonable efforts to giving people with disabilities equal opportunity to access and use its services, and is committed to allowing them to benefit from the same services, in the same place and in the same or similar manner as other customers.

2. Components of the Policy

2.1 Communication

Communication is an integral part of our customer service commitment. When communicating with a person with a disability, staff, volunteers and volunteer parents (collectively referred to as “members”) will make reasonable efforts to take into account the person’s disability. The Playschool is committed to training its members who communicate with customers on how to interact and communicate with people with various types of disabilities.

2.2 Assistive Devices

The Playschool is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from its services. The Playschool will ensure that all its members are trained and familiar with assistive devices that may be used by customers with disabilities while accessing our services.

The Playschool will also ensure that its members are trained on how to use any assistive devices that are available on the Playschool's premises for customer use.

A person with a disability may provide his or her own assistive device to obtain, use or benefit from the Playschool's services.

2.3 Use of Service Animals and Support Persons

A person with a disability may enter the Playschool's premises accompanied by a guide dog or other service animal. It should be noted that it is the responsibility of the person with a disability to ensure that his or her service animal is kept in control and with them at all times.

A person with a disability may enter the Playschool's premises accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to the support person while on the premises.

A support person, when assisting a person with a disability, may attend meetings, presentations, and other events on the premises and will be permitted to attend at no charge where an admission or registration fee would otherwise be applicable.

The Playschool reserves the right to require a person with a disability to be accompanied by a support person when on the premises, if a support person is necessary to protect the health and safety of the person with a disability or the health or safety of others on the premises.

2.4 Notice of Temporary Disruption

The Playschool will provide customers with notice, as soon as it is able to do so, in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities in accessing the Playschool's services. When temporary disruptions occur, the Playschool will provide notice by posting the information in a

visible place on the Playschool's premises, and/or on the Playschool's website at www.huronplayschool.com when practicable. The notice of disruption will outline the reason for the disruption, its anticipated duration, and a description of alternative facilities and services, if any.

2.5 Training

The Playschool will provide training to all its members and others, who deal with the public or other third parties on its behalf, and all those responsible in the Playschool for the development of customer service policies, practices and procedures i.e. the Board of Directors.

Applicable individuals will be trained on policies, practices and procedures that affect the way professional services are provided to people with disabilities.

Training and instruction will be provided on the following matters:

- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of *Regulation 429/07 Accessibility Standards for Customer Service*
- 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 guide dog or service animal or a support person
- How to use assistive devices or equipment that are available on the Playschool's premises
- What to do if a person with a disability is having difficulty in accessing the Playschool's services
- This Policy and any other Playschool policies, practices and procedures relating to *Regulation 429/07 Accessibility Standards for Customer Service*

The training will be provided within 30 business days after an individual is assigned his or her duties. Any new hires will undertake training as part of their orientation, if they have not already done so. The Playschool will provide ongoing training in relation to any changes to its policies practices and procedures that govern the provision of services.

2.6 Request for Accessible Services and Feedback

A person with a disability who has a special need may request an accommodation with respect to access to the Playschool's services. The request should be made as soon as possible. It will be assessed on a case-by-case basis and the Playschool will make its best efforts to respond to it effectively and in accordance with the principles established under the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*.

Accommodation requests and feedback regarding the delivery of services to people with disabilities may be given by telephone, by delivering an electronic text, by email or other electronic format, in person, in writing, or by using our forms available on the Playschool's website at www.huronplayschool.com. Feedback is welcomed as it may identify areas that require change and encourage continuous customer service improvements. We are committed to responding to any complaints within 15 business days. All accommodation requests and feedback should be directed to the Director of the Playschool.

2.7 Questions about this Policy

This Policy exists to achieve service excellence to customers with disabilities. The Playschool, if requested by the individual, will endeavour to provide the document in a format that takes the person's disability into account. If anyone has a question about the Policy, or if the purpose of this Policy is not understood, please direct your inquiries to the Director at the Playschool.