



2014 PLP 103 AODA Policy

Park Lawn Preschool Inc. is committed to providing quality accessible services to our clients and their children. Services will be provided to clients with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity.

Park Lawn Preschool Inc. is committed to ensuring all programs and services are accessible to staff, students, volunteers, clients and their children in accordance with *Ontario Regulation 429.07 Accessibility Standards for Customer Services*. This includes services delivered in person, by telephone, electronically, visually, orally or by written materials.

Park Lawn Preschool Inc. endeavors to ensure that our policy and related practices and procedures are consistent with the following four (4) 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.

Park Lawn Preschool Inc. provides services to all children and their families including those with disabilities. Every effort will be made to ensure that:

- The service is provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of services to clients with disabilities, and others is integrated unless an alternative measure is necessary, whether temporarily or permanently, to enable clients with a disability to participate in the services offered by Park Lawn Preschool Inc.

1. Communication

Park Lawn Preschool Inc. is committed to communicating with clients with disabilities in different or alternative ways that take into consideration their disability.

Staff are trained on how to interact and communicate with clients with disabilities in a manner that is respectful of a client's dignity and independence.

Alternative methods of communication will be provided as requested. For example, Staff are trained to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly.

2. Use of Assistive Devices

Assistive devices, guide animals and/or support persons may be used by clients to assist in accessing services at Park Lawn Preschool locations. Centres may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or 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/vaccinations required under the *Day Nurseries Act*.

Staff and volunteers are properly trained in how to interact with clients with disabilities who are accompanied by a service animal, a support person or who use an assistive device.

The use of assistive devices, guide animals and/or support persons will be in compliance with the regulations outlined in the *Day Nurseries Act*, the Toronto Operating Criteria or other regional requirements.

3. Notice of Temporary Disruptions

Park Lawn Preschool Inc. will notify clients if there is a planned or unexpected disruption of a facility or service that persons with a disability use to access our services. The notice will be posted at the entrance of the applicable premises and as well as being provided verbally, electronically or in person as applicable (See Appendix A: Notification of Service Disruption). The notice will include the following information:

- 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

Park Lawn Preschool Inc. maintains a feedback process that allows clients to provide feedback on meeting the standard for customer service under AODA, including perceived barriers and how to ask for assistance. See Appendix B: Client and Staff Feedback Form.

Park Lawn Preschool Inc. accepts feedback in a variety of ways including in person, by telephone, in writing or electronically. Copies of the Feedback form can be found on the Parent Board at each centre or on request from a Centre Supervisor or the Operations Manager. Our feedback protocol requires Park Lawn Preschool Inc. to respond to all client inquiries within 2 business days.

5. Training and Records

Park Lawn Preschool Inc. will provide initial 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.

Training will include:

- A review of the purpose of the Act and requirements of the Standard.
- A review of the Policy.
- How to interact and communicate with persons with various types of disabilities.
- How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- 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.
- What to do if a person with a disability is having difficulty accessing our premises and/or services.

Records of the training provided, including the training protocol, the dates on which the training was provided and the number of individuals to whom the training was provided shall be maintained in accordance the requirements of the Act. (See [Appendix C: Staff Acknowledgement of Accessibility Training](#))

Beginning in May, 2014, all Park Lawn Preschool staff and volunteers will complete the e-Learning seminar, [Working Together: the Code and AODA](#) on the Ontario Human Rights Commission website.

The link is found at www.ohrc.on.ca/en/learning/working-together-ontario-human-rights-code-and-accessibility-ontarians-disabilities-act OR <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>



Park Lawn Preschool Inc.

Notification of Service Disruption

1. Services that are disrupted or unavailable:

2. Reason for the disruption:

3. Anticipated duration of the disruption:

4. If applicable, other services or options that are available:

5. If applicable, companies or individuals notified to resolve service disruption:

Thank you for your patience and understanding.

Notification Requirements:

<input checked="" type="checkbox"/> Required	AREA	Date Completed
	All entrances	
	Location of Service Disruption	
	Website	
	<i>Notified Reservations</i>	
	Other	
	Other	

In the event of planned or unplanned service disruptions, Supervisors will complete and post this form to inform clients accessing one of our locations.

A copy will be kept by the Supervisor and another sent to Head Office to record actions taken by Park Lawn Preschool Inc.



Park Lawn Preschool Inc.

PLP 04 Accessibility for Ontarians with Disabilities Customer Service Standards Policy Appendix B: Client and Staff Feedback Form

Park Lawn Preschool Inc. is committed to providing quality accessible services to our clients and their children. Services will be provided to clients with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity.

Park Lawn Preschool Inc. is committed to ensuring all programs and services are accessible to staff, students, volunteers, clients and their children in accordance with *Ontario Regulation 429.07 Accessibility Standards for Customer Services*. This includes services delivered in person, by telephone, electronically, visually, orally or by written materials.

Park Lawn Preschool Inc. endeavors to ensure that our policy and related practices and procedures are consistent with the four core principles: **Dignity, Equality of Opportunity, Integration and Independence**

Client and Staff Feedback Form

Date: _____

Comment/Suggestion: _____

Name: _____

Contact Information: _____

Thank you for contacting us regarding your concerns. We will endeavour to respond within two business days. Feedback can also be made in person to the Centre Supervisor, by telephone or by electronic means. A copy of our complete policy is available upon request.

For Park Lawn Preschool Head Office Use

Name of Client: _____ Centre: _____

Concern Raised: _____

Action Required: _____

Response and Follow-Up: _____

Date: _____

Signature: _____



Park Lawn Preschool Inc.

PLP 04 Accessibility for Ontarians with Disabilities: Customer Service Standards Policy Appendix C: Staff Accessibility Training

Staff Acknowledgment of Accessibility Training

I hereby acknowledge that I have read PLP 04 Accessibility for Ontarians with Disabilities Act: Customer Service Standards Policy provided to me, have had an opportunity to ask questions and understand that:

- A person with a disability may include someone who is visually impaired, hearing impaired, has physical disabilities as well as learning, intellectual and/or mental health disabilities.
- Many disabilities are not obvious or visible.
- People with disabilities will be provided with services from Park Lawn Preschool Inc. Centres in an equitable manner that respects their dignity and independence.
- Provision of services to persons with disabilities will be integrated unless an alternate measure is required.
- Service animals are permitted.
- Support persons may accompany and assist people with disabilities when accessing services.
- Assistive devices are used to allow independence to persons with disabilities and will be respected accordingly.
- Our Accessibility Feedback method is a process for both employees as well as our clients/families and members of the public to express any issues or comments on accessibility within Park Lawn Preschool Inc. Centres

Signature _____

Name: _____

Date: _____

Supervisor: _____

Date: _____