Accessibility Policy

Statement of Commitment

The Centre is committed to making its services accessible to persons with disabilities, pursuant to the *Accessibility for Ontarians with Disabilities Act*, 2005. The Centre observes the following policies regarding accessibility of Centre services.

1. Information and Communications Standards

1.1. Feedback

A parent who wishes to file a complaint against the Centre in accordance with the Complaint Protocol, may do so on the Complaint Form (Appendix "A" to this Policy Manual and the Parent Handbook). However, if the processes in the Complaint Protocol or the Complaint Form are not accessible to a parent because of a disability or any other reason, the Centre will provide or arrange for alternate accessible formats and communications supports, upon request.

1.2. Accessible formats and communication support

Upon request by a parent, child or member of the public, the Centre will provide information including the Parent Handbook, Program Statement, Centre Policies, invoices and/or statements of account and any other relevant and publicly accessible information in an accessible format and with communication supports where necessary. The Centre will do so in a timely manner and at a cost no greater than the regular cost charged to other persons.

If a person makes a request for information in an accessible format or communication supports, the Centre will consult with that person to determine the most suitable accommodation.

1.3. Emergency and public safety procedures and policies

The Centre will provide its procedures and policies relating to emergencies and public safety in an accessible format and with communication supports upon request. These policies include but are not necessarily limited to the Fire Safety Policy and Procedures, Anaphylactic Policy, Workplace Violence and Harassment Policy, Exclusion Policy, Serious Occurrence Policy, Outbreak Management Plan Policy and Procedures, Sun Safety and Smog Alert Policy, Evacuation Plan, Severe Weather Procedure, Smoke Free Policy, and Hold and Secure Policy

2. Accessible Customer Service Plan

The following principles guide the Centre's provision of services to persons with disabilities:

1. Services must be provided in a manner that respects the dignity and independence of persons with disabilities.

2. Services to persons with disabilities and others must be integrated unless an alternate measure is necessary to enable a person with a disability to obtain, use or benefit from Centre's services. This means that the Centre will make its best efforts to provide services to persons with disabilities in the same manner and location as other persons

3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the Centre's services.

1.4. Assistive devices

The Centre will ensure that persons with disabilities who require assistive devices are able to use and benefit from the Centre's services in a manner equal to that of other persons. The Centre will work with persons with disabilities to make a plan for accessing the Centre's services that includes use of the assistive device.

The Centre will ensure that its employees are trained and familiar with various assistive devices that may be used by those with disabilities while accessing the Centre.

1.5. Communication

The Centre will communicate with people with disabilities in ways that take into account their disability. The Centre is committed to working with persons with disabilities to determine the best method of communication and implementing those methods wherever possible.

1.6. Service animals

The Centre welcomes people with disabilities and their service animals. Service animals are allowed on the parts of the Centre's premises that are open to the public, unless the service animal is otherwise excluded by law.

1.7. Support persons

A person with a disability, who is accompanied by a support person, will be allowed to have that person accompany them on the Centre's premises.

1.8. Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for persons with disabilities i.e. washrooms, the Centre will notify the public, including persons with disabilities, 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. The notice will be placed at the entrance to the Centre and transmitted by other means - for example, email - to ensure that the notice reaches those persons potentially affected.

3. Training for employees, students and volunteers

The Centre shall, from time to time, consider or arrange to provide further training to the Director or Director's designate, employees, students, volunteers and others who deal with the public or other third parties on its behalf, to enable those persons to continue to comply with their obligations under the *AODA*. Training will be provided as part of the relevant person's orientation, and when changes are made to this Accessibility Policy or other policies for persons with disabilities.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and its requirements
- An overview of this Accessibility Policy and the person's responsibilities in connection with it
- How to interact and communicate with people with disabilities, including those persons who use an assistive device or require the assistance of a service animal or a support person;
- How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
- What to do if a person with a disability is having difficulty in accessing the Centre's services

4. Feedback process

Families, guardians or customers who wish to provide feedback or lodge a complaint about the Centre's services to people with disabilities can do so by contacting the Director or Director's designate:

- By written feedback through the feedback box at the Centre beside the door of office #106 or e-mail at director@petitpearson.ca or any other form of written communication;
- In-person at the Centre; or
- By telephone at 416-222-2769

4.1. Complaint Process

1. All feedback and complaints with respect to the Accessibility Policy will be received by the Centre's Director or Director's designate and passed on to the Board;

2. The Board will consider the feedback or complaint and respond within two days;

3. If the Board finds that the Centre has acted in violation of this Accessibility Policy

a. The Board will invite the complainant to a meeting;
b. At that meeting, the Board and the complainant will discuss strategies for how the board can provide more accessible services to the complainant and others with disabilities;
c. After the meeting, the Board will develop an implementation plan setting out

    i. What changes must be made to accessibility policies and practices at the Centre;
    ii. Who is responsible for those changes; and
    iii. The timeline for implementation.

5. Contact

Questions, requests for accessible formats or communication support, feedback and complaints may be directed to the Director of Petit Pearson Childcare Centre by telephone, email, mail or in person at the Centre.

- Director, Petit Pearson Childcare Centre (PPCC)
- Phone: 416-222-2769
- Email: director@petitpearson.ca
- Address: 7 Snowcrest Avenue, Toronto, Ontario, M2K 2K5
- In person: Through the administration office or Supervisor at either PPCC or ENWN.
    - PPCC Supervisor location: 7 Snowcrest Avenue, Toronto, Ontario, M2K 2K5
    - ENWN Supervisor location: 100 Ethennonnhawahstihnen’ Lane, Toronto, Ontario M2K 0G5