



Accessibility Policy

A Board of Director's Policy Document
Approved by the Board, March 27, 2013

Effective January 1, 2013

1. PURPOSE/OBJECTIVE

In accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) and Ontario Regulation 429/07 (the “Customer Service Standard”) City Kidz Ministry (the “Organization”) has developed policies, practices and procedures for the provision of services to people with disabilities (the “Policy”).

The Policy is guided by the fundamental principles underlying the Customer Service Standard. We are committed to ensuring that the requirements set out in the Act and the Customer Service Standard are rigorously observed.

We recognize the importance of making services accessible to people with disabilities. We are committed to providing excellent customer service and a respectful, welcoming and inclusive environment to all individuals who use our services.

2. DEFINITIONS

“**We**” and “**Our**” means the Organization.

For the purpose of the Policy, all definitions in the Act and the Customer Service Standard will be deemed to be definitions under the Policy.

3. MISSION STATEMENT

The Organization is committed to eliminating barriers faced by individuals with disabilities. We will make reasonable efforts to ensure that the Policy and related practices and procedures are consistent with the following principles as prescribed in the Customer Service Standard:

- (i) The Organization will provide services in a manner that respects the dignity and independence of people with disabilities;
- (ii) The Organization will provide integrated services to people with disabilities wherever possible and we will provide alternative measures to provide services to people with disabilities where integration is not possible; and
- (iii) The Organization will provide equal opportunity to people with disabilities to obtain, use or benefit from our services.

4. APPLICATION

This policy applies to all employees of the Organization as well as, children, families, volunteers and supporters and any other third party that provides goods and services on behalf of the Organization and who may interact with the public or third parties.

5. PROVIDING SERVICES TO PEOPLE WITH DISABILITIES

(a) Communication

When communicating with a person with a disability, we will take into account the particular individual's needs and circumstances. Our staff members who communicate with customers or third parties have been trained on how to interact with people with various types of disabilities in order to ensure we provide responsive and effective communication.

(b) Assistive devices

The Organization will permit the use of personal assistive devices by people with disabilities to obtain, use or benefit from our services.

To assist with effective communication with a person with a disability The Organization will, upon request, provide client documents in large print. Home delivery of client documents will also be available upon request for a person with a disability who may have difficulty accessing our services.

(c) Telephone services

In order to provide effective service to people with disabilities, our Staff are trained to speak to customers slowly in clear and plain language over the telephone. If the disability provides a barrier to telephone communications, we will be available to communicate through email or hard copy documents.

(d) Billing

In order to best serve people with disabilities, we provide our invoices in the following formats upon request: hard copy, large print, or by email. Questions regarding invoices will be answered in person, by telephone or by email.

6. USE OF SERVICE ANIMALS AND SUPPORT PERSONS

A person with a disability who uses the assistance of a service animal is permitted to access all areas of our premises open to the public or third parties with the service animal. If it is not readily apparent that the animal is used by the person for reasons related to his or her disability, we may ask the person to provide a letter from a physician or nurse that confirms that the animal is required for reasons related to disability.

Our staff has been trained on how to interact with people with disabilities who are accompanied by a service animal.

A person with a disability who requires the assistance of a support person will be allowed to enter all areas of our premises open to the public or third parties with the

support person. The person with a disability will not be prevented from access to the support person at any time while on our premises.

7. NOTICE OF TEMPORARY DISRUPTION

If there is a temporary disruption in the facilities or services usually used by people with disabilities we will provide clients with notice as soon as possible. In the notice of disruption, we will include the following information: (1) the reason for the disruption, (2) the anticipated duration of the disruption, and (3) a description of any alternative facilities or services, if available. The notice will be posted on all public entrances to our premises.

8. TRAINING FOR STAFF

The Organization will provide training to all of its employees and volunteers who have contact with the **public or third parties on our behalf**, and all individuals who are involved in the development of our policies, practices and procedures. Training will be provided to each individual as soon as practicable after he or she is assigned the duties which require the need for training.

Training will be received on an ongoing basis whenever we make changes to our policies, practices or procedures to ensure that the Policy is properly implemented and followed at all times.

Our training program consists of the following:

- (i) An overview of the purpose of the Act and the requirements under the Customer Service Standard;
- (ii) Training on how to interact and communicate with persons with various types of disabilities;
- (iii) Training on how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;
- (iv) Training on how to use equipment or devices available on the Organization's premises or otherwise provided by the Organization that may help with the provision of services to a person with a disability;
- (v) Training on what to do if a person with a particular type of disability is having difficulty accessing the Organization's services; and
- (vi) Training on our current policies, practices and procedures relating to the Customer Service Standard.

The Organization will keep records of the training provided, including the dates on which the training was received and the number of participants.

9. FEEDBACK PROCESS

In order to properly assess the needs of people with disabilities, the Organization has created a feedback process. We welcome comments from individuals on how effectively we are accommodating people with disabilities in the provision of our services.

(a) Receiving Feedback

Feedback may be provided in person, in writing, by email, on disk, or by another method. Please contact the Human Resources Administrator.

(b) Responding to Complaints

The Organization will address complaints that arise through the feedback process as rapidly as possible, typically within five (5) business days.

10. NOTICE OF AVAILABILITY OF DOCUMENTS

The Policy and any corresponding practices and procedures will be made available to any person on request.

We post notice of the availability of these documents on all our premises to which the Policy applies and on our website.

11. FORMAT OF DOCUMENTS

Upon request we will provide a copy of the Policy in a format that takes into account the disability of the person submitting the request.

12. MODIFICATIONS TO THE POLICY AND RELATED POLICIES

Any modifications made to the Policy and any related policies will be for the purpose of improving our ability to provide services to people with disabilities. Any change made to the Policy or related policies will carefully take into account the impact on people with disabilities. Any provision of the Policy or related policies that does not enhance our ability to provide services to people with disabilities will be modified accordingly.

13. QUESTIONS ABOUT THE POLICY

We welcome questions regarding our commitment to providing accessible services to people with disabilities. If you have any questions regarding our policies please contact the Director of Operations at 905-544-3996, who will be happy to answer any questions you may have.

ACKNOWLEDGEMENT

This City Kidz Policy for the Provision of Services to People with Disabilities has been prepared for your information and understanding. Read it carefully. When you have completed your review of this policy, please sign the statement below and return this Acknowledgement, to the Human Resources Administrator.

I, (print your name) _____, have received and read a copy of the City Kidz Policy for the Provision of Services to People with Disabilities. With my signature below, I fully acknowledge, understand, accept, agree to and comply with all the information described in this policy. I understand that this policy may not address every situation that may arise during my employment and therefore endeavour to the best of my ability to exercise professional judgment when such circumstances arise.

I understand that the policies do not represent a contract of employment and should not be deemed as such.

(Your Signature)

(Date)