

Section: Human Resources - AODA

Accessible Customer Service	Date Approved:	June 27, 2016
	Director Responsible:	Director of Human Resources
	Date for Review:	June 2019

Purpose

Providing goods, services or facilities to people with disabilities. The purpose of the Ontario Disabilities Act (ODA) and the Accessibility for Ontarians with Disabilities Act (AODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal, and prevention of barriers across the province of Ontario. The goal of AODA is to achieve a barrier-free Ontario by 2025.

Definitions

Customers: Clients, families, volunteers, vendors, visitors, donors, and other members of the public that may choose to access the facilities or services of KidsAbility.

Integrated Accessibility Standards Regulations (IASR): In 2011, the AODA Integrated Accessibility Standards became law, enacting standards in the areas of Employment, Information and Communication, and Transportation. As of July 1, 2016 the Customer Service Standard will be officially incorporated into the Integrated Accessibility Standards Regulation.

Regulated Health Care Professional: A regulated health professional is defined as a member of one of the following colleges:

- College of Chiropractors of Ontario
- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Scope

The entire organization

Policy

KidsAbility is committed to excellence in serving all customers; all people have equal right to access the services provided by KidsAbility (KA) in a manner that promotes dignity, autonomy, respect, privacy and safety. KidsAbility is dedicated to achieving full compliance with all the Accessibility Standards. We are committed to successful completion of each target that is set out by the Accessibility Standards Compliance Timelines as they apply to our organization. KidsAbility will ensure that the required resources are available to achieve compliance.

Procedure

Assistive Devices

KidsAbility will ensure that we have staff and volunteers that are trained and familiar with various assistive devices that may be used by customers with disabilities while obtaining, using or benefiting from our services.

Communication

KidsAbility will ensure our feedback process is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request. This means that we will strive to communicate effectively with persons with disabilities in a manner that takes into account the person's disability to facilitate their request, use, receipt and feedback about our facilities and services.

Service Animals

KidsAbility welcomes people with disabilities and their service animals. Service animals are specially trained to perform tasks for people with disabilities and are not considered pets. Persons with disabilities may bring their service animal with them to parts of our premises that are open to the public, unless otherwise excluded by law (where food is being prepared). For reasons of safety as well as infection prevention and control, the service animal must remain with the owner at all times. On rare occasions when a manager may determine that a situation would require the separation of the individual and their service animal, the manager will endeavour to discuss the circumstances with the individual in advance, and always suggest appropriate alternatives for assistance. KA has the right to request documentation that the animal is a service animal required for the individual's disability. This documentation should be in the form of a letter, signed by a regulated health professional, simply verifying the need of a service animal for the person and not inclusive of an outline of the person's disability or the purposes of the animal.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Any situation that would require the separation of the individual and their support worker will be discussed with the individual in advance, if possible, and appropriate alternatives for assistance suggested. In certain circumstances KidsAbility may require a person with a disability to be accompanied by a support person for health or safety reasons but before making this request, KidsAbility shall consult with the person with a disability to understand their needs. In the rare event that there would be an admission or other fee required for the support person, KA would waive the fee.

Notice of Temporary Disruption

In the event of any planned or unexpected disruption of service, KidsAbility endeavours to advise all customers promptly. For planned disruptions, such as all-staff training days, notices will be clearly posted at the site indicating the date, time and anticipated length of the disruption, and any alternative facilities or services, if available.

For unexpected disruptions, such as closures due to inclement weather conditions, KidsAbility places notices on the local radio stations (see below) as well as on the agency voicemail services and website www.kidsability.ca.

- KOOL FM – 105.3 FM (OLDIES AM – 1090) – 884-0062 ext. 262
- CHYM FM - FM 96.7 (NEWSTALK – 570 AM) – 743-6397 or www.570news.com
- MAGIC - 106.1 FM - FM 96.7 – 824-7000 or studio@magic106.com

Training for Staff

KidsAbility will provide training to all employees, volunteers, and students. In addition to providing training to all existing staff, all new staff members, students and volunteers will receive training as part of their Orientation to KidsAbility. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act 2005, and the requirements of the Customer Service Standard
- KidsAbility's plan related to the Customer Service Standard

- How to interact and communicate with people with various disabilities
- How to interact with people with disabilities who use assistive devices, require the assistance of a service animal, or require the assistance of a support person
- How to use the equipment or devices available at KidsAbility that may help provide services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing KidsAbility or its services
- Any changes or updates to the regulations or this plan

Feedback Process

Customers who wish to provide feedback to KidsAbility on the goods, services and facilities to people with disabilities can submit:

- By Email
- In print
- Verbally

Upon request, arrangements can be made to provide additional accessible formats and communication supports. KidsAbility will carefully consider all feedback received and individuals can expect to hear back within seven (7) working days from the date that their feedback has been received.

Reference

Accessibility for Ontarians with Disabilities Act, 2005 AODA Integrated Accessibility Standards Regulation