



Number: 1.2.1	Approved: September 27, 2022
Category: Employment Principles	Reviewed: September 27, 2022
	Revised: June 2022
Subject: Accessibility Policy	By: Board of Directors

1.2.1 Accessibility Policy

Statement of Organizational Commitment

Clinton Co-operative Childcare Centre is committed to ensuring equal access and participation for persons with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

Clinton Co-operative Childcare Centre is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Clinton Co-operative Childcare Centre understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Clinton Co-operative Childcare Centre is committed to excellence in service, care, and facilities to all persons including people with disabilities.

Our policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Training

We are committing to training all staff in accessible customer service, or other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relates to persons with disabilities.

All employees will complete the AODA training upon hire.

Training of our employees and volunteers on accessibility relates to their specific roles.

We maintain records of the training provided including the dates on which the training was completed.



1.2.1 Accessibility Policy (continued)

Assistive Devices

People with disabilities may use their personal assistive devices when accessing the childcare.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our services.

If a child requires an assistive device, we will have the parent provide training for the staff as required prior to the child's start in the program.

Communication

We communicate with people with disabilities in ways that take into account their disability. This may include but is not limited to; verbal communication, emailing documents, printed documents for communication, and face-to-face communication.

We will work alongside families to determine what method of communication works best for them.

An Individual Support/Medical Plan will be created in conjunction with the family of the child with a disability. This will include emergency information. This plan will be read and signed off on by all staff and volunteers upon hire, and reviewed annually or when information changes.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed at the childcare centre.

When we cannot easily identify that an animal is a service animal, staff may ask for documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. A copy of this documentation will be kept in the persons' file.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health care professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario



1.2.1 Accessibility Policy (continued)

- College of Chiropractors 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

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our centre:

- Explain why the animal is excluded
- Discuss with the family another way of providing childcare, if possible.

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. The support person will be considered a volunteer, and will be required to complete all necessary paperwork as outlined in Clinton Co-operative Childcare Centre's Policies and Procedures and Employee Policy Handbook. This will be communicated to the family upon registration.

In certain cases, the centre may require a person with a disability to be accompanied by a support person for the health and safety reasons of:

- The person with a disability
- Others on the premises

Before making a decision, Clinton Co-operative Childcare Centre will:

- Consult with the family with the disability to understand their needs
- Consider health or safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health or safety of the child/family on the premise

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to service or facilities, the centre will notify families via email in advance of the disruption. This will include information about the reason for the disruption, its anticipated length of time, and a description of what, if any changes, will be to the families and the children.



1.2.1 Accessibility Policy (continued)

Feedback Process

Clinton Co-operative Childcare Centre welcomes feedback on how we provide accessible childcare. Feedback will help us identify barriers and respond to concerns.

Feedback may be provided via email, or face-to-face communication.

All feedback will be directed to the Executive Director/Supervisor and to the Board of Directors as required.

Clinton Co-operative Childcare Centre ensures feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of Availability of Documents

Clinton Co-operative Childcare Centre will post the Accessibility Policy on our website, clintonchildcare.com.

Clinton Co-operative Childcare Centre will provide documents in an accessible format or with communication support, upon request. We will consult with the person making the request, to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Information and Communications

We communicate with families in ways that take into account their disability. When asked, we will provide information about our organization and its services, including safety information, in accessible formats or with communication supports:

- In a timely manner, taking into account the person's accessibility needs due to disability; and
- At a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the centre determines that information or communications are unconvertible, the centre shall provide requestor with:

- An explanation as to why the information or communications are unconvertible; and
- A summary of the unconvertible information or communications.



1.2.1 Accessibility Policy (continued)

Employment

We notify potential employees that accommodations can be made during the recruitment and hiring process. We notify applicants when they are selected for an interview that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies, and they are required to sign off.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- Information that is needed in order to perform the employee's job; and
- Information that is generally available to employees in the workplace.

An Individual Support/Medical Plan will be created in conjunction with the person with the disability. This will include emergency information. This plan will be read and signed off on by all staff and volunteers upon hire, and reviewed annually or when information changes.

We will provide the information as soon as practicable after we become aware for the need for accommodation due to the employee's disability.

We have a Policy in place for Individual Support and Medical Plans.

We have a Return to Work Policy in Place.

The Management Staff completing Performance Appraisals will take into account the accessibility needs of all employees.

Changes to Existing Policies

Any policies of the centre that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

