



Andrew Fleck Children's Services

AODA POLICY

OPERATIONAL POLICY: Accessibility Standards for Customer Service		POLICY NUMBER:
ORIGINAL DATE OF ISSUE: December 2011	DATE OF REVISION: April 2014	# OF PAGES 03
SCOPE: Providing services to people with disabilities		
APPLIES TO: All AFCS employees and independent contractors		

Policy Statement

The mission of Andrew Fleck Children's Services (AFCS) is to support children and their families through high quality, inclusive services that meet their diverse developmental, early learning and child care needs. In fulfilling our mission, AFCS strives at all times to provide services in a way that respects the dignity and independence of people with disabilities.

The AFCS Commitment

We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as others. AFCS is committed to excellence in serving all customers including persons with disabilities.

Procedures:

We will carry out our functions and responsibilities in the following areas:

Information and Communication:

AFCS is committed to meeting the accessibility needs of people with disabilities in a timely manner and will provide any emergency information to clients and the public in an accessible way upon request. We will provide information and communicate with people with disabilities in ways that take into account their disability to ensure they have the same access to services as do all others we serve. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

All new websites and web content on AFCS websites will conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG2.0 at Level A).

Telephone services:



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We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by e-mail, in person, or by relay services if telephone communication is not suitable to their communication needs or is not available.

Assistive devices:

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services. We will also ensure that staff is aware of staff persons who can be of assistance and employees who provide sign language on our premises for customers.

Billing:

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following format upon request: hard copy, large print or e-mail. We will respond to questions customers may have about invoices in person, by telephone or e-mail.

Use of Service Animals and Support Persons:

We are committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter AFCS premises with his/her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Fees will not be charged for support persons for admission to AFCS seminars, trainings, conferences and symposiums. Customers will be notified of this by a notice that will be posted in the premises, in our newsletters, and /or on the website.

Notice of Temporary Disruption:

AFCS will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.



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Training for Staff:

AFCS will provide training to all employees, and representatives of AFCS on customer service training and Disability and Human Rights training within the first two weeks of association with AFCS. Other trainings will be provided as applicable to their roles within AFCS or when changes are made to policies.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact and communicate with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- What to do if the person with a disability is having difficulty in accessing AFCS information and services
- AFCS's policies, practices and procedures relating to the customer service standard.

Staff will also be trained on an ongoing basis when changes are made to these policies, practices, and procedures in accordance with Ontario Accessibility Laws.

Feedback Process:

The ultimate goal of AFCS is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. This feedback can be provided by e-mail, phone, or in person. The Executive Director will review all feedback. Customers can expect a response within 4 working days.

Complaints will be addressed according to procedures established in the AFCS Complaint policy.

Modifications to this Policy:

We are committed to developing customer service policies that respect and promote the dignity and independence of persons living with disabilities. Therefore, no changes will be made to this policy prior to considering the impact on these persons.

Any policy of AFCS that does not respect and promote the dignity and independence of people living with disabilities will be modified or removed.

Questions about this policy: This policy exists to achieve service excellence for customers living with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, please refer your questions to the Executive Director, HR Manager or Program Managers for assistance and clarification.