



ORGANIZATIONAL POLICY AND PROCEDURE MANUAL

Section: Human Resources - Health and Safety

Accessible Customer Service	Date Approved:	September 2020
	Director Responsible:	Director of Human Resources & Employee Engagement
	Date for Review:	September 2024

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.

This policy applies to all staff, volunteers, physicians, consultants, contract workers or other third parties that engage in the provision of services at KA.

DEFINITIONS

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

SCOPE

The entire organization

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

We will communicate with people with disabilities in ways that take into account their disability. This means that we will strive to communicate effectively with persons with disabilities to facilitate their request of, use of, receipt of 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 proof that the animal is a service animal required for the individual’s disability. This proof should be in the form of a letter, signed by a physician or nurse, 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 the rare event, that there would be an admission or other fee required for the support person, KA would advise of this cost in advance.

Notice of Temporary Disruption

In the event of any planned or unexpected disruption of service, KidsAbility endeavours to advise all clients and visitors promptly. For planned disruptions, such as all-staff training days, notices will be clearly posted at the site and on social media/our website 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, KA places notices on our website, social media, voice mail and with 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 employees, volunteers, and others who deal with the public or other third parties on their behalf. In addition to providing training to all existing staff, all new staff members 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 way we provide our services to people with disabilities can submit:

- By Email
- In print
- Verbally
- electronically

KidsAbility will carefully consider all feedback received.

REFERENCE

KidsAbility Accessibility Plan