**Sunnyside Garden Daycare Centre**

**Accessible Customer Service Plan**

Sunnyside Garden Daycare Centre is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Sunnyside Garden Daycare 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.

Sunnyside Garden Daycare Centre is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Sunnyside Garden Daycare Centre is committed to excellence in serving all customers including people with disabilities.

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

**Assistive devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

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 goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our goods, services or facilities. Staff will be trained on how to use assistive devices as required.

**Communication**

We will communicate with clients with disabilities in ways that take into account their disability. This may include the following:

* in person
* by telephone
* by written letter
* by electronic mail
* by text messaging

We will work with the person with a disability to determine what method of communication works for them.

**Service animals**

We welcome clients with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

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.

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

* explain why the animal is excluded
* discuss with the customer another way of providing goods, services or facilities

**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.

**Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities Sunnyside Garden Daycare will notify customers promptly. One or more of the following actions will take place if considered appropriate:

* Posted notice on main entrances to the Centre that will include information about the reason for the disruption, the anticipated duration of the disruption and any action required from clients (e.g. in the event of an emergency closure parents will be contacted and asked to pick up their children as soon as possible). Should a disruption occur during the day while the Centre is in operation, the first priority of staff is to ensure the safety of the children at the Centre.
* A detailed recording with information for the disruption or closure its anticipated time and description of alternate means of communication when someone calls the Centre
* A detailed electronic message (e.g. through mass email, HiMama, and/or Remind) with information for the disruption or closure, is anticipated time and description of alternate means of communicating with the Centre

Should a disruption occur during the day while the Centre is in operation, the first priority of the staff is to ensure the safety of the children at the Centre.

**Training**

Sunnyside Garden Daycare Centre will provide accessible customer service training to:

* all employees and volunteers
* anyone involved in developing our policies
* anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service before commencing employment.

Training will include:

* purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
* Sunnyside Garden Daycare Centre’s policies related to the customer service standard
* how to interact and communicate with people with various types of disabilities
* how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
* what to do if a person with a disability is having difficulty in accessing Sunnyside Garden Daycare Centre’s goods, services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

**Feedback process**

Sunnyside Garden Daycare Centre welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Customers who wish to provide feedback on the way Sunnyside Garden Daycare provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

* Communicate verbally – in person or by phone
* Communicate in written form – by e-mail, by letter

All feedback, including complaints, will be handled through the proper means of communication, depending on each individual’s needs/disabilities, by the Director or the Centre’s Board of Directors, when necessary.

Clients can expect to hear back from the Director within 15 days and the Board of Directors within 30 days.

Sunnyside Garden Daycare will make sure our 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**

Sunnyside Garden Daycare will notify the public that our policies are available upon request by having this information posted on our website.

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.

**Modifications to this or other policies**

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

Date last updated: Oct. 29, 2020