

# Provision of Goods and Services to People with Disabilities

## Policy Statement

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A Child's World is committed to the provision of services and goods to people with disabilities in a manner consistent with the principles of dignity, independence, integration, and equal opportunity.

Furthermore, such services and goods will be provided in accordance with the spirit and intent of all applicable legislation including the Accessibility of Ontarians with Disabilities Act, the Ontario Human Rights Code, the Occupational Health and Safety Act, and the Ontario Building Code Act.

## Providing goods and services to persons with disabilities

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A Child's World is committed to excellence in serving all clients including persons with disabilities and we will carry out our functions and responsibilities in the following areas:

- a) Communication  
We will communicate with persons with disabilities in ways that consider their disability.  
We will train staff to communicate with clients on how to interact and communicate with people with various types of disabilities.
- b) Telephone services  
We are committed to providing fully accessible telephone service to our clients. We will train staff to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly.  
We will offer to communicate with clients by email if telephone communication is not suitable to their communication needs or is not available.
- c) Assistive devices  
We are committed to serving people with disabilities who use assistive devices to use, or benefit from our services. 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 services.
- d) Billing  
We are committed to providing accessible invoices to all our clients. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, or e-mail.  
We will answer any questions clients may have about the content of the invoice 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 ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with persons with disabilities who are accompanied by a service animal.

We are committed to welcoming persons 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 A Child's World premises with his or 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.

### **Notice of Temporary Disruption**

A Child's World will post timely public notice of a current or anticipated disruption in any facilities or services we provide to enable people with disabilities to access our services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

### **Training for Staff**

A Child's World will provide training to:

- a. All its employees, volunteers, agents, contractors and others who could reasonably be expected to interact with the public or third parties on behalf of A Child's World.
- b. All those who are involved in the development, approval, monitoring or implementation of A Child's World customer service policies, practices and procedures about the provision of services and goods to the public and/or third parties.

This training will be provided within 4 weeks of when the individual commences performing duties A Child's World. Training on the Ontario Human Rights Code as it pertains to persons with disabilities will be included.

Additional training will be provided within 4 weeks of any revisions made to this policy and/or related procedures and practices. The training will be appropriate to the duties of employees, volunteers or other persons.

Such training will include the following:

A review of the purposes of the AODA and the requirements of its Customer Service Standard:

- a) How to interact and communicate with persons with various types of disability.
- b) How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
- c) How to use equipment or devices available on A Child's World premises or otherwise provided by A Child's World that may help with the provision of goods or services to a person with a disability.
- d) What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

## **Feedback Process**

- A Child's World has a process for receiving and responding to feedback from anyone about the manner in which it provides services or goods to persons with disabilities. Information about this process will be made readily available to the public.
- The feedback process will permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by e-mail or other electronic means.
- The feedback process will specify the actions to be taken by A Child's World in the event that a complaint is received. A response will be provided to the person making the complaint within 21 working days.

## **Modifications to this or other policies**

- We are committed to developing customer service policies that respect and promote dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.
- Any policy of A Child's World that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

## **Monitoring and Contraventions**

Supervisors and managers will monitor current practices to ensure compliance. Failure to comply with this Policy may result in disciplinary action, up to and including dismissal.

## **Information and Communications**

ACW has a process for receiving and responding to feedback in ways that consider any disability. Communication will be done in a timely manner 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 for communication support. If we determine that information to be unconvertible, we shall provide the person with an explanation as to why and a summary of the unconvertible information or communications. We notify the public about the availability of accessible formats and communication supports on our website.

## **Employment**

We notify employees, applicants and the public that accommodations can be made during recruitment and hiring. We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment. We will consult with employees when arranging for accommodations and in determining the communication supports. We have a written accommodation plan form that is available to all employees. We have a return to work process for employees who have been absent from work due to a disability.

**Design for Public Spaces**

Should any redevelopment/construction of new public spaces occur, they will be included in this policy.

**Accessibility Compliance Reports**

Compliance reports to are available to the public, upon request