

STATEMENT of POLICY and PROCEDURE			
		Tab No.	33
		Passed :	16/04/2012
	Subject:	Implemented:	17/04/2012
		Pages:	8
Passed by:	Eden Daycare Inc. Board of Directors		

Eden Daycare Inc. is committed to excellence in serving all people including people with disabilities. The Scope of this policy addresses all visitors, staff and clients.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

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

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 extra cost required for inclusion such as that on a classroom field trip etc. shall be a shared cost of the trip as it is for teaching staff to be included. Clients will be notified of the cost on the letter that identifies the details of the excursion.

Notice of temporary interruption

In the event of planned or unexpected disruption to services or facilities for customers with disabilities, Eden daycare will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services if available.

The notice will be placed at the entrance door.

Training for Staff

Eden Daycare Inc. will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Training will be provided to staff in an inclusive manner as soon as possible.

Training will include:

- An overview of the Accessibility for Ontarian's with Disabilities Act, 2005 and the requirements of the customer service standard.
- Eden Daycare Inc.'s accessible customer service plan.
- 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.
-How to use the assistive devices available on-site or otherwise that may help with providing services to people with disabilities.
-What to do if a person with a disability is having difficulty in accessing Eden Daycare Inc.'s Services.
Staff will also be trained when changes are made to the accessible customer service plan

Feed Back Process

Customers who wish to provide feedback regarding how Eden Daycare Inc. provides services to people with disabilities can address their concerns to Executive Director, Assistant Director or the Board of Directors through email, suggestion box, discussion, or parent survey etc. Customers can expect a response within 7 business days. Complaints will be addressed according to Eden Daycare Inc.'s regular complaint management procedures.

Modifications to this or other policies

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

Workplace Stress and Mental Health Policy

Eden Daycare Inc. is vitally interested in the ongoing health and safety of our staff, which includes mental health and stress. Stress and poor mental health are associated with many of the leading causes of disease and disability. This policy has been adopted to ensure the promotion and protection of the mental well-being of our staff.

Promotion of Mental Health

Eden Daycare will promote the mental well-being of all staff by:

- Providing staff with resources and information regarding mental health in the workplace through the Employee Assistance Program information provided through the current benefits provider. For Employees with no defined benefits, Peel Family Services has a free walk in clinic and a pay as you go fee structure in both Brampton and Mississauga
- Providing a safe work environment that promotes and supports stress reduction and mental health;
- Providing staff with support and reasonable accommodation when returning to work after a period of absence due to stress and/or mental health issues within the confines of the profession that we operate within, and the Child Care and Early Years Act.

Intent - To create a workplace environment that promotes the mental well-being of all employees.

Objectives

1. Eden Daycare Inc. shall work to create a workplace that minimizes excessive sources of stress and poor mental health by addressing workplace issues that contribute to stress and assist staff members in the development of techniques for managing stress and mental health problems.

In pursuit of these objectives, Eden Daycare Inc. shall:

- Provide employees with information to increase awareness of the importance of mental health with periodic workshops.

- Provide employees to the best of our ability with a work environment that looks to address the stress of the profession by providing time away from children for reasonable daily personal breaks, planning time, adequate equipment to accomplish the job, training opportunities, and reasonable networking opportunities through team meetings.
 - Set achievable goals and objectives and avoid unnecessary overtime.
 - Provide for staff: clear expectations, clear job roles, and the tools needed for success.
 - Provide a workplace free of violence, harassment, bullying and discrimination through the use of well written policies and effective follow through of those policies.
 - Promote open communication.
2. Eden Daycare Inc. shall provide a system of support and reasonable accommodation for employees who experience stress and /or mental health issues.

Policy Actions:

- Provide staff with understanding and support in managing mental health issues.
- Encourage staff to obtain medical advice and /or treatment.
- Identify and address workplace issues that contribute to increased levels of stress, and work to eliminate or mitigate these areas of concern.
- Where staff members require time off due to mental health issues, Eden Daycare Inc. shall work with the employee to ensure that they can return to work safely, providing reasonable accommodation where appropriate, within the confines of the profession and Child Care and Early Years Act.
- Handle all cases of reported mental health/stress leave and problems with mental health in a confidential manner.

REVISION CONTROL

DATE	REVISION	EFFECTIVE
16/04/2012	Policy Created	16/04/2012
19/11/2013	Policy Reviewed	19/11/2013
11/09/2023	Policy Reviewed	11/09/2023
09/09/2024	Policy Reviewed	10/09/2024
08/09/2025	Policy Reviewed	08/09/2025

I have read and understand the Accessibility Policy of EDEN DAYCARE INC.
I acknowledge that I have been trained according to the policy.

Name (please print)

Employee/Student/Volunteer Signature

Date

Administrative Signature

Date

Eden Daycare Inc. Customer Service Accessibility Report	Yes/ No
1. a) Does your organization have policies, practices and procedures on providing goods or services to people with disabilities? [s. 3(1)]	
1. b) Does your organization use reasonable efforts to ensure that these policies are consistent with the principles of independence, dignity, integration and equality of opportunity? [s.3(2)]	
2. Do your organization's policies address the use of assistive devices by people with disabilities to access your organization's goods or services, or any available alternative measures that enable them to do so? [s. 3(3)]	
3. Do your organization's policies, practices and procedures require your organization to take a person's disability into account when communicating with the person? [s. 3(4)]	
4. Do members of the public or other third parties have access to premises that your organization owns or operates? [s. 4(1)] If no, then skip to question 7 below.	
5. a) Does your organization permit people with disabilities to keep their service animals with them on the parts of your premises that are open to the public or other third parties, except where the animal is excluded by law, and is this included in your policies, practices and procedures? [s. 4(2) & (7)]	
5. b) If a service animal is excluded by law from your premises, does your organization ensure that alternate measures are available to enable the person to access your goods or services (s.4.(3))	
6. Does your organization permit people with disabilities to enter the parts of your premises that are open to the public or other third parties with their support person, and provide notice of any fee charged for the support person, and is this included in your policies, practices and procedures? [s. 4(4) (6) & (7)]	
7. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, of any temporary disruption in facilities or services that people with disabilities usually use to access your organization's goods or services, including the reason, duration and any alternatives available? [s. 5(1) (2) & (3)]	
8. Has your organization established and documented a process to receive and respond to feedback on how its goods or services are provided to people with disabilities, including actions that your organization will take when a complaint is received? [s. 7(1), (3) & (4)]	
9. Does your organization make information about its feedback process readily available to the public, including how feedback may be provided (e.g. in person, by telephone, in writing, by email, on diskette or otherwise)? [s. 7(1) & (2)]	
10. Does your organization ensure that the following people receive training about providing your goods or services to people with disabilities: ▪ every person who deals with the public or other third parties on behalf of your	

organization, and ▪ every person who participates in developing your organization's policies, practices and procedures on providing goods or services? [s. 6(1)]	
11. Does this training include your organization's current policies, practices and procedures required under the Customer Service Standard and all the topics listed in section 6(2) of the standard? [s. 6(2) & (4)]	
12. Does your organization have a written training policy that includes a summary of the contents of the training (per question 11 above) and details of when the training is to be provided, and does your organization keep records of the dates that training was provided and how many people were trained? [s. 6(5) & (6)]	
13. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, that the documents required by the Customer Service Standard are available upon request, and do you provide those documents in a format that takes a person's disability into account? [s. 8(1) & (2) & 9	



Accessibility Policy Posting Page

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