



Accessibility Policy

Eden Daycare Inc. is committed to excellence in serving all customers including people with disabilities.

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 within 6 weeks of beginning employment.

Training will include:

- An overview of the Accessibility for Ontarians 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 on the way Eden Daycare Inc. provides services to people with disabilities can address this 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.