



Accessibility Policy

Our Commitment

Ottawa Catholic Child Care Corporation (OCCCC) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

We are committed to ensuring our interactions with all persons with disabilities with whom we interact at our child care locations, including our employees, are characterized by sensitivity and respect for their dignity and independence. Visitors to our child care locations regularly include but are not limited to parents, guardians, siblings and other family members of the client-children in our child care programs; prospective clients of any of our services and members of the general public inquiring about our services.

Customer Service

Children are our primary clients, and for those enrolled in our programs, we promote and offer an inclusive and accessible early learning and care environment. Children with a variety of special needs are fully integrated into our child care programs, and to that end, our staff work in cooperation with various resources that specialize in this area. If required, program assistants may be hired to provide enhanced staffing support to enable full inclusion in the program.

Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities. We will communicate the availability, if any, of other measures which would enable people who use assistive devices to use or benefit from our products.

Service animals

We welcome people with disabilities and their service animals on our premises. Service animals are allowed on the parts of our premises that are open to the public. In the event that a service animal is prohibited by law from the premises, we will ensure that other measures

are available to enable the person with a disability to obtain, use or benefit from our services. It is the responsibility of the person using the service animal to ensure that the service animal is kept in control at all times.

In the event one of our employees or one of our client children at the location visited by the person with the service animal is allergic, alternative arrangements will be provided for.

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.

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

Client families of our child care programs will be notified directly by telephone in the event of a disruption to services or facilities. All notifications will include information about the reason for the disruption, its anticipated duration and a description of alternative services, if available. In the event of a disruption due to an emergency, we may not be able to give advance notice.

Feedback process

OCCCC welcomes feedback about the delivery of our services to people with disabilities. Feedback can be made in person, by telephone, in writing or by email. All feedback will be directed to the Manager, Early Learning Services.

Our agency will investigate and respond to all such feedback in a timely, thorough and objective manner. The following actions will be taken to respond:

- The feedback will be directed to the appropriate person for action
- The feedback will be assessed for appropriate action (Note: the legislation does not require a response to be provided for all feedback)
- Where action includes a response to the customer, we will endeavour to provide a response within seven (7) business days.

OCCCC will ensure that all of its feedback processes are accessible to people with disabilities.

Communication

OCCCC is committed to meeting the communication needs of people with disabilities. We will communicate with people with disabilities with sensitivity and in ways that take into account their disability. We will consult with people with disabilities to determine their

information and communication needs. We will arrange for the timely provision of accessible formats and communication support where necessary.

Websites

We will ensure that we meet the minimum requirements of the Integrated Accessibility Standards Regulation with respect to any obligations regarding making websites accessible.

Employment

OCCCC is committed to fair and accessible employment practices. We will notify applicants through the job posting that, when requested, we will accommodate people with disabilities during the recruitment and selection processes and when employees are hired. We will notify successful applicants of our accommodation policies.

OCCCC will strive to provide accessible formats and communication supports for disabled employees to do their job and for information that is generally available to all employees.

We will incorporate the requirements under the Integrated Accessibility Standards Regulation to ensure that we have a process for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability.

Accessible Emergency Information

We will provide employees with disabilities with individualized emergency response information when necessary.

Training for staff

OCCCC will provide training to employees, volunteers and others who deal with customers or other third parties on behalf of OCCCC.

All employees will receive training during their period of orientation as new hires. Ongoing training will be provided as required if there are modifications to this Policy, if new barriers or potential barriers are identified or to refresh employees' general awareness and sensitivity to the issues of accessibility.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Integrated Accessibility Standards Regulation, as necessary based on an employee's job duties
- OCCCC's Accessibility Policy

We will also provide training to employees on Ontario's *Human Rights Code* as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees.

A record of all training received by our employees will be kept at OCCCC's Head Office.

Availability of Documents

The OCCCC will post a notice on the Parent Information Board to inform the public of their right to obtain copies of this Policy. If a customer with a disability requests a copy, it will be provided in a format that takes into account the person's disability.