



ACCESSIBLE CUSTOMER SERVICE PLAN PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

REKSAP Centres For Early Learning 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 we have on site or that we provide that may be used by customers with disabilities while accessing our goods or 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.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization 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.

Services/Facilities include: possible relocation

The notice will be made publicly available in the following ways: posting signage, via email, phone calls or in-person (verbal communication)

Training

REKSAP Centres For Early Learning will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained: Executive Director, Program Supervisor, Assistant Program Supervisor, RECE, EA, supply staff, students, and volunteers.

This training will be provided to staff, volunteers, students: upon hiring

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard



- REKSAP Centres For Early Learning's plan related to the customer service standard, and the Human Rights Code and accessibility standards.
- 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
- Regina PS and Severn PS: accessible parking, ramp to enter school and washrooms, accessible doors at main entry points of school (i.e. main entrance, parking lot entrance)
- What to do if a person with a disability is having difficulty in accessing REKSAP Centres For Early Learning's goods and services

Staff will also be trained when changes are made to your accessible customer service plan.

Information and Communications and Feedback Process

Customers who wish to provide feedback on the way REKSAP Centres For Early Learning provides goods and services to people with disabilities can e-mail, call, drop in. The process is accessible to persons with disabilities upon request.

All feedback, including complaints, will be given to the Executive Director .
Customers can expect to hear back in 2 days.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supports by phone, email and on our website.

Notice of Availability

REKSAP Centres For Early Learning will notify the public that our policies are available upon request by email or in person.

REKSAP Centres For Early Learning will provide these documents in an accessible format or with communication support, on request. 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.

Employment

REKSAP Centres For Early Learning will notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency. We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management and professional development take into account the accessibility needs of all employees.

Modifications to This or Other Policies

Any policies of REKSAP Centres For Early Learning that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.