

## Macaulay Child Development Centre Policy and Procedure Manual

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<b>Subject:</b>	Accessibility
<b>Program:</b>	All Programs & Board of Directors
<b>Date Approved:</b>	December 14, 2011; February 12, 2014; November 9, 2016

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### **Policy**

Macaulay Child Development Centre is committed to being an accessible agency and to treating all people in a manner that maintains their dignity and independence. Macaulay is committed to meeting the needs of people with disabilities in a timely manner, and does so by preventing and removing barriers, wherever possible, to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

To meet its commitment to accessibility, Macaulay fulfills the requirements of the Accessibility for Ontarians with Disabilities Act in such areas as training, accessible communication, respectful customer service, accessible employment and physical spaces.

### **Procedure**

#### **Training**

Macaulay provides training to employees, volunteers, students and providers on Ontario's accessibility laws and on accessibility aspects of the Ontario Human Rights Code that apply to persons with disabilities.

All employees are trained within their first 3 months of employment. Home Child Care providers affiliated with the agency receive this training within their first 3 months of service. Training is made available to volunteers and students within 3 months of their placement.

All training is offered in alternative formats at the request of the individual.

Training includes:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Macaulay's plan related to the customer service standard.
- Information about how to interact and communicate with people with various types of disabilities.
- Information about how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person (including training in the use of any assistive devices available on-site).
- Information about what to do if a person with a disability is having difficulty in accessing Macaulay's services.
- Instructions on how people can provide feedback in regards to the Agency's accessibility.

Staff and providers are also trained when changes are made to this plan.

## **Customer Service**

### **i. Assistive devices**

Staff and providers are trained and familiar with various assistive devices that may be used by service users with disabilities while accessing Macaulay services.

### **ii. Service animals**

Macaulay welcomes people with disabilities and their service animals. Service animals are allowed on all parts of Macaulay premises and where Macaulay services are offered unless prohibited by law.

### **iii. Support persons**

Individuals with a disability are entitled to have a support person accompany them on Macaulay premises and where Macaulay services are offered. Fees are not charged for support persons. Macaulay notifies service users of this through a notice prominently displayed and on all promotional materials for programs that charge a fee.

### **iv. Notice of temporary disruptions**

In the event of a planned or unexpected disruption to services or facilities for individuals with disabilities Macaulay notifies service users promptly. A notice is posted that includes information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice is placed at the entrance of the service location, on the Macaulay website (when time permits) and if applicable on the voicemail of the service location.

### **v. Feedback process**

Service users who wish to provide feedback on the way Macaulay provides services to people with disabilities can do so orally, by telephone, in writing or by email. Feedback is directed to the program supervisor if it is program/service specific. Complaints are addressed according to Macaulay's regular Feedback and Complaints Policy. Every effort is made to resolve complaints as quickly as possible.

## **Information and Communication**

Macaulay communicates with people with disabilities in ways that take into account their disability. Upon request, Macaulay provides information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency and safety information.

This policy is available to the public on our website. Macaulay's website and content conform with WCAG 2.0, Level AA".

## **Employment**

Macaulay is committed to fair and accessible employment practices. Macaulay notifies the public and staff that, when requested, we accommodate disabilities during recruitment and selection processes and when people are hired.

If needed, we create individual accommodation plans and/or workplace emergency information for any **employees** who have a disability, in accordance with the Employment Accommodation and Return to Work Policy.

Macaulay takes into account the accessibility needs and accommodation plans of employees with disabilities at all stages of the employment cycle including hiring, performance management, career development,

redeployment, return-to-work processes and emergency planning.

**Design of Public Spaces**

Macaulay meets the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

**Modifications to this or other policies**

Any policy of Macaulay that does not respect and promote the dignity and independence of people with disabilities is modified or removed.

**CROSS REFERENCES**

Feedback and Complaints Policy for Service Users and Community Members

Diversity, Equity and Inclusion Policy and Procedure for Handling Human Rights Complaints

Employment Accommodation and Return to Work Policy