



Accessibility Policy for the Customer Service Standard under AODA Policy and Procedure

Created: November 19, 2014

Approved by Board of Directors November 19, 2014

Revised: February 15, 2017, March 16, 2020, October 9, 2025

Purpose:

Orde Daycare is committed to developing policies, practices, and procedures that provide accessible quality services to employees, clients and their children. Services will be provided to clients with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity.

Orde Daycare is dedicated to ensuring all programs and services are accessible to clients and their children in accordance with Ontario Regulation 429.07 Accessibility Standards for Customer Services.

Orde Daycare will endeavor to ensure that the Policy and related practices and procedures are consistent with the following four (4) core principles: independence, dignity, integration and equality of opportunity for people with disabilities.

- i. ***Dignity*** - Persons with a disability must be treated as valued clients as deserving of service as any other customer.
- ii. ***Equality of Opportunity*** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.
- iii. ***Integration*** - Wherever possible, persons with a disability should benefit from our services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- iv. ***Independence*** – Services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

Orde Daycare provides services to all children and their families including those with disabilities. Every effort will be made to ensure the following:

- The service will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of services to clients with disabilities, and other will be integrated unless an alternative measure is necessary, whether temporarily or permanently, to enable clients with a disability to participate in the services offered by Orde Daycare.



1. Communication

Orde Daycare is committed to communicating with clients with disabilities in different or alternative ways that take into consideration their disability.

- Staff will be trained on how to interact and communicate with clients with disabilities in a manner that is respectful of a client's dignity and independence.
- Alternative methods of communication will be provided as requested.

Staff will be trained to communicate with clients

- a. over the telephone in clear and plain language and to speak clearly and slowly
- b. in Microsoft word documents
- c. large print
- d. text transcripts of visual and audio information

2. Use of Assistive Devices and Services Animals

Assistive Devices and/or service animals may be used by clients to assist in accessing services at Orde Day Care Centre.

- All service animals must have proof of inoculations/vaccinations required under the Child Care and Early Years Act.
- Staff and volunteers will be properly trained in how to interact with clients with disabilities who are accompanied by a service animal a support person and/ an assistive device.
- Staff and volunteers will be trained on how to use equipment or devices may help with the provision of childcare services (wheel chairs, mobility aids, computers with accessible features, medical devices etc.)
- The use of such items must be in compliance with the regulations outlined in the Child Care and Early Years Act and the **Assessment for Quality Improvement** or other regional requirements.

3. Support Persons

Support persons may be used by clients to assist in accessing service at Orde Day Care Centre.

- Orde Day Care may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health and safety of the persons with a disability or the health and safety of others on the premises.



- Orde Day Care will consult with the person with the disability to determine if a support person is required.
- Support Persons must comply with Orde Day Care Policies and Procedures and have a Vulnerable Sector Check and proof of vaccinations.
- Staff and Volunteers will be properly trained in how to interact with the clients with disabilities who are accompanied by a support person.

4. Notice of Temporary Disruptions

Orde Daycare will notify clients if there is a planned or unexpected disruption of a facility or service that persons with a disability use to access our services. The notice will be posted at the entrance of the applicable premises and as well as being provided verbally, electronically or in person as applicable. The notice will include the following information:

- That a facility or service is unavailable.
- The anticipated duration of the disruption.
- The reason for the disruption.
- Alternative facilities or services, if available.

5. Feedback Procedure

- AODA requires organizations to implement a feedback method that allows clients **and employees** to provide feedback on perceived barriers, including how to ask for assistance.
- Orde Daycare accepts feedback in a variety of ways including in person, by telephone, in writing or electronically. Our feedback protocol requires Orde Daycare respond to all client inquiries within 10 business days.

6. Training and Records

Orde Daycare will provide training and ongoing training on the AODA Customer Service Standard and Human Rights including ongoing training as required. This policy applies to all employees, student and volunteers as well as to those persons charged with developing this Policy and related procedures and practices.

A. Content of Training

Training will include:

- i. A review of the purpose of the Act and requirements of the Standard.
- ii. Understanding the OHRC and how the code interacts with the AODS



- iii. A review of the policies
- iv. How to interact and communicate with persons with various types of disabilities.
- v. How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- vi. How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.
- vii. What to do if a person with a disability is having difficulty accessing our premises and/or services.
- viii. How to work with persons with a disability to find the best solution for them.
- ix. As policies are revised, employees, students and volunteer will be made aware.
- x. Each site supervisor will keep a record of the training that includes the name of the person and the date they were trained

B. Timing of Training

Training will be provided prior to commencing employment, or placement and whenever there are changes to the policies.

C. Documenting Training

- Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the Act

The above policies and procedures will apply to all services that are delivered by Orde Daycare including services delivered in person, by telephone, electronically, visually, orally or by written materials. Any policies of that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

All Accessibility Policies of Orde Daycare are available to our clients. Alternative formats are available upon request.

All educators, students and volunteers will review this policy and procedure upon hiring/unpaid placement and annually thereafter, or when changes have been made.

I acknowledge receipt of Orde Day Care **Accessibility Policy for the Customer Service Standard under AODA Policy and Procedure**



I understand it is my responsibility to I understand that if I have questions, at any time, regarding the, **Accessibility Policy for the Customer Service Standard under AODA Policy and Procedure** will consult with my immediate supervisor.

Please read the **Accessibility Policy for the Customer Service Standard under AODA Policy and Procedure** carefully to ensure that you understand the policy before signing this document.

Date:	Staff Signature:
Date:	Supervisor Signature:
Comments:	

AODA Training Log for staff and volunteers

Date of Training	Staff/student name	Signature



Accessibility Training Form

I hereby acknowledge that I have read Orde Daycare Accessibility Policy for the Customer Service Standard under AODA which was provided to me and have had an opportunity to ask questions and understand;

- A person with a disability may include someone who is visually impaired challenges, hearing impaired, has physical disabilities as well as learning, intellectual and/or mental health disabilities.
- Many disabilities are not obvious or visible.
- People with disabilities will be provided with services from Orde Daycare in an equitable manner which respects their dignity and independence.
- Provision of services to persons with disabilities will be integrated unless an alternate measure is required.
- Service animals are permitted.
- Support persons may accompany and assist people with disabilities when accessing services.
- Assistive devices are used to allow independence to persons with disabilities and will be respected accordingly.
- Accessible Feedback method is a process for employees as well as our clients/families and members of the public to express any issues or comments on accessibility within Orde Daycare.

Date:	Staff Signature:



Feedback Forms- AODA

Client Feedback

Orde Daycare welcomes feedback on how we provide services to clients with disabilities. Our goal is to ensure we meet the needs and expectations of our clients and their families with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Feedback can be provided in writing by filling out the form by email or in person. Clients can expect to hear back from us within 10 business days.

Please see our website at www.ordedaycare.org for a form or find a paper copy in the envelope beside this notice.

Orde Daycare Feedback Form

Date:

09/10/2025



Comment/suggestion:

Name:
Contact Information:

Client Response Form

Thank you for taking the time to contact us, regarding your concerns. Please feel free to contact us at any time if you require any additional information regarding this issue.

Name of Client:
Concern Raised:

Action Required:
Response and Follow-Up:

Date	Signature
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ORDE DAY CARE CENTRE'S- POLICY AND PROCEDURE BINDER