



# Connections

## Early Years Family Centre

### Accessibility Family Service Plan

This agency is committed to excellence in serving all families including people with disabilities.

#### Support Persons

A person with a disability who is accompanied will be allowed to have that person accompanying them on our premises and FEES WILL NOT BE CHARGED FOR SUPPORT PERSONS.



# **Connections Early Years Family Centre**

## **Accessible Family Service Plan**

### **Providing Services to People with Disabilities**

#### **Statement**

Connections Early Years Family Centre is committed to excellence in serving all families including people with disabilities.

#### **Assistive Devices**

We will ensure that our staff members are trained and familiar with various assistive devices that may be used by families 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. FEES WILL NOT BE CHARGED FOR SUPPORT PERSONS.

We will notify families of this through a notice posted on our premises and website.

#### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for families with disabilities (Ontario Early Years Centre, Pre-School Speech and Language, Infant Hearing and Blind Low Vision Programs), Connections Early Years Family Centre will notify families 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 795 Giles Blvd. East and all applicable satellite offices in Windsor and Essex County.

## **Training for Staff**

Connections Early Years Family Centre will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

- Administrative Personnel
- Managers
- Direct Service Delivery Personnel
- Support Personnel
- Volunteers

This training will be provided for staff and volunteers within six months of continuous employment since start date.

This training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Connections Early Years Family Centre's plan related to the customer service standard.
- 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 support person.
- How to use the automatic doors where applicable.
- What to do if a person with a disability is having difficulty in accessing the services at Connections Early Years Family Centre.

Staff will also be trained when changes are made to our plan.

## **Records of Training**

Connections Early Years Family Centre will keep records of staff and volunteers trained, the category of staff trained, the date of training and the individuals trained (individuals names are subject to the Freedom of Information and Protection of Privacy Act).

## **Availability of Documents**

All documents required by the Accessibility Standards for Customer Service will be posted on Connections Early Years Family Centre website at [www.connectwithus.ca](http://www.connectwithus.ca) and available at the main office.

**Feedback Process**

Families who wish to provide feedback on the way Connections Early Years Family Centre provides goods and services to people with disabilities can send an email to us, speak to us verbally, fill out an evaluation questionnaire or contact us by telephone.

All feedback will be directed to the Executive Director. Customers can expect to hear back in five (5) working days. Complaints will be addressed according to our organization's regular complaint management procedures.

**Modifications to this or other Policies**

Any policy of Connections Early Years Family Centre that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Approved by Board of Directors October 20, 2011