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## **Providing goods, services or facilities to people with disabilities**

Lakeshore Co-operative Nursery School is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Lakeshore Co-operative Nursery School understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Lakeshore Co-operative Nursery School is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Lakeshore Co-operative Nursery School is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

### **Assistive devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities. 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, services or facilities. Staff will be trained to use assistive devices if necessary by the use of outside agencies who provide such training, websites and reading specific to the required assistive device.

### **Communication**

Staff will familiarize themselves with the Accessibility for Ontarians with Disabilities Act, 2005 and use the training provided to communicate with individuals with disabilities in a respectful manner. We will communicate with people with disabilities with sensitivity, and in ways that take into account their disability. We will work with people with disabilities to determine what method of communication works for them. We will arrange for the timely provision of accessible formats and communication support where necessary.

### **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. When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

### **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**

Lakeshore Co-Operative Nursery School shall give those individuals requiring the use of the elevator at least 5 days' notice of the disruption where possible. This notice will be given to the client in the event the onsite elevator is out of order due to planned or unplanned maintenance or repairs writing and posted on the school's website to inform the public. Clients who are unable to access LCNS will be reimbursed fees equal to the amount of days the disruption occurred.

### **Training**

Lakeshore Co-operative Nursery School will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within one month after being hired.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Lakeshore Co-operative Nursery School's policies 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 a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing Lakeshore Co-operative Nursery School's goods, services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

## **Feedback process**

Lakeshore Co-operative Nursery School welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. This feedback can be delivered in person, by telephone, in writing or by email. All feedback, including complaints, will be handled in the following manner: All feedback will be directed to the President and voting Board of Directors.

Lakeshore Co-operative Nursery School will investigate and respond to all such feedback in a timely, thorough and objective manner, ensuring that:

- the feedback is directed to the appropriate person for action;
- the feedback is assessed for appropriate action (Note: the Customer Service Standard does not require a response to be provided for all feedback);
- where action includes a response to the client, we will endeavour to provide a response within four (4) business days.

Lakeshore Co-operative Nursery School will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

## **Notice of availability of documents**

Lakeshore Co-operative Nursery School will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the in our Parent Handbook, and on our website.

Lakeshore Co-operative Nursery School will provide this document 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.

## **Modifications to this or other policies**

Any policies of Lakeshore Co-operative Nursery School that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.