

## CHAPTER SIX: TERMS OF EMPLOYMENT

Approval Date: April 2011 Revision Date: August 2023	Policy: <b>ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE</b>
	Policy Number: 6.31 (continued)

### **Child Care Algoma's Accessibility Plan**

Child Care Algoma is committed to excellence in serving all customers / clients, including *persons with disabilities* with respect, dignity, independence and equal opportunity. We will be committed to identifying and removing barriers in order that persons with disabilities may fully participate in our services and we will commit to prevent further barriers from being created in our future planning.

Child Care Algoma strives to meet the needs of our employees and the children and families we service with disabilities and works diligently to remove barriers to accessibility.

Child Care Algoma is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. The training includes:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to use Relay Service, Elevator or other equipment or devices that may help with the provision of services to people with disabilities
- What to do if a person with a disability is having difficulty accessing Child Care Algoma's services
- Child care Algoma's policies and procedures relating to the customer service standard

Child Care Algoma maintains records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided. All employees will be trained on an ongoing basis when changes are made to the policy and procedures.

#### Customer Service

Child Care Algoma is committed to providing accessible service to children and families with disabilities. This means that we will provide services to people with disabilities with the same high quality and timeliness as others.

#### Information and Communications

Child Care Algoma is committed to making our information and communications accessible to people with disabilities.

#### Employment

Child Care Algoma is committed to fair and accessible employment practices.

#### Training

Child Care Algoma is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Accessibility Standards for Customer Service Policy and Procedures ~ Created April 2011 Updated August 2021
Accessibility Standards for Customer Service Policy - Commitment Statement ~ Created April 2011 Updated August 2021
Accessibility Standards for Customer Service Policy - Employees Trained in AODA during orientation at commencement of position ~ Created April 2011 Updated August 2021
Health and Safety Policy - Return to Work (Injured on the Job) & Non-Work Related Injuries ~ Created November 2014
Recruitment and Selection Job openings/Hiring ~ Updated April/May 2015 Recruitment and Selection of Employees ~ Updated August 2021
Parent Issues, Concerns or Compliant Policy ~ August 2017 Accessibility Standard for Customer Service Policy - Feedback Process ~ Created April 2011, August 2021
Integrated Accessibility Standards Regulation (IASR) Design of Public Spaces Policy Updated August 2021
Health and Safety Policy Created 2001 Updated 2014; Fire Safety/Emergency Evacuation Management Operating Manual ~ Created 2008 Updated October 2014, September 2018 Emergency Response Plan Updated August 2021
Sick Leave Policy ~ Revised April 2011 Updated February 2019 Stating Child Care Algoma will make accommodations for an employee with a disability as per the Ontario Human Rights Code. The policy defines disability, outlines steps for accommodations, etc.
Workplace Mental Health Policy ~ Created February 2019
Mental Health First Aid Training for all Supervisors, Coordinators, and Management ~ February 2019
Mingle, Share and Learn Employee Networking Night - Children's Mental Health & Sensory Processing ~ May 7, 2019
Mingle, Share and Learn Employee Networking Night – Supporting Healthy Minds in Infancy and Childhood ~ November 5, 2019
Intercultural Competency Training – Fundamentals of Intercultural Competency (Supervisors, Coordinators and Management) ~ January 28, 2020 & February 6, 2020
Human Rights Training Day by the City of Sault Ste. Marie & The Ontario Human Rights Commission - Site Supervisors, Coordinators and Management members February 19, 2020
Pandemic Planning COVID-19 Personal Protective Equipment Use: The following adults are exempted from the requirement to wear a mask: Persons who cannot wear or remove a mask or face covering without assistance, including people who are accommodated under the Accessibility for Ontarians with Disabilities Act (AODA) or are protected under the Ontario Human Rights Code, R.S.O. 1990, c.H. 19 as amended ~ Created: June 2020 Revised: August 2021
Continuous Training Updates ~ Fall 2021/Ongoing Continuous Website Updates ~ Fall 2021/Ongoing Continuous Policy Updates to remain current with new legislation ~ Ongoing

For more information on this accessibility plan, please contact

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Our Accessibility plan is publicly posted at [www.childcarealgoma.ca](http://www.childcarealgoma.ca)

Standard and accessible formats of this document are free on request from:

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