



## SCHOOLHOUSE PLAYCARE CENTRES of DURHAM

POLICY TITLE: ACCESSIBLE CUSTOMER SERVICE POLICY

### **MULTI-YEAR ACCESSIBILITY PLAN**

This 2014 -2021 accessibility plan outlines the actions that **Schoolhouse Playcare Centres of Durham** will put in place to improve opportunities for people with disabilities. It will be reviewed annually in September.

### **STATEMENT OF COMMITMENT**

**Schoolhouse Playcare centres of Durham** is committed to excellence in serving all families with respect and dignity including people with disabilities, respecting their independence and the need for integration.

### **ACCESSIBLE EMERGENCY INFORMATION**

**Schoolhouse Playcare Centres of Durham** is committed to providing clients with publicly available information in an accessible way upon request. We will also provide employees with disabilities with individual emergency response information when necessary.

### **TRAINING**

**Schoolhouse Playcare Centres of Durham** will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

**Schoolhouse Playcare Centres of Durham** will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws by **January 2015**

- Review the **Accessible Customer Service Policy** on hire and annually thereafter.
- Viewing "How Can I Help" training video - **on hire, on going**
- Review Appendix A – Language and Terminology, **on hire, on going**
- Review Appendix C – Customer Service Training sheets, **on hire, on going**
- All managers and supervisors trained in Mental Health issues – **October 2014**

### **INFORMATION AND COMMUNICATIONS**

EFFECTIVE DATE of PLAN: DECEMBER 2014

AMENDMENT to POLICY:



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**Schoolhouse Playcare centres of Durham** is committed to meeting the communication needs of people with disabilities. We will consult with clients with disabilities to determine their information and communication needs.

**Schoolhouse Playcare Centres of Durham** will take the following steps to ensure that information and communications are accessible.

- websites and content on those sites conform with WCAG 2.0, Level A by **January 5 2015**
- Adding accessibility information to our website including a feedback form by **June 30, 2015**
- The feedback form will be available in our centres by **January 31, 2015**
- Our Accessibility Policy and Multi Year Plan will be available on our website and available by request in hard copy by **January 1 2016**.
- websites and content on those sites conform with WCAG 2.0, Level AA by **January 1 2021**

### **EMPLOYMENT**

**Schoolhouse Playcare Centres of Durham** is committed to fair and accessible employment practices.

**Schoolhouse Playcare Centres of Durham** will take the following steps to notify the public and staff that people with disabilities will be accommodated during the recruitment and assessment process and when people are hired.

- All recruitment advertisements confirm the we are an equal opportunity employer – **on going**
- Advise applicants that accommodations for interviews will be provided if requested – **as required, January 2016**
- Develop individual return to work policies for employees absent due to a disability or illness – **as required, on going**

EFFECTIVE DATE of PLAN:

DECEMBER 2014

AMENDMENT to POLICY:



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- Employees will be informed of policies regarding accommodation - **as required, on going**
- Performance appraisals will take into consideration the employee's accessibility needs - **as required, on going**
- Any recommendations for career development and/or redeployment will take into consideration the employee's accessibility needs - **as required, on going**
- Modifications to work duties will be accommodated if possible e.g. use of computer, spell check and printer if staff have challenges in this area - **as required, on going**

For more information on this accessibility plan, please contact Joan Lambie at  
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EFFECTIVE DATE of PLAN:

DECEMBER 2014

AMENDMENT to POLICY: