

Accessibility Policy

Purpose

This policy is intended to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

Accessible Customer Service Plan

York Professional Care & Education, is committed to excellence in serving all customers including people with disabilities whenever possible, in the following ways:

- **Accessibility** – Our web site indicates locations that are wheelchair accessible.
- **Assistive devices** – Staff are familiar with various assistive devices that may be used by customers 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.

Training for Staff

York Professional Care & Education will provide training to all new employees, volunteers and students upon employment and annually thereafter and at any time there is a change made to the plan.

Training will include:

- Reviewing the Agency Accessibility Policy.
- Information regarding 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 assistive devices required for children under their direct care.
- Integrated Accessibility Standards Regulation Policy (IASR) (O. Reg. 191/11) - We will train our employees and volunteers on accessibility as it relates to their specific roles.
- Aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Information

This Accessibility Policy is posted on the Parent Board of each program location as well as on our web site at www.yorkprofessional.com.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities York Professional Care & Education will make every attempt to notify customers promptly.

Feedback

Your comments are important to us. We appreciate either verbal customer feedback directly to program Supervisors or written feedback using comment cards available in our individual program locations.