

MOTHERCRAFT OTTAWA

ACCESSIBILITY PLAN (Accessibility for Ontarians with Disabilities Act)

1. **OUR MISSION**

The mission of Canadian Mothercraft of Ottawa-Carleton, hereafter referred to as Mothercraft Ottawa, is to enhance the well-being of families through responsive, quality services and we achieve this by developing innovative programs and support services.

2. **OUR COMMITMENT**

In fulfilling our mission, Mothercraft Ottawa strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from those same services, in the same place and in a similar way as other clients. This commitment extends to employees, volunteers and students with visible or non –visible disabilities.

According to the **Ontarians with Disabilities Act, 2001** the term “disability” means:

- a. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b. a condition of mental impairment or a developmental disability,
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. a mental disorder, or
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).

3. CUSTOMER (CLIENT) SERVICE POLICY

3.1 Providing goods and services to people with disabilities

Mothercraft Ottawa is committed to excellence in serving all clients including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.2 Communication

We will communicate with people with disabilities in a manner that takes into consideration their disability.

We will train staff and volunteers who communicate with clients, on how to interact and communicate with people with various types of disabilities.

3.3 Telephone services

We are committed to providing fully accessible telephone service to our clients.

We will train staff to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with clients by email if telephone communication is not suitable to their communication needs or is not available.

3.4 Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

We will ensure that our staff are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our goods or services.

We will also ensure that staff know how to use the following assistive devices available on our premises for clients: elevator/lift (Evered Avenue location only).

3.5 Billing

We are committed to providing accessible invoices to all of our clients. For this reason, invoices will be provided in a manner that takes into consideration the needs of clients with a disability.

The following formats will be available upon request: email, facsimile, hard copy, verbally.

We will answer any questions clients may have about the content of the invoice in person, by telephone, by email or facsimile.

3.6 Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal in the parts of our premises that are open to the public and other third parties. Service animals are not, however, permitted in food preparation areas.

We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Mothercraft Ottawa's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Fees will not be charged for support persons for admission to Mothercraft Ottawa's premises or programs (for example for a workshop where a fee is charged to attend). Clients will be informed of this by a notice that will be posted in Mothercraft Ottawa's premises.

3.7 Notice of Temporary Disruption

Mothercraft Ottawa will provide clients with notice in the event of a planned or unexpected disruption at the facility or to services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be posted at all public entrances and service counters on the premises, in a recorded telephone message at the Mothercraft Ottawa main phone number and on the Mothercraft Ottawa website.

3.8 Training for Staff

Mothercraft Ottawa will provide training to all employees as detailed below, volunteers and any others who deal with the public or other third parties on the premises utilizing the on-line customer service training available on the Ministry of Community and Social Services website. Upon successful completion of the training and its associated quiz, all those trained must sign the Mothercraft Ottawa Accessibility for Ontarians with Disabilities Act Training Declaration form which will be held in their personnel file.

Individuals in the following positions will be trained:

The Executive Director, or his or her designate; Managers; Educators (including temporary and contract staff); Administrative Personnel; Volunteers; Students; and Maintenance Staff. Training will be provided for new hires within 90 days of the person assuming their respective duties.

Training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer (client) service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person
- How to use the lift available on the premises of Mothercraft Ottawa (Evered Avenue location) to escort and transport the client and or their personal belongings
- What to do if a person with a disability is having difficulty in accessing Mothercraft Ottawa's goods and services
- Mothercraft Ottawa's policies, practices and procedures relating to the client service standard as it pertains to people with disabilities
- Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures

3.9 Feedback process

The ultimate goal of Mothercraft Ottawa is to meet and surpass client expectations while serving clients with disabilities. Comments on our services regarding how well those expectations are being met are solicited, welcome and appreciated.

Feedback regarding the way Mothercraft Ottawa provides goods and services to people with disabilities can be made verbally in person, or by completing the feedback form included with this document and sent by email, facsimile, or regular mail. All feedback will be directed to the Executive Director, or his or her designate. Clients can expect to hear back within ten business days.

Complaints will be addressed according to procedures already established in Mothercraft Ottawa's complaint management policies and procedures.

4. INTEGRATED STANDARDS

4.1 Accessible Website and Web Content

Mothercraft Ottawa will ensure that any new or significantly refreshed website and web content controlled directly by Mothercraft Ottawa or through a contractual relationship that allows for

modification of the product will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at level A and AA in accordance with the schedule set out in the AODA Integrated Accessibility Standards except where meeting the requirement is not practicable.

The existing website will provide alternate formats for receiving the information contained therein including but not limited to browse aloud audio where possible.

4.2 Emergency Information and Procedures

Mothercraft Ottawa shall provide all existing public emergency procedures, plans and public safety information, upon request in an accessible format or with appropriate communication supports in a timely manner.

5. EMPLOYMENT STANDARDS

5.1 Recruitment

Mothercraft Ottawa shall post information about the availability of accommodations for applicants with disabilities on all job postings. Job applicants who are individually selected for an interview shall be notified during the first point of contact that accommodations for material to be used in the process are available upon request. If an applicant with a disability requests accommodations during the recruitment process, the Manager of the applicable Program will consult with the applicant to understand and take into account the individual's needs after which suitable accommodations will be provided.

5.2 Employee Supports

Mothercraft Ottawa will inform employees of the policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. Mothercraft Ottawa will provide this information to new employees as soon as practicable after they begin their employment and provide updated information to all employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

5.3 Accessible Formats and Communication Supports for Employees

Upon an employee's request, Mothercraft Ottawa shall consult with the employee to provide or arrange for the provision of the most appropriate accessible formats and communication supports which may include print; email; and or verbal formats for: Information that is needed in order to perform the employee's job; and Information that is generally available to employees in the workplace.

5.4 Workplace Emergency Response Information

Mothercraft Ottawa is committed to preparing for the specific needs that employees with disabilities may have in an emergency situation. To this end Mothercraft Ottawa shall provide individualized workplace emergency response information to employees who have disabilities, if the disability is such that the individualized information is necessary and Mothercraft Ottawa is aware of the need for accommodation. This information shall be provided as soon as practicable after Mothercraft Ottawa becomes aware of the need for accommodation due to the employee's disability.

In addition this information shall be provided, with the employee's consent, to the person designated to provide assistance. The information shall undergo review when the employee moves to a different location; when the employee's overall accommodation needs or plans are reviewed; and when Mothercraft Ottawa reviews its general emergency response policies.

5.5 Documented Individual Accommodation Plans

A written process of the development and maintenance of documented individual accommodation plans shall be developed for employees with disabilities. If requested, these plans shall include information regarding accessible formats and communications supports and/or individualize workplace emergency response information.

5.6 Return to Work Process

Mothercraft Ottawa shall have in place a documented return to work process for employees returning to work due to disability and requiring disability-related accommodations. This return to work process shall outline the steps that Mothercraft Ottawa shall take to facilitate the return to work.

6. MODIFICATIONS TO THIS OR OTHER POLICIES

We are committed to developing client service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to the policy before considering the impact on people with disabilities.

Any policy of Mothercraft Ottawa that does not respect and promote dignity and independence of people with disabilities will be modified or removed.

7. QUESTIONS ABOUT THE MOTHERCRAFT OTTAWA ACCESSIBILITY PLAN

The Mothercraft Ottawa Accessibility Plan exists to achieve service excellence to clients with disabilities, and complies with the Accessibility for Ontarians with Disabilities Act. If anyone has a question about this Plan, or if the purpose of this Plan is not understood, an explanation

should be provided by, or referred to the Executive Director, or his or her designate of Mothercraft Ottawa.

8. REVIEW AND MONITORING PROCESS

Mothercraft Ottawa is committed to the continued improvement of access to all Mothercraft Ottawa locations and services for all those with disabilities; and, the provision of quality service to those with disabilities.

The Plan will be reviewed and monitored on an annual basis to identify and remove barriers identified and will reinforce Mothercraft Ottawa's commitment to remove all barriers under the *Accessibility for Ontarians with Disabilities Act*.

9. COMMUNICATION ABOUT MOTHERCRAFT OTTAWA'S ACCESSIBILITY PLAN

This Plan will be available on the Mothercraft Ottawa website and will be made available to all persons for review and perusal.

10. CONCLUSION

The Accessibility for Ontarians with Disabilities Act requires communities to prepare an annual Accessibility Plan. This Plan establishes a benchmark and strategy for Mothercraft Ottawa to become a barrier free community.

The Mothercraft Ottawa Accessibility Plan and any future changes therein requires approval from the Mothercraft Ottawa Board of Directors.



**Accessibility for Ontarians with Disabilities Act
Providing Goods and Services to People with Disabilities**

Client Satisfaction Feedback Form

Date of visit: _____

Location visited: _____

Purpose of visit: _____

Did we meet your needs or expectations? Please circle one: YES NO

If no, please explain in detail: _____

What suggestions would you make to improve this situation/problem?

Were you served by a staff member during your visit? Please circle one:

YES NO

If yes: Name or general description of staff member:

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May we contact you to discuss your concerns? If yes, please provide your contact information below:

Name: _____

Address: _____

Preferred method of contact: _____

Day time contact number: _____

Email: _____

Once this issue has been addressed, were you satisfied with the resolution? Please circle one:
YES NO

If no, please explain in detail:

Please feel free to use additional paper if required.

Accessibility Customer Service Training Quiz

Taking this quiz will help you review the material and discover how much you have learned and retained from the online Accessibility Customer Service Training. If you answered any of these questions incorrectly, please review the online training material.

Question #1: When you are dealing with a customer with a disability and are unsure if they need help, you should:

- a. Go ahead and help them – if they don't like it, they'll say so.
- b. Ignore them until you have time for them – serve the easiest customers first.
- c. Always serve your customers with disabilities away from other customers.
- d. Wait and see if they really are customers – maybe they'll change their minds and go someplace else.
- e. Ask: "May I help you?"

Question #2: Which of the following statements is always true?

- a. Older people are all hard of hearing.
- b. Avoid touching a service animal without permission.
- c. Support people are paid employees of customers with disabilities.
- d. People who are blind cannot see anything.

Question # 3: Which statement about customers with disabilities is true?

- a. Their disability might affect how they interact with you and it might not.
- b. They all use assistive devices like a wheelchair or a hearing aid.
- c. Their disability affects them with the same severity at all times.
- d. All people with the same disability are affected in the same way.

Question #4: If you need to communicate by telephone with a customer who is deaf, orally deaf, deafened or hard of hearing, you can use the Relay Service. The number for the Relay Service is:

- a. 911
- b. 411
- c. 1-800-855-0511
- d. A number that has a 416 area code

Question #5: True or False: Canada's population is aging, so the number of people with disabilities is likely to increase in the next 20 years.

- True
- False



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT CUSTOMER SERVICE TRAINING DECLARATION

Mothercraft Ottawa requires that all staff, students and volunteers are trained in the Accessibility for Ontarians with Disabilities Act requirements.

I have taken the online training available here – <http://www.mcass.gov.on.ca/mcass/serve-ability/splash.html> and have successfully answered the quiz questions attached.

Employee Signature

Date

Witness Signature

Date

RETURN TO WORK PROCESS

It is Canadian Mothercraft of Ottawa-Carleton's intention to accommodate employees who are returning to work after illness or disability and who require accommodations in the workplace. As the safety of the children in our care must remain our top priority, all staff working directly with children must be capable of independently taking care of the children during regular and emergency situations. If an employee is not able to do so, then a plan that does not include working directly with the children and which can meet the accommodation requirements will be explored.

The following procedures will be followed in the development of an Accommodation Plan:

1. Employees returning to work from a period of absence due to disability must:
 - a. Inform their Program Manager if they require accommodation upon their return to work;
 - b. Provide a Doctor's certificate outlining accommodation requirements;
 - c. Provide Mothercraft Ottawa with permission to seek and receive further information from their Doctor as required in the development of an appropriate return to work accommodation plan;
 - d. Provide additional documentation as required for Mothercraft Ottawa to develop an appropriate return to work accommodation plan;
 - e. Be willing to work with Mothercraft Ottawa in the development of an appropriate return to work accommodation plan;
 - f. Be willing to work within a different capacity/role if required in order to safely return to work as quickly as possible;
 - g. Be willing to abide by the accommodation plan as developed in conjunction with the employee, Mothercraft Ottawa and associated medical professionals;
 - h. Inform their Program Manager immediately if there is a change in their accommodation requirements.
2. Upon receipt of a return to work accommodation request, the Program Manager in consultation with the Executive Director will:
 - a. Notify the Executive Director of the request;

- b. Request pertinent information from the employee;
- c. Request additional information from Health Care Providers as required;
- d. Look for an appropriate placement for the accommodated employee within Mothercraft Ottawa;
- e. Develop a written accommodation/return to work plan based upon information received;
- f. Have the accommodation/return to work plan approved by the Executive Director;
- g. Negotiate a return to work date with the employee;
- h. Ensure that the accommodation plan remains current and appropriate documenting updates as necessary/required;
- i. Keep the Executive Director apprised of changes within the accommodation plan.

3. The Executive Director will:

- a. Review accommodation requests;
- b. Approve/deny accommodation requests based upon the safety requirements and the capacity of Mothercraft Ottawa to provide the necessary accommodation;
- c. Provide feedback/advice on accommodation plans;
- d. Keep the Board of Directors apprised of denied accommodation requests.