



St. Mary's Family Learning Centre

Accessibility Family Service Plan

This agency is committed to excellence in serving all families including people with disabilities.

Support Persons

A person with a disability who is accompanied will be allowed to have that person accompanying them on our premises and FEES WILL NOT BE CHARGED FOR SUPPORT PERSONS.



St. Mary's Family Learning Centre

Accessible Family Service Plan

Providing Services to People with Disabilities

Statement

St. Mary's Family Learning Centre is committed to excellence in serving all families including people with disabilities.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by families 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. FEES WILL NOT BE CHARGED FOR SUPPORT PERSONS.

We will notify families of this through a notice posted on our premises and website.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for families with disabilities (Ontario Early Years Centre, Pre-School Speech and Language, Infant Hearing and Blind Low Vision Programs), St. Mary's Family Learning Centre will notify families promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services if available.

The notice will be placed at 795 Giles Blvd. East and all applicable satellite offices in Windsor and Essex County.

Training for Staff

St. Mary's Family Learning Centre will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

- Administrative Personnel
- Managers
- Direct Service Delivery Personnel
- Support Personnel
- Volunteers

This training will be provided for staff and volunteers within six months of continuous employment since start date.

This training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- St. Mary's Family Learning Centre's plan 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 support person.
- How to use the automatic doors where applicable.
- What to do if a person with a disability is having difficulty in accessing St. Mary's Family Learning Centre's services.

Staff will also be trained when changes are made to our plan.

Records of Training

St. Mary's Family Learning Centre will keep records of staff and volunteers trained, the category of staff trained, the date of training and the individuals trained (individuals names are subject to the Freedom of Information and Protection of Privacy Act).

Availability of Documents

All documents required by the Accessibility Standards for Customer Service will be posted on St. Mary's Family Learning Centre's website at www.smflc.ca and available at the main office.

Feedback Process

Families who wish to provide feedback on the way St. Mary's Family Learning Centre provides goods and services to people with disabilities can send an email to us, speak to us verbally, fill out an evaluation questionnaire or contact us by telephone.

All feedback will be directed to the Executive Director. Customers can expect to hear back in five (5) working days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other Policies

Any policy of St. Mary's Family Learning Centre that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Approved by Board of Directors October 20, 2011