



Accessible Participant Service Plan

Providing Programs and Services to People with Disabilities

Jane/Finch Centre is committed to excellence in serving all participants including people with disabilities.

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

Communication

We will communicate with people with disabilities in ways that take into account their disability.

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. For example, should someone wish to attend one of our programs with a service dog, staff will ensure that participants who have allergies to dogs are aware of when a service dog will be on the premises. Following their visit, the premises will be properly cleaned by Centre cleaning staff to ensure the space is free of allergens.

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 for admission to **Jane/Finch Centre's** programs, services and/or events.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for participants with disabilities, **Jane/Finch Centre** will notify participants 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 our four main sites:

- **Community Resource Centre and Community Programs at 4400 Jane Street**
- **Ontario EarlyON, 1911 Finch Avenue West**
- **The Spot Where You(th) Wanna Be, 1 Yorkgate Boulevard**
- **15 Tobermory Drive**

Training for staff

Jane/Finch Centre will provide training to employees, volunteers, contractors and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

Managers, Team Leaders, Program Workers, Program Assistants, Early Years Assistants, Office Assistant/Intake Referral Workers, Childcare Workers and Peer Youth Workers.

This training will be provided to staff a maximum of three months after hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **Jane/Finch Centre's** accessible participants' plan, practices or procedures
- 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 a support person
- How to use the Wheel Trans service.
- What to do if a person with a disability is having difficulty in accessing **Jane/Finch Centre's** programs and services

Staff will also be trained when changes are made to the accessible customer service plan, practices or procedures.

Feedback process

Participants who wish to provide feedback on the way **Jane/Finch Centre** provides programs and services to people with disabilities can e-mail, voicemail, speak verbally to a staff, and submit comments in a suggestion box and online. All feedback will be directed to the Director of Operations. Participants can expect to hear back within 5 business days. Complaints will be addressed according to our organization's regular complaint management procedures (see attachment).

Modifications to this or other policies

Any policy of **Jane/Finch Centre** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

I have read and understand this Accessible and Customer Service Policy. I have a copy of this policy and will uphold it.

I understand that violation of this policy, if proven, may result in disciplinary action, the severity of which will be determined by the degree of the severity of the breach of the policy. I understand that the Jane/Finch Community and Family Centre agrees that in exercising its rights as set above, it will not act in a manner that is inconsistent with the provisions of the unionized employees' collective agreement.”

Name: _____

Signature: _____

Date: _____

Witness: _____