Accessibility for Ontarians with Disabilities Act (AODA)

The Accessibility for Ontarians with Disabilities Act, 2005 is a provincial law. It’s goal is to make Ontario accessible for people with disabilities by 2025 by developing and enforcing accessibility standards.

The accessibility standards are the legal requirements that all organizations in Ontario must follow to become more accessible to people with disabilities. They address key areas of daily life, including customer service, information and communications, employment, transportation, and design of public spaces. The standards are found in the Integrated Accessibility Standards Regulation which was established under the Act.

Red Apple Daycare is committed to providing a barrier free environment for all who may enter the premises and have the following policies in place:

* **Assistive devices:**  We will ensure that our staff are trained and familiar with various assistive devices that may be used.
* **Parking:** Parking is located beside the childcare centre on a first come first served basis. The child care centre is located on the ground floor and ramps are available to enter the premises.
* **Communication:** We will endeavor to 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 will permitted on all parts of the premises with the exception of food preparation areas.
* **Support persons:** A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on the premises.
* **Notice of temporary disruption:** in the event of a planned or unexpected disruption to services or facilities, Red Apple Daycare will make all best efforts to notify families promptly. A notice of temporary disruption will be communicated via email, the sandbox app as well as on the answering machine. The notice will include information about the reason for the disruption and it’s anticipated length of time.
* **Training for staff:** Red Apple Daycare will provide training to employees, volunteers and students. The training will be provided within two weeks of hiring and will include:
	+ An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
	+ Instruction on how to interact with people with various types of disabilities.
	+ Instruction on how to use assistive devices.
	+ Instruction on what to do if a person with a disability is having difficulty in accessing our services.
	+ Staff will be trained when there are changes made to the AODA policy
* **Feedback process:** Customers who wish to provide feedback on the way Red Apple Daycare provides services to people with disabilities can contact Red Apple Daycare and expect to hear back in 48 hours:
	+ By email at radc@look.ca for Overlea site or radc2@look.ca for Saint John site
	+ By phone at 416-429-5437 for Overlea site or 416-429-6662 for Saint John site
	+ By mail at Red Apple Daycare 135 Overlea Bld, Toronto Ontario M3C 1B3 for Overlea Blvd site and 175 Grenoble Drive, Toronto Ontario M3C 3E7 for the Saint John XX111 site.
	+ In Person: feedback forms will be available in the office at both sites.

Updated on December 22, 2017

AODA Customer Service Feedback Form

Thank you for the opportunity to offer you our services. We value all of our customers and strive to meet everyone’s needs.

Please tell us the date and location of visit.

Date: Location:

1. Were you satisfied with the customer service provided?
2. Was our customer service provided to you in an accessible manner?
3. Did you experience any problems accessing our service?

Contact Information:

Name:

Phone number:

Email: