

REKSAP Centres for Early Learning



Regina • Severn • Jockvale
SINCE 1984

ACCESSIBLE CUSTOMER SERVICE PLAN PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

REKSAP Centres For Early Learning is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or 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

REKSAP Centres For Early Learning will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained: Executive Director, Program Supervisor, Assistant Program Supervisor, RECE, EA and supply staff.

This training will be provided to staff: 3 months after being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- REKSAP Centres For Early Learning'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 a support person
- Regina PS and Severn PS: accessible parking, ramp to enter school and washrooms
- What to do if a person with a disability is having difficulty in accessing REKSAP Centres For Early Learning's goods and services

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Staff will also be trained when changes are made to your accessible customer service plan.

Feedback Process

Customers who wish to provide feedback on the way REKSAP Centres For Early Learning provides goods and services to people with disabilities can e-mail, call, drop in.

All feedback, including complaints, will be given to the Executive Director and the Board of Directors.

Customers can expect to hear back in 2 days.

Notice of Availability

REKSAP Centres For Early Learning will notify the public that our policies are available upon request by (enter how you plan to make this information available to the public, for example, posting them on your website, or posting a notice in the front of your store).

Modifications to This or Other Policies

Any policy of REKSAP Centres For Early Learning that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.