



Waterloo Cooperative Preschool Inc. is committed to providing accessible customer service to everyone in our community. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, [Regulation 165/16 Integrated Accessibility Standards](#), we will endeavour to ensure that our policies and any related procedures are consistent with the four core principles of independence, dignity, integration and equality of opportunity, as outlined in the mentioned regulation.

To that end, Waterloo Cooperative Preschool ensures that our services will:

- Be provided in a manner that respects the individual person's independence and respects the dignity of individuals
- Be integrated unless an alternate measure is necessary, whether temporarily or permanent, to enable a person with a disability to obtain, use or benefit from our service
- Be given the opportunity equal to that given to others to obtain, use or benefit from our service
- Be communicated to the person with a disability in a manner that takes into account the person's disability

Use of Personal Assistive Devices

WCP recognizes that there are various forms of Personal Assistive Devices including service animals and support persons. We welcome assistive devices in our facility. We will endeavour to ensure that our staff are trained and familiar with the various assistive devices that may be used by individuals with a disability.

If a child or parent is having difficulty accessing our facilities, plans will be made in consultation with the Teacher, Board of Directors, Church affiliates, KW Habilitation, and the Region of Waterloo. Every reasonable effort will be made to accommodate the person with disabilities.

Communication

WCP will make every attempt to communicate with people with disabilities in ways that take into account their disability. Alternative methods of communication will be provided upon request. Staff will receive training on how to interact and communicate with individuals with disabilities in a respectful manner while taking into consideration the individuals dignity and independence.

Notice of Temporary Service Disruption

Waterloo Cooperative will notify its families and community if there is an unexpected or planned disruption of service. A notification will be sent out to families via email and on our social media

pages. When possible, a notice will also be provided on the local radio station and on our website.

The notice will include:

- The reason for the disruption
- The anticipated duration of the disruption
- Any alternative services or locations if available

Feedback Process

As part of our ongoing planning it is required to establish a process for feedback that allows individuals who use our service to provide feedback about the manner in which we deliver our service and any barriers encountered.

WCP will accept feedback in various forms: in person, by telephone, in writing, or via email. We will respond to all inquiries within 10 business days or after the subsequent board meeting.

Training

WCP will provide onboarding and continuous training to all of its employees and volunteers who interact with persons with disabilities who attend the preschool, and will ensure all Individual Support Plans or Individualized Needs Plans are implemented.

Training Content

The training will include:

- A review of the purpose of the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) and the requirements of the [Integrated Accessibility Standards](#)
- A review of this policy
- How to interact and communicate with individuals with various types of disability
- How to interact with individuals who use an assistive device, require the assistance of a service animal, or require the assistance of a support person
- How to use equipment or devices available at our facility to provide assistance to an individual with a disability so that they may obtain our services
- What to do if an individual is having difficulty in accessing our facility and/or services

Training will be provided to all persons to whom this policy applies as soon as possible.

Records will be maintained as to the date the training is provided; and to whom it is provided to, in accordance with the requirements of the AODA.

All documents relating to this policy can be made available to any individual who requests it. Alternate forms can be made available.

Waterloo Cooperative receives funding in part from the Region of Waterloo.

Revised: January 2023 by Britney Stewart and BOD

Approved By: Britney Stewart (President) on January 2023

Seconded By: Meg Burns-Dolson (Membership) on January 2023