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**ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE
SUPPORTING DOCUMENTS**

Annual Policy Review..... 1

Master Training Record 2

Awareness Quiz 3

Awareness Quiz (Answers) 5

Test Your Knowledge..... 7

Test Your Knowledge (Answers)..... 8

Customer Feedback Form..... 9

Customer Feedback Record 10

Alternative Format Request Form..... 11

Notice of Temporary Service Disruption 12

Notice of Availability of Documents 13

ANNUAL POLICY REVIEW

STAFF - ANNUAL MANUAL & POLICY REVIEW

SURNAME:

FIRST NAME:

My signature verifies I understand it is my responsibility to **familiarize myself with the current STAFF MANUAL** and **review and sign-off on the POLICIES of Cook's School Day Care Inc** indicated below.
A contravention of any POLICIES & PROCEDURES of this organization or the Child Care and Early Years Act, 2014 may lead to disciplinary actions or termination of employment.

MANUAL / POLICY NAME																																							
<input checked="" type="checkbox"/> Beside the Staff Manual to verify you understand you are responsible to be familiar with the document. <input checked="" type="checkbox"/> Beside each policy to indicate that each has been reviewed.																																							
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PROVIDER - ANNUAL MANUAL & POLICY REVIEW

SURNAME:

FIRST NAME:

My signature verifies I understand it is my responsibility to **familiarize myself with the current PROVIDER MANUAL** and **ADDITIONAL RESOURCES** and **review and sign-off on the POLICIES of Cook's School Day Care Inc** indicated below.
A contravention of any POLICIES & PROCEDURES of this organization or the Child Care and Early Years Act, 2014 may lead to disciplinary actions or termination of employment.

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MASTER TRAINING RECORD

MANDATORY TRAINING RECORD

TRAINING NAME:		Accessibility Standards for Customer Service Training							
PROVIDED BY:		Ontario Ministry of Economic Development, Trade and Employment http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/customerService/trainingResourcesAODA/summary.aspx							
Trainee Name	Date Completed (d/m/y)	Proof Viewed (Initial)	Trainee Name	Date Completed (d/m/y)	Proof Viewed (Initial)	Trainee Name	Date Completed (d/m/y)	Proof Viewed (Initial)	Trainee Name
Staff									
Board Members					Providers				

AWARENESS QUIZ

AWARENESS QUIZ

Purpose: This quiz will help you to evaluate any misconceptions you may have about people with disabilities

Which of the following statements are true/false? (Circle the appropriate answer).

1. A positive attitude is important when meeting or helping a person with a disability.	True	False
2. Generally, people see the disability first and the person second.	True	False
3. All disabilities are caused by a disease or are inherited.	True	False
4. People with mobility impairments do not care about how they look, and they cannot shop the way other people do.	True	False
5. Someone who uses a power wheelchair cannot drive a motor vehicle.	True	False
6. If you notice someone is wearing a hearing aid, speak loudly so he or she can hear you.	True	False
7. When guiding a person who has vision loss, you should always take them by the arm.	True	False
8. Someone who is severely physically disabled cannot do anything alone.	True	False
9. A person who is Deaf cannot use the phone.	True	False
10. A person can have a disability and not be held back by it.	True	False
11. People who have vision loss have a better sense of hearing.	True	False
12. You should avoid using expressions such as "look", "see" and "watch out" when talking to someone with vision loss.	True	False
13. The majority of people who are Deaf or hard of hearing can speechread.	True	False

AWARENESS QUIZ (CONTINUED)

14.If you see someone who uses a wheelchair having trouble, you should give him or her push.	True	False
15.Over one million Canadians have some kind of disability that makes it difficult for them to read conventional print.	True	False
16.When a customer with a disability is in your workplace, you should always provide extra attention.	True	False
17.Guide dogs see colours and read signs.	True	False
18.People who are Deaf or hard of hearing see better than everyone else.	True	False
19.People who are Deaf, deafblind or hard of hearing cannot talk at all.	True	False
20.People who use wheelchairs are paralysed.	True	False
21.Mental health disability is a rare, untreatable disorder.	True	False
22.People with learning disabilities cannot be productive	True	False
23.Intellectual disability is the same as mental health disability.	True	False
24.About one in seven Ontarians has a disability.	True	False
25.Forty-seven percent of Ontarians over the age of 65 have disabilities.	True	False

AWARENESS QUIZ (ANSWERS)

Answers to Awareness Quiz

1. **True** – Barriers are broken down in part through open, positive attitudes and accepting people for who they are, not what they can or cannot do.
2. **True** – A disability is just one of the characteristics of the individual, but too often, the disability is seen before the person.
3. **False** – Some disabilities are the result of a disease; some are inherited; and others are the result of an accident.
4. **False** – People with disabilities have different interests and enjoy different activities just like everyone else.
5. **False** – There are many modifications available for vehicles to allow people with disabilities to drive, including people in power wheelchairs.
6. **False** – It is important to look directly at someone who is hard of hearing and speak clearly. Shouting may only create sound distortions when amplified through the hearing aid.
7. **False** – People who have vision loss may prefer to take your arm when you are guiding them. Ask if they need your assistance first.
8. **False** – There are many helpful aids for people who have physical disabilities which may help them to be more independent.
9. **False** – There are different systems that allow someone who is Deaf to use the telephone, such as the Teletypewriter (TTY) or a relay system.
10. **True** – Many people with disabilities can enjoy activities just like everyone else. Often barriers – not disabilities – prevent people with disabilities from participating in everyday life.
11. **False** – Generally, people with vision loss have no better sense of hearing than anyone else, though many people with vision loss learn to use their other senses more efficiently.
12. **False** – There is no need to use special language around people who have vision loss. They use the same expressions as everyone else.
13. **True** – Most people who are Deaf or hard of hearing can speechread, but not all do it well. Most can understand about 25 per cent of what is being said. People who excel at speechreading can understand approximately 45-50 per cent of what is being said.
14. **False** – Try to respect the person's independence by asking if your assistance is needed first.

AWARENESS QUIZ (ANSWERS - CONTINUED)

15. **True** – It is estimated that one million Canadians have a disability that makes it difficult or impossible for them to read conventional print. An increasing number of senior citizens are becoming part of this group.
16. **False** – People with disabilities may require assistance at times but you shouldn't assume assistance will be needed in every case. Your customers want to be treated with dignity, so consider discreetly asking if help is needed first.
17. **False** – Guide dogs do not see the colours of traffic lights and do not read the signs on washroom doors. The owner decides when to cross the street by listening to the traffic flow.
18. **False** – Generally, people who are Deaf or hard of hearing have no better sense of sight than anyone else, but they may concentrate more on what they are seeing.
19. **False** – People who are Deaf, deafblind or hard of hearing may choose not to speak because they are unsure of pronunciation, or are concerned that their voices may sound different. Most people who are Deaf, deafblind or hard of hearing can make sounds, and can probably speak some words.
20. **False** – Not everyone who uses a wheelchair is paralysed. People might use a wheelchair if they have arthritic spines or sore legs, severe asthma or a heart condition that limits their ability to walk.
21. **False** – Many types of mental health disabilities are treatable and not necessarily permanent.
22. **False** – Many people develop ways to work with, or around, their particular type of learning disability. Repeated practice can help a person with a learning disability perform some tasks with less difficulty.
23. **False** – Unlike mental health disability, intellectual disability is a limitation affecting intellectual capacity, not emotional equilibrium. Also, an intellectual disability is a permanent condition that cannot be medically treated or cured.
24. **True** – According to the Participation and Activity Limitation Survey, 2006, from Statistics Canada, about 1.85 million Ontarians (one in seven) have a disability.
25. **True** – According to the Participation and Activity Limitation Survey, 2006, from Statistics Canada, about 47 percent of Ontarians over the age of 65 have a disability.

TEST YOUR KNOWLEDGE

TEST YOUR KNOWLEDGE

Which of the following statements are true/false? (Circle the appropriate answer).

1. Under the Accessibility for Ontarians with Disabilities Act, 2005, different standards on accessibility are being developed that will set requirements for the identification, removal, and prevention of barriers for people with disabilities in key areas of daily living.	True	False
2. The customer service standard is a voluntary standard. Your business or organization can decide whether or not to put it into practice	True	False
3. The term "disability" only applies to people who use wheelchairs.	True	False
4. Avoiding someone because of their disability is a barrier in attitude.	True	False
5. Your organization must accept feedback about the way it provides goods or services to people with disabilities.	True	False
6. You should not ask your customer to repeat himself if you don't understand him the first time. It might offend him.	True	False
7. If a person has vision loss they cannot see anything.	True	False
8. It's helpful for someone who uses a hearing aid if you reduce background noise.	True	False
9. You should always speak directly to your customer, not to their support person or companion.	True	False
10. If your customer uses a manual wheelchair, feel free to push them around your store.	True	False
11. You can always tell when someone has a disability.	True	False
12. Assistive devices enable a person with a disability to do everyday tasks and activities.	True	False
13. Your organization must allow people with disabilities who use a support person to bring their support person with them while accessing goods or services on parts of the premises that are open to the public.	True	False
14. Service animals should be treated as pets.	True	False

TEST YOUR KNOWLEDGE (ANSWERS)

Answers to “Test Your Knowledge”

1. **True.**
2. **False** - All providers of goods and services to the public or other third parties with one or more employees and all designated public sector organizations in Ontario must comply with all of the applicable requirements of the customer service standard.
3. **False** - The AODA uses the same definition of “disability” as the Ontario Human Rights Code, which includes both visible and non-visible disabilities. The term “disability” does not only apply to people who use wheelchairs.
4. **True.**
5. **True.**
6. **False** - If you cannot understand what your customer is saying, politely ask again.
7. **False** - Few people with vision loss are totally blind. Many have limited vision such as tunnel vision, where a person has a loss of peripheral or side vision, or a lack of central vision, which means they cannot see straight ahead. Some people can see the outline of objects while others can see the direction of light.
8. **True.**
9. **True.**
10. **False** - Don't touch a person's wheelchair or assistive device without permission.
11. **False** - Disabilities can be visible and non-visible. You cannot always tell who has a disability.
12. **True.**
13. **True.**
14. **False** - Service animals are working and have to pay attention at all times. Don't touch or address them.

CUSTOMER FEEDBACK FORM

Cook's Home Child Care Agency
cooks.home@cooksdaycare.ca

Victoria Park Child Care Centre
vic.park@cooksdaycare.ca

Cook's School Day Care Inc

www.cooksdaycare.ca

Learning through play, building friendships along the way

CUSTOMER FEEDBACK FORM

Thank you for visiting **COOK'S SCHOOL DAY CARE INC.** Ongoing feedback provides a valuable opportunity to learn and improve.

Cook's School Day Care Inc recognizes the rights of our customers to offer suggestions, make complaints, or compliment us on the way we provide our services to people with disabilities.

Thank you for sharing your experience.

The date of your visit: (D) ____ (M) ____ (Y) ____

Time of your visit: _____ ☐ a.m. ☐ p.m.

The location you visited:

Victoria Park Child Care Centre

Feedback purpose: ☐ Suggestion ☐ Complaint ☐ Compliment

Description:

Contact information (optional – complete only if you wish to be contacted):

Name: _____

Preferred contact method:

☐ Telephone number: () _____ - _____

☐ Email address: _____

Please return the completed form to one of child care centre offices to the attention of the Administration of Cook's School Day Care Inc. Thank-you again for your feedback.



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P: 905-372-2143 or 905-372-4525 F: 905-372-2441 172 Queen Street, Cobourg, Ontario. K9A 5P6

CUSTOMER FEEDBACK RECORD

Cook's Home Child Care Agency
cooks.home@cooksdaycare.ca

Victoria Park Child Care Centre
vic.park@cooksdaycare.ca

Cook's School Day Care Inc

www.cooksdaycare.ca

Learning through play, building friendships along the way

CUSTOMER FEEDBACK RECORD

Date Feedback Received: (D) ____ (M) ____ (Y) ____
Customer Information (if appropriate – contact requested) Customer Name: _____ <input type="checkbox"/> Telephone number: () _____ - _____ <input type="checkbox"/> Email address: _____
Location visited: Victoria Park Child Care Centre
Feedback purpose: <input type="checkbox"/> Suggestion <input type="checkbox"/> Complaint <input type="checkbox"/> Compliment
Details: _____ _____
Follow-up: _____ _____
Actions to be Taken: _____ _____
Staff Member/s: _____
Date Feedback Addressed: (D) ____ (M) ____ (Y) ____



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ALTERNATIVE FORMAT REQUEST FORM

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cooks.home@cooksdaycare.ca

Victoria Park Child Care Centre
vic.park@cooksdaycare.ca

Cook's School Day Care Inc

www.cooksdaycare.ca

Learning through play, building friendships along the way

ALTERNATIVE FORMAT REQUEST FORM

Cook's School Day Care Inc. shall provide any correspondence, invoices, or documents available to the public in an alternate format upon request.

The format will be mutually agreed upon and provided within ten (10) business days.

Name:

Address:

Telephone number: () -

Email address:

Document(s) requested:

Preferred Format:

Date: (D) _____ (M) _____ (Y) _____



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P: 905-372-2143 or 905-372-4525 F: 905-372-2441 172 Queen Street, Cobourg, Ontario. K9A 5P6

NOTICE OF TEMPORARY SERVICE DISRUPTION

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cooks.home@cooksdaycare.ca

Victoria Park Child Care Centre
vic.park@cooksdaycare.ca

Cook's School Day Care Inc

www.cooksdaycare.ca

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NOTICE OF TEMPORARY SERVICE DISRUPTION

TYPE OF DISRUPTION:			
REASON FOR DISRUPTION:			
DURATION OF DISRUPTION:			
Start Date: (D)	(M)	(Y)	
Expected End Date: (D)	(M)	(Y)	
Revised End Date: (D)	(M)	(Y)	(IF APPLICABLE)
Reason for Revised End Date:			
ALTERNATIVE FACILITIES OR SERVICES:			



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NOTICE OF AVAILABILITY OF DOCUMENTS

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cooks.home@cooksdaycare.ca

Victoria Park Child Care Centre
vic.park@cooksdaycare.ca

Cook's School Day Care Inc

www.cooksdaycare.ca

Learning through play, building friendships along the way

NOTICE OF AVAILABILITY OF DOCUMENTS

Cook's School Day Care Inc. will provide any person with a copy of the document(s) required under the Customer Service Standard, Ontario Regulation 429/07, upon request.

These documents include the following policies and procedures:

- Training
- Customer Feedback
- Communication & Alternative Format Requests
- Assistive Devices
- Service Animals
- Support Persons
- Notice of Temporary Disruption of Services
- Notice of Availability of Documents

For more information please contact the Administration



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