

Providing Accessible Customer Service at Childventures

Policy

Childventures takes pride in welcoming people with disabilities to its locations and is committed to providing a safe, convenient, and dignified experience for people with disabilities.

Procedure

Access and Facilities

Each Childventures Centre is wheelchair accessible and permits service animals to enter.

Assisting People with Disabilities

People with disabilities who experience difficulty in carrying items are permitted to leave items at the Front Desk.

Elevator

Use of the elevating device can be made available to customers who require to use the elevator for greater safety. i.e., a manual wheelchair, motorized wheelchair/scooter, wheeled walker, or other mobility-assisting device.

Assistive Devices

A person may need to use an assistive device to enable him/her to access Childventures services. This could include a wheelchair (see above) or other piece of mobility equipment (cane, walker, scooter, oxygen tank, etc.) or a device that permits people to communicate more effectively (magnifier, GPS, audio player, amplification device, computer, communication board (communicates symbols, words or pictures), speech generating device ('speaks' when a symbol, word or picture is pressed), etc.). Childventures respects and permits the use of assistive devices.

Service Animals

Service animals are permitted to enter Childventures as companions to people with disabilities.

In many cases, given the type of animal and/or the animal's identifying markings (e.g. a harness), it will be readily apparent that the animal is a service animal, and the animal shall be permitted to enter the Childventures location.

In certain cases, it may not be easy to identify an animal as a service animal. In such cases, for health and safety purposes, a Childventures team member shall ask the person to confirm that the animal is a service animal. Childventures may deny admission of the animal until such time as the person can produce a tag or card or other document from a public health authority or medical practitioner confirming that the animal is a service animal. If the person provides a document, it must be on official letterhead from the issuing health authority or medical practitioner and it must contain a telephone number. If the Childventures team member questions the validity of a document provided by the person, the person should be granted temporary access and a copy of the document should be made so that the authenticity of it can be immediately determined by calling the telephone number on the document. If the document's authenticity cannot be verified, the person should be informed and asked to remove the animal.

Support Persons

Support persons are welcome to accompany and provide assistance to persons with disabilities in Childventures location.

Childventures Team Members

Persons with disabilities are encouraged to ask Childventures team members for assistance with any needs that may arise during their experience at Childventures. Childventures team members will attempt to provide assistance to persons with disabilities and in doing so, openly and politely engage the persons. If the Childventures team member is unsure how best to provide assistance, then the Childventures team member can ask a management associate for assistance and/or the Childventures team member can ask the person how he/she believes Childventures can be of assistance.

Childventures team members receive training about persons with disabilities and the Ontario Human Rights through an online module. For newly hired team members, the training is provided during the employee onboarding process. The online modules provide instruction on the following, among other things: the concept of accessible service, how to interact with people with disabilities; understanding the use of assistive devices, support persons and service animals; the process of providing feedback by a person and the content of this policy.

Disruption of Services

In Ontario, if a Centre experiences a disruption of a service (whether planned or not) that may impact a person with a disability, a notice will be posted on the company website, at the Front Desk of the affected Centre and at the location of the disruption to alert people of the disruption. The notice will advise of the location of the disruption,

the reason for the disruption, how long the disruption is expected to last and a description of alternative facilities or services available (if any).

Provision of Feedback

A notice will be posted on the website and available at the Front Desk of indicating the various ways in which a person with a disability may provide feedback about his/her experience at Childventures. These include, but are not limited to, speaking directly to a Manager, Human Resources or filling out a service survey.

Availability of Policy and Notices

If a person with a disability requests a copy of this policy and/or any of the notices below, a copy should be provided in a format that accommodates the person's disability.