



GRAYDON HALL NURSERY SCHOOLS

5600 Sheppard Ave. East
Scarborough, ON M1B 2L4
416-291-2058
info@ghns.ca
ghns.ca



Accessibility for Ontarians with Disabilities Act (AODA) Employee Training on the Customer Service Standard and The Accessible Emergency Response Standard

Graydon Hall Nursery Schools (GHNS) is committed to providing accessible quality services to its clients as outlined in the GHNS Accessibility Policy.

All employees/ students and volunteers are trained on the GHNS Accessibility Policy for the Customer Service Standard on AODA and the Accessible Emergency Response Standard prior to commencing employment.

Staff/Student/Volunteer Training Includes

- A discussion outlining an understanding of the requirements of the customer service standard and the Accessibility for Ontarians with Disabilities Act, 2005 will take place with the site supervisor.
- Examples of how to interact and communicate with clients who have disabilities will be discussed
- Examples of how to interact with clients with a disability who require assistive devices, assistance of a service animal or a support person will be discussed
- Examples of what to do if a client with a disability is having difficulty in accessing our services will be discussed
- The GHNS Accessibility Policy for the Customer Service Standard under AODA will be reviewed with employees, students and volunteers and signed off
- Student's/volunteers understand they are to direct client questions to the site supervisor

GHNS is committed to taking a proactive approach in identifying, removing and preventing barriers faced by persons with disabilities under our employ. GHNS will adapt emergency response procedures in order to meet the individual needs of employees with identified disabilities.

It is the employee's responsibility to inform GHNS of any disability the employee faces so an individualized workplace emergency response plan can be formulated with accommodations if required.

The Accessible Emergency Response Standard policy is reviewed with all employees upon accepting employment with GHNS.

June 15, 2021

GHNS Accessibility Training Sign Off

I _____ hereby acknowledge that I have read the GHNS Accessibility Policy which was provided to me and have had an opportunity to ask questions and understand;

- A person with a disability may include someone who is visually impaired, hearing impaired, has physical disabilities as well as learning, intellectual and/or mental health disabilities
- Many disabilities are not obvious or visible
- People with disabilities will be provided with services from GHNS in an equitable manner which respects their dignity and independence
- Provision of services to persons with disabilities will be integrated unless an alternate measure is required
- Service animals are permitted with documentation of all required vaccinations and a plan of action for dealing with feeding and excrement of the animal
- Support persons may accompany and assist people with disabilities when accessing services
- Assistive devices are used to allow independence to persons with disabilities and will be respected accordingly
- Accessible Feedback method is a process for employees as well as our clients/families and members of the public to express any issues or comments on accessibility within GHNS.

Accessible Emergency Response Sign Off

I _____ hereby acknowledge that I have informed GHNS of my identified disability. The GHNS Emergency Procedures have been reviewed with me.

Adaptations of the Emergency Procedures are not required. _____
or Employee signature

Adaptations to the Emergency Procedures have been implemented and reviewed only with the appropriate colleagues. _____
Employee signature

Employee Signature

Site Manager's Signature

Date