



Accessibility Plan

This 2015-21 accessibility plan outlines the policies and actions that Bloom Centres for Early Learning will put in place to improve opportunities for people with disabilities.

Statement of Commitment:

Bloom Centres for Early Learning is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

Bloom Centres for Early Learning is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

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 clients 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 & Employment

Bloom Centres for Early Learning is committed to fair and accessible employment practices.

Bloom Centres for Early Learning will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Bloom Centres for Early Learning will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

Staff training at the beginning of term contracts and added to our policy binder.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Bloom Centre 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
- Bloom Centre for Early Learning's accessible parking, ramp to enter school and washrooms
- What to do if a person with a disability is having difficulty in accessing Bloom Centre for Early Learning's goods and services
- Staff will also be trained when changes are made to your accessible customer service plan.

Information and communications

Bloom Centres for Early Learning is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs via monthly newsletter, email, phone or face to face conversations.

Individuals may email: info@bloomcentres.ca or call: 613-731-4150 with any concerns or questions.

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.

Our accessibility plan will be posted on our website, and in all entrances of our centre.

If accessible features or services are temporarily unavailable Bloom Centres for Early Learning will post notices including the reason for disruption, how long it will last and any alternatives, if available.

Notice of Availability

Bloom 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 entrance).

Modifications to This or Other Policies

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