

Munroe ECE Centre Inc.

Accessibility Policy

Munroe ECE Centre is committed to comply with the Accessibility Standard for Customer Service under The Accessibility for Manitobans Act.

In establishing the following, Munroe ECE Centre has taken steps to identify existing barriers to try to remove these, or if the barrier could not be removed, to provide alternate ways to access the good or service, without any additional fees.

Our “customers” are the children we serve, as well as their caregivers and, during special events, their community supporters.

This policy does not affect program criteria.

1. Communication

Munroe ECE Centre will communicate with our clients in a way that takes into account the nature of any communication barrier.

- If an individual has trouble communicating with staff, staff will ask how they can help; for instance by finding a quiet space or using pen and paper.
- Printed information will use easy to read fonts and color contrast (black and white).
- Registration form will be available in alternate formats, for instance 14 font versus 10, in print as well as electronically. Registration forms will be received on-line and by mail or in-person.
- Clear signage will direct customers to the day care.

2. Assistive devices

Munroe ECE Centre welcomes the use of assistive devices used by the children in our care or caregivers. Care will be taken to create space for devices, such as walkers and to not touch or remove these without permission of their owners. Staff will receive related training, including regarding any assistive devices available on site (i.e.: communication devices, mobility devices and any other devices needed)

3. Support Persons

Munroe ECE Centre Inc. welcomes support persons, there to assist a child in becoming familiar with the daycare. The nature and duration of the support must be discussed in advance with the director, including to determine the role of staff and goals for independence, if applicable. Staff will receive related training.

4. Service Animals

Munroe ECE Centre Inc. is committed to meeting the requirements of the Human Rights Code (Manitoba) by allowing service animals, trained to meet the needs of persons with disabilities, to accompany our children and their caregivers wherever the public is allowed. The service animal must be controlled at all times. The daycare will ask registrants to identify both the need for service animals and

any allergies to animals at the time of registration to meet potentially conflicting requirements of the children. Staff will receive related training.

5. Maintain Barrier-Free Access

Munroe ECE Centre Inc. will maintain barrier free access to our services by ensuring that aspects of our facility that can facilitate access are maintained as intended. This includes maintaining the entrance free of snow and ice; ensuring the ramp is not blocked in any way, and removing clutter from hallways.

6. Notice of Temporary Disruption

In the event of a planned or unexpected disruption of services or facilities affecting customers disabled by barriers, Munroe ECE Centre Inc. will promptly post notices at the entrances.

7. Feedback Process

Munroe ECE Centre Inc. welcomes suggestions by email, on how to better serve our clients, including how to enhance accessibility at any of our programs.

Preschool: munroeecec@shaw.ca

School Age: munroesa@shawbiz.ca

8. Training

Munroe ECE Centre Inc. will ensure that all staff are trained about how to provide accessible customer service in a daycare. Topics will include a overview of The Accessibility for Manitobans Act and related impact of the Human Rights Code (Manitoba), as well as how to interact with persons with disabilities.

This Policy may be viewed on Munroe ECEC School Age Program website at <http://www.munroesa.ca> or you may ask for a copy in either of the offices.

This Policy is available in alternate format upon request.

For more information about the Customer Service Standard and free resources to help understand and create accessibility, please see www.AccessibilityMB.ca or, if you cannot find what you need, please call the Disabilities Issues Office at (204) 945-7613.