

## Accessibility

### Policy

Dufferin Child and Family Services supports the rights of all persons to access, participate in and utilize our services.

All customer service provided by Dufferin Child and Family Services shall follow the ideals of dignity, independence, integration and equal opportunity. We will meet or exceed all applicable legislation regarding the provision of customer service as specified through the Ontarians with Disabilities Act.

Approved by the Board of Directors
January 25, 2012
September 25, 2013

This policy is supported by the operational procedure below, which has been reviewed and approved by Senior Management.



Dufferin Child & Family Services

children's mental health • child protection • developmental support

## Accessibility

### Procedure

1. The Agency will make all efforts to post information about service disruption and accessible customer service in the office and on the web-site.
2. Service animals are welcome at the Agency.
3. The physical environment is accessible for clients and staff.
4. Training is available for staff with respect to working with people who have disabilities.

Procedure	Dated:	Approved by:
<input checked="" type="checkbox"/> created <input type="checkbox"/> revised <input type="checkbox"/> reviewed	July 3, 2013	Jennifer Moore, Manager, Human Resources and Organizational Development
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### References

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