

Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standard

Plan for providing goods and services to people with disabilities

Peel Children's Centre and Nexus Youth Services are committed to excellence in serving all customers, including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices 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 people 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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Peel Children's Centre and Nexus Youth Services will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at our reception desks and on our websites at: www.peelcc.org and www.nexusyouth.ca.