



MULTI-YEAR ACCESSIBILITY PLAN

Kids Come First (the “Centre”) is 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, 2005* (“AODA”). The *Integrated Accessibility Standards, Regulation 191/11* (“IASR”) under the AODA establishes standards to address barriers that persons with disabilities face in the areas of information and communications, employment and the design of public spaces.

This Multi-Year Accessibility Plan outlines the strategy of the Centre to prevent and remove barriers to address the current and future requirements of the AODA, and to fulfill the Centre’s commitment as outlined in the Accessibility Policies.

In accordance with the requirements set out in the IASR, the Centre will:

- Establish, review and update this Plan in consultation with persons with disabilities;
- Post the Plan on the website, kidscomefirstccc.ca;
- Provide the Plan in an accessible format, upon request; and
- Review and update the Plan at least once every five (5) years.

DEFINITIONS

Assistive Devices – Auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g., canes, crutches, wheelchairs or hearing aids).

Communication Supports – Supports that facilitate effective communications, including, captioning, alternative and augmentative communication supports, plain language and sign language.

Disability – As per the Ontario *Human Rights Code*, means:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) A condition of mental impairment or a developmental disability;
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) A mental disorder; or

- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act*.

Employees – Every person who deals with members of the public or other third parties on behalf of the Centre, whether the person does so as an Employee, representative, volunteer or otherwise.

Persons with Disabilities – Individuals who have a disability as defined under the Ontario *Human Rights Code* (as above).

Service Animals – Animals individually trained to do work or perform tasks for the benefit of a person with a disability.

Support Persons – Any persons, whether a paid professional, volunteer, family member, or friend, who accompany an individual with a disability in order to help with communications, personal care or medical needs, or with access to services.

CUSTOMER SERVICE STANDARDS

Commitment:

Since 2012, the Centre has been in compliance with the *Accessibility Standards for Customer Service*, Regulation 429/07 under the AODA.

The Centre is committed to excellence in serving all customers, including persons with disabilities, and will provide goods, services and facilities in a way that is accessible and respects the dignity and independence of persons with disabilities.

Action Taken effective January 1, 2012:

- All persons who, on behalf of the Centre, deal with the public or other third parties, and all those who are involved in the development and approvals of customer service policies, practices and procedures, as well as others providing services to customers, are trained on an on-going basis to communicate with persons with disabilities. Training has included the following:
 - Review of the purpose of the AODA and the requirements of 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;
 - How to use the alternative means to help provide goods or services to people with disabilities;
 - What to do if a person with a disability is having difficulty in accessing the Centre's services; and
 - The Centre's policies, practices and procedures relating to the Customer Service Standard.
- All staff, volunteers and others dealing with the public are trained and are familiar with various assistive devices that may be used by customers with disabilities while accessing our services.
- The Centre provides alternatives to communicating with customers if telephone communication is not suitable to their needs.

- The Centre ensures accommodation to customers serviced by a guide dog or other service animal in public areas.
- Where a person with a disability is accompanied by a support person, the support person is accommodated.
- Customers are notified in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities by placing standard notices of temporary disruption.
- Feedback is encouraged from persons with disabilities through multiple accessible ways. Any feedback from customers will be documented.
- The Centre communicates its Accessible Customer Service Standard policy on the Centre's website or provides the policy upon request.

Status: Complete

EMERGENCY PROCEDURE, PLANS OR PUBLIC SAFETY INFORMATION

Commitment:

The Centre is committed to providing and maintaining premises that respect the dignity and independence of persons with disabilities.

Action Taken effective January 1, 2012:

- Any emergency procedures, plans and public safety information that are prepared by the Centre and made available to the public, will be available in accessible formats or with communication supports upon request.
- Requests can be made to the Executive Director for such procedures, if applicable, and requests will be documented by the Centre.

Status: Complete

WORKPLACE EMERGENCY RESPONSE INFORMATION

Commitment:

The Centre is committed to providing individualized workplace emergency response information to an employee with a disability requiring accommodation.

Action Taken effective January 1, 2012:

- Individualized workplace emergency response information procedures have been developed for Employees with disabilities as required.
- Workplace Emergency Response Information forms have been prepared for Employees who have disclosed a disability and who are being accommodated according to their disabilities.
- The Centre provides assistance to specific disabled Employees, with consent, to help them evacuate the workplace during an emergency.
- Workplace Emergency Response Information forms have only been communicated to any third party on an as-needed basis.
- The Centre reviews and assesses general workplace emergency response procedures and individualized emergency plans on an on-going basis.

- The Executive Director will ensure that the individual workplace response information are updated as necessary.

Status: Complete

TRAINING

Commitment:

The Centre is committed to training Employees, volunteers, all persons who deal with the public or other third parties on their behalf and other persons involved in developing policies on Ontario's accessibility laws and on accessibility aspects of the Ontario *Human Rights Code* that apply to persons with disabilities.

Planned Action effective January 1, 2015:

- Appropriate training on the requirements of the IASR and on the Ontario *Human Rights Code* as it pertains to persons with disabilities will be provided to Employees, volunteers, third-party contractors who provide goods, services and facilities on the Centre's behalf and persons participating in the development and approval of the Centre's policies.
- Training will be completed as soon as practicable to new and current Employees, and records of dates and number of participating individuals will be kept in their personnel files.
- Training will be provided on an ongoing basis where there are any changes to legislation or practices.

Status: Complete

INFORMATION AND COMMUNICATION STANDARDS

Commitment:

The Centre is committed to making information and communications accessible to persons with disabilities. The Centre will incorporate new accessibility requirements under the information and communication standards to ensure that its information and communications systems and platforms are accessible and are provided in accessible formats that meet the needs of persons with disabilities.

1. Feedback, Accessible Formats and Communication Supports

Planned Action effective January 1, 2015:

- Upon request, accessible formats and communication supports will be provided or arranged in a timely manner that accounts for the person's needs due to disability and at a cost no more than the regular cost charged to other persons.
- The Centre will consult with the person making a request to determine the suitability of the accessible format or communication supports.
- The public will be notified through the Centre website about the availability of accessible formats and communication supports.
- The Centre will ensure current and new processes for receiving and responding to feedback are accessible to persons with disabilities.

Status: Complete

2. Accessible Websites and Web Content

Action Plan effective January 1, 2014:

- If the Centre develops new internet websites, the Centre will ensure that the websites and web content conform with the World Wide Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA.

Planned Action effective January 1, 2021:

- Internet websites and web content will conform with the World Wide Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA.

Status: [Complete/In Progress]

EMPLOYMENT STANDARDS

Commitment:

The Centre is committed to fair and accessible employment practices in all stages of the employment cycle that will respect the dignity and independence of current and prospective Employees with disabilities.

1. Recruitment, Assessment and Selection

Planned Action effective January 1, 2016:

- The Centre will undertake a review and, as necessary, modify existing recruitment policies, procedures and processes to ensure fair and accessible recruitment processes.
- The Centre will notify its Employees, as well as the public about the availability of accommodation for job applicants with disabilities during the recruitment process. Notification will be provided in an accessible manner, if necessary.
- Job applicants who are individually selected to participate in an assessment or selection process will be notified of available accommodation upon request. Notification will be provided in an accessible manner, if necessary.
- If a selected applicant requests accommodation, the Centre will consult with the applicant and arrange for suitable accommodation in a manner that takes into account the accessibility needs, up to the point of undue hardship as defined by the Code.
- All successful applicants will be notified of the workplace policies for accommodating Employees with disabilities, and notification will be provided in an accessible manner, if necessary.

Status: Complete

2. Informing Employees of Supports

Planned Action effective January 1, 2016:

- The Centre will inform all current and new Employees of workplace policies that support Employees with disabilities, including accommodation policies that take into account needs due to disability.
- New Employees will be informed of workplace policies that support Employees with disabilities as soon as practicable.
- The Centre will inform Employees of any changes to existing workplace policies with respect to accommodating disability.
- Upon request, the Centre will provide or arrange for suitable accessible formats and communication supports for information needed to perform the Employee's job, and general employee information. In order to provide suitable accessible formats or communication supports, the Centre will consult the requesting Employee.

Status: Complete

3. Documented Individual Accommodation Plans and Return to Work Processes

Planned Action effective January 1, 2016:

- The Centre's existing policies include steps that the Centre will take to accommodate an Employee with a disability and to facilitate an Employee's return to work after absenteeism due to disability.
- The Centre will develop written individual accommodation plans for Employees with disabilities, if necessary.
- The process for developing each individual accommodation plan for an Employee with a disability requiring accommodation will be in accordance with the IASR.
- Current policies on accommodation will be reviewed and modified to integrate the process for developing written individual accommodation plans for Employees with a disability, if necessary.
- If applicable, individual accommodation plans will include information regarding accessible formats and communication supports, individualized workplace emergency response information and any other accommodation.
- The Centre will ensure that individual accommodation plans are updated as necessary.
- The Centre will develop a written Return to Work process for Employees absent due to disability and requiring accommodation.
- The written Return to Work process will outline the steps the Centre will take to facilitate the return to work after a disability-related absence, and to develop and use written individual accommodation plans.
- Current policies on returning to work will be reviewed and modified to integrate the written Return to Work process.

Status: Complete/In Progress

4. Performance Management, Career Development and Redeployment

Planned Action effective January 1, 2015:

- The Centre will review, assess and modify, if necessary, existing policies, procedures and practices on performance management, career development and redeployment to ensure compliance with the IASR.

- The Centre will consider the accessibility needs of Employees with disabilities, and as applicable, their individualized accommodation plans, when assessing performance, management, career development and advancement, and redeployment.
- The Supervisor/Executive Director who conducts performance management and career development and advancement meetings, and make redeployment decisions will be trained on accounting for accessibility needs.

Status: Complete/In progress

ACCESSIBILITY STANDARDS FOR THE BUILT ENVIRONMENT

Commitment:

The Centre is committed to removing barriers in public spaces and buildings that will uphold the dignity and independence of persons with disabilities.

Planned Action effective January 1, 2017:

- The Centre will ensure that any of the following public spaces that are newly constructed or redeveloped will meet the accessibility requirements under the IASR:
 - ❖ Recreational trails and beach access routes
 - ❖ Outdoor public eating areas (e.g. rest stops or picnic areas)
 - ❖ Outdoor play spaces
 - ❖ Outdoor paths of travel (e.g. sidewalks, ramps, stairs)
 - ❖ Accessible parking
 - ❖ Service-related elements (e.g. service counters, fixed queuing lines and waiting areas)

Status: In Progress

FURTHER INFORMATION

If there are questions about the Multi-Year Accessibility Plan, please contact:

Toni Pellicano
905 660 3467

A copy of the Multi-Year Accessibility Plan is available upon request by contacting Toni Pellicano. In addition, a copy of this policy is available on the Centre's website at kidscomefirstccc.ca.