



Improving lives together.

AODA Accessibility Plan 2022 – 2025

This Multi-Year Accessibility plan outlines the policies and actions that Children's Centre Thunder Bay (CCTB) will implement to improve opportunities for people with disabilities.

Statement of Commitment

A core value of Children's Centre Thunder Bay is to embrace diversity and support inclusion. Children's Centre Thunder Bay believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. We respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Intent

The intent of this Multi-Year Accessibility Plan is to assist in recording requirements under the Accessibility for Ontarians with Disabilities Act (AODA) key areas: Customer Service, Information and Communication, Employment, Design of Public Space and Transportation.

An accessible Children's Centre Thunder Bay means...

- Persons with disabilities receive quality goods and services in a timely manner.
- Information and communications are available in accessible formats to all employees, clients and customers.
- Persons with disabilities are able to participate fully and meaningfully as employees.
- There is greater accessibility into, out of, and around CCTB facilities and public spaces.
- Employees are able to continually identify barriers to accessibility and actively seek solutions to prevent or remove them.

The 2022 – 2025 Plan is based on best practice research, as well as input from employees and accessibility stakeholders. It is organized around the following standards and general requirements of the AODA.

The five standards are:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

The general requirements are:

- Procurement
- Training

Accessibility Requirement	Measures Required	Time Frame for Completion	Completion Status
Part 1 – General Requirements			
Corporate Accessibility Policy & Procedures	Develop Implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting AODA requirements. Include a statement of commitment to meet the accessibility needs of person with disabilities in a timely manner.	Compliance Deadline: Jan 1, 2014	Completed
	Update Accessible Client Service Policy Update Recruitment Selection and Hiring policy Update Modified Work policy to include accommodations for disabilities, renamed “Accommodation and Modified Work” Update New Hire Health and Safety Orientation policy	December 2016	Completed
Multi-Year Accessibility Plan	Review and update the Plan at least once every five years Accessibility committee to create plan following the 2016-2018 plan, updated again in 2022	Jan 1, 2019 Updated January 2022	Completed, plan reviewed by VP & CEO
Purchasing	Update purchasing policy to involve consideration of accessibility features when purchasing goods, services and related facilities.	Compliance Deadline: Jan 1, 2013	Completed
Self-Serve Kiosks	Not Applicable		
Training	Train all staff, management, students and contractors on the requirements of the accessibility standards as set out in AODA Regulation and on the Human Rights Code as it pertains to persons with disabilities. Provide training on an ongoing basis to all new employees and as changes occur. Maintain records on the training provided, when it was provided, and the employees trained.	Compliance Deadline: Jan 1, 2015	Completed, Ongoing
	Update the Accessible Client Service policy to include specifics on the training required, and include volunteers and contractors under those required to complete AODA training Update the policy to specify that training will be provided as soon as reasonably possible.	August 2016	Completed, Ongoing

Accessibility Requirement	Measures Required	Time Frame for Completion	Completion Status
	Provide select employees additional AODA training appropriate to the duties of their job	Ongoing	Completed, Ongoing
	Implement a more formal record keeping process for AODA training	March 2016	Completed, Ongoing
	Ensure all contracted workers providing service have received appropriate AODA training	March 2016	Completed, Ongoing
Accessibility Committee	Establish a new Accessibility committee	September 2016	Completed, Ongoing
Part 2 - Accessible Customer Service Standards			
Develop a policy that complies with the accessibility standard for Customer Service	Establish policies, practices and procedures governing the provision of service to persons with disabilities and make the Accessible Client Service policy available to the public.	Compliance Deadline: Jan 1, 2012	Completed, Ongoing
	Update Accessible Client Service policy and consolidate with Supervised Access Accessibility policy #50.	August 2016	Completed, Ongoing
Assistive Devices	Committed to welcoming people with disabilities who use assistive devices while accessing services.	Compliance Deadline: Jan 1, 2012	Completed, Ongoing
	Update Accessible Client Service policy to include more information regarding assistive devices	August 2016	Completed, Ongoing
Support Persons	Any person with a disability who is accompanied by a support person will be allowed to enter our locations with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.	Compliance Deadline: Jan 1, 2012	Completed, Ongoing
Service Animals	If a person with a disability is accompanied by a service animal, permit the person to enter the premises with the animal and keep it with him or her, unless the animal is otherwise excluded by law from the premises. If the service	Compliance Deadline: Jan 1, 2012	Completed, Ongoing

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	animal or guide dog is excluded by law from the premises, the Centre will look to other available measures to enable the person with a disability to obtain services.		
	Purchase a sign welcoming service animals for the reception area and any other Centre buildings	November 2016	Completed
Notice of Temporary Disruption of Service	Provide notice when facilities or services that people with disabilities rely on to access or use your goods and services are temporarily disrupted and/or create alternative methods of service delivery in order to minimize the service interruption.	Compliance Deadline: Jan 1, 2012	Completed, Ongoing
	Update policy to clarify what methods of notice will be utilized.	November 2016	Completed, Ongoing
Notice of Availability and Format of Documents	Notify customers that the documents related to the accessibility Standard for Customer Service are available upon request in a format that takes into account the customer's disability Post information regarding availability and format of documents on our organization's website.	Compliance Deadline: Jan 1, 2012	Completed, Ongoing
	Update Accessible Client Service policy to include Notice of Availability and Format of Documents	August 2016	Completed, Ongoing
Training	Train all staff and students on the requirements of accessibility standards (according to AODA and Human Rights Cod legislation) and providing customer service to persons with disabilities	Compliance Deadline: Jan 1, 2012	Completed/ Ongoing
	Update Accessible Client Service policy to include training on the Centre's policies and procedures around accessibility and accommodation.	August 2016	Completed
Accessible Emergency Information	Provide the customers and clients with publicly available emergency information in an accessible way upon request. Make emergency and public stately information (evacuation plans or brochures) accessible when asked.	Compliance Deadline: Jan 1, 2012	Completed

Accessibility Requirement	Measures Required	Time Frame for Completion	Completion Status
	Update website to include emergency information with details on emergency plans for people requiring accommodation. Map available of all wheelchair and scooter accessible entrances, emergency exits/plans, parking, washrooms, and meeting rooms.	November 2016	
Feedback	Establish a mechanism which allows clients to provide feedback on the accessibility of the provision of services	Compliance Deadline: Jan 1, 2012	Completed
	Update the Accessible Client Service policy with specifics regarding methods of feedback and procedure.	August 2016	Completed
Part 3 – Integrated Standards			
Information and Communications Standard			
Feedback process	Establish a process for receiving and responding to feedback regarding accessible customer service. Ensure processes are accessible to person with disability by provided or arranging for accessible formats and communication supports. Feedback will be forwarded to the appropriate personnel, responded to, and documented.	Compliance Deadline: Jan 1, 2015	Completed
	Update the Accessible Client Service policy with the specific methods available (email and telephone) and with who will receive respond and document the feedback.	August 2016	Completed
Accessible Information and Communication Standards	Upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner, at no additional charge. Consult with the person making the request in determining the suitability of an accessible format or communication support. Notify the public about the availability of accessible formats and communication supports.	Compliance Deadline: Jan 1, 2016	Completed

Accessibility Requirement	Measures Required	Time Frame for Completion	Completion Status
	Update the Accessible Client Service policy to include that the person making the request will be consulted in determining the suitability of an accessible format or communication support.	August 2016	Completed
Websites	Any new (or significantly refreshed) internet or intranet websites made more accessible to WCAG 2.0 level A standard. Verified with Firedog that all legislated requirements have been met.	Compliance Deadline: Jan 1, 2015	Completed
	Make all internet websites/content accessible to WCAG 2.0 level AA standard. Firedog to continually update website to meet all legislative requirements.	Compliance Deadline: Jan 1, 2021	Ongoing
Employment Standard			
Informing Employees of Supports	Inform employees of policies which support employees with disabilities and accommodation needs due to disability upon orientating them to the organization. Notify employees of any changes to existing policies on job accommodations for employees with disabilities through all-staff emails for any policy and procedure updates.	Compliance Deadline: Jan 1, 2016	Completed
Recruitment, Assessment and Selection Process	Notify public about the availability of accommodation for job applicants who have disabilities in recruitment process Inform selected applicants when they are invited to participate, that accommodations are available upon request for the interview process and for other candidate selection methods. If an applicant requests accommodation, suitable accommodations which take into account the applicants accessibility needs due to disability will be provided.	Compliance Deadline: Jan 1, 2016	Completed

Accessibility Requirement	Measures Required	Time Frame for Completion	Completion Status
	When making offers of employment, notify successful applicant of the organization's policies for accommodating employees with disabilities.		
	Update Recruitment Selection and Hiring policy to include job advertisement process and measures for accommodating applicants	November 2016	Completed
	Add wording to each job posting and employment opportunity indicating that accommodations are available upon request.	March 2016	Completed
Accessible Formats and Supports for Employees	Provide employees who require accommodations with suitable accessible formats and communication support for information that is needed to perform their job and for information which is generally available to all employees in the workplace.	Compliance Deadline: Jan 1, 2016	Completed
	Consult with the employee making the request to determine the best way to provide accessible format or communication support Inform all new and existing employees of policies used to support and accommodate employees with disabilities		Ongoing
	Update orientation material to include information on accessibility, accommodation, and available supports.	March 2016	Completed
Workplace Emergency Response Information	Provide individualized workplace emergency response plan information for employees with disabilities, and if needed create a plan for assistance/accommodation. Assign a support person if required. Revise if there are changes in working conditions or disability	Compliance Deadline: Jan 1, 2012	Completed
	Update New Hire Health and Safety Orientation policy to include the Emergency Information Worksheet and Individual Emergency Information Form.	March 2016	Completed

Accessibility Requirement	Measures Required	Time Frame for Completion	Completion Status
	Include the Emergency Information Worksheet and Individual Emergency Information Form in orientation checklist		
Documented Individual Accommodation Plans	Written process in place for the development of individual accommodation plans for employees with disabilities. Craft individual accommodation plans as per legislative requirements including accessible formats and supports and emergency response information. Revisit accommodation plans periodically and accessibility needs if job or location changes	Compliance Deadline: Jan 1, 2016	Completed
	Update Modified work policy to include language for accommodation for persons with disabilities.	November 2016	Completed
Return to Work Process	Take into account the accessibility needs of employees with disabilities and their individual accommodation plans when providing career development and advancement. Ensure disability does not limit access to career development and advancement opportunities.	Compliance Deadline: Jan 1, 2016	Completed/Ongoing
Performance Management	Take into account the accessibility needs of employees with disabilities and their individual accommodation plans through the performance management process. Distinguish between disability related issues and performance related issues.	Compliance Deadline: Jan 1, 2016	Completed/Ongoing
Career Development and Advancement	Take into account the accessibility needs of employees with disabilities and their individual accommodation plans when providing career development and advancement. Ensure disability does not limit access to career development and advancement opportunities.	Compliance Deadline: Jan 1, 2016	Completed/Ongoing
Redeployment	Take into account the accessibility needs of employees with disabilities as well as individual accommodation plans when redeploying employees with disabilities.	Compliance Deadline: Jan 1, 2016	Completed

Accessibility Requirement	Measures Required	Time Frame for Completion	Completion Status
Design of Public Spaces			
	CCTB will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. This includes service related elements; outdoor play spaces; outdoor public eating areas and outdoor paths of travel.	Compliance Deadline: Jan 1, 2017	Completed/Ongoing
Transportation			
	Not applicable to CCTB		

FOR MORE INFORMATION

For further information on this accessibility plan, please contact Human Resources, at:

Phone: 807-343-5050

Email: tmacleod@childrenscentre.ca

Accessible formats of this document are available upon request.