

CATEGORY:	Human Resources
SUBJECT:	Accessibility
POLICY NO.:	15
Approved:	September 15, 2016
Reviewed/Revised:	January 12, 2023

POLICY

It is the policy of Children's Centre Thunder Bay (CCTB and/or the Centre) that staff, clients and visitors with disabilities achieve accessibility in the delivery and provision of services, consistent with the principles of independence, dignity, integration and equality of opportunity, as set out in the regulations of the *Accessibility for Ontarians With Disabilities Act, 2005 (AODA)*.

This policy is intended to provide the overarching framework to guide the review and development of policies, procedures and guidelines of the Centre, in order to comply with the Integrated Accessibility Standards Regulation (IASR) established by Ontario Regulation 191/11 under the *Accessibility for Ontarians With Disabilities Act, 2005*.

PROCEDURE

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.

Accessibility Committee

The Accessibility Committee is established by the Centre. The Committee is responsible for advising the Senior Leadership Team on the development and implementation of the Accessibility Plan and on issues relating to people with disabilities. The Committee will meet quarterly to review progress in meeting the requirements of the AODA and to monitor progress on implementing the accessibility plan and to ensure that barrier-removal and barrier-prevention strategies are implemented effectively.

Accessibility Plans

The Centre shall produce a multi-year accessibility plan outlining the strategy to prevent and remove barriers for people with disabilities. The plan will be reviewed and, if necessary, updated at least once every five years. An annual status report on the progress of measures taken to implement the multi-year accessibility plan will be prepared on an annual basis. The multi-year accessibility plan and accompanying status report will be posted on the Centre's website.

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Accessibility Policies

The Centre shall maintain policies governing how the Centre shall meet the requirements under the *Accessibility for Ontarians With Disabilities Act, 2005* and all regulations pursuant to this Act. The policies will be reviewed annually and posted on the Centre's website.

Procurement

The Centre will incorporate accessibility criteria and feature when procuring goods, services, or facilities, unless it is not feasible. In the event that it is not practicable to incorporate accessibility criteria and features, the Centre shall provide an explanation, upon request.

Information and Communication Standards

The Centre shall comply with the requirements and timelines set out in the *Information and Communication Standards of the Integrated Accessibility Standards Regulation (IASR)*.

Accessible Formats and Communications Supports

The Centre will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at no additional cost to the individual. The Centre will take into account the person's accessibility needs when customizing individual requests.

Accessible Website and Web Content

The Centre website and web content has met the *Web Content Accessibility Guidelines (WCAG) 2.0* at Level AA as required by January 2021.

Employment Standards

The Centre is committed to creating an inclusive work environment for all employees and to providing accessibility for people with disabilities throughout the employment life cycle in accordance with the requirements set out in the Employment Standards of the *Integrated Accessibility Standards Regulation (IASR)* July 1, 2011.

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Recruitment and Selection

The Centre will notify employees and members of the public of the availability of accommodation for people with disabilities during the recruitment and selection process. The successful applicant will be informed of the policies and supports for accommodating people with disabilities.

Performance Management, Career Development and Return to Work

Performance management, career development, and return to work processes will take into account the accessibility needs of employees with disabilities.

Workplace Emergency Response Information and Individual Accommodation Plans

The Centre will provide individualized workplace emergency response information and individual accommodation plans to persons with disabilities, when needed. The workplace emergency response information and accommodation plans will be developed and updated on an as needed basis.

Built Environment

The Centre shall comply with the requirements set out in the *Design of Public Spaces Standards* when undertaking new construction and when making major changes to public spaces including service counters and waiting areas; outdoor paths of travel; outdoor public eating areas and outdoor play spaces.

Training

The Centre will provide accessibility training to all employees, volunteers and third parties providing goods, services or facilities to the public on behalf of the Centre. The training shall include a review of the accessibility standards referred to in the *AODA Integrated Accessibility Standards* (Ontario Regulation 191/11). Training will take place as soon as is practical; and, upon completion the Centre shall keep a record of the training provided, including the dates on which accessibility training took place.

Feedback

The Centre will maintain an accessible feedback process. Feedback shall be invited, forwarded to the appropriate personnel, and responded to, documented and tracked. Feedback can be provided in multiple formats including in person, by mail, phone and email.