

**Five Counties Children's Centre**  
**Multi- Year Accessibility Plan 2014 - 2016**

**Statement of Commitment To Accessibility**

Five Counties Children's Centre is committed to providing a barrier-free environment for our clients, their families, visitors, employees, students, volunteers, job applicants, suppliers and other stakeholders who enter our premises or access our information. As an organization we respect and uphold the requirements set forth under the Accessibility of Ontarians with Disabilities Act (2005), Customer Service Standard and the Integrated Accessibility Standards Regulation for Information and Communications, Employment and eventually, the Built Environment.

Our Mission Statement is that Five Counties Children's Centre is dedicated to supporting children and youth with physical, developmental and communication needs. In partnership with families and communities we strive to enrich their independence and quality of life. As a result accessibility is a key priority for Five Counties Children's Centre (FCCC). Given the nature of the children and youth that we serve, accessibility is incorporated into our planning, program development and our model of services. One of our key roles in the support that we provide to schools, recreation centres and child care centres is to work with them to increase accessibility for our clients. In addition we provide accessible or adapted equipment to facilitate participation for children and youth with disabilities.

Ontario has enacted the legislation on accessibility. It is called the Accessibility for Ontarians with Disability Act, 2005 (AODA, 2005). The Act is a follow up to the Ontarians with Disabilities Act, 2001 (ODA, 2001). The goal is for Ontario to be fully accessible by 2025. In order to accomplish this, a series of standards will be successively implemented, four of which apply to Five Counties Children's Centre.

- **Accessible Customer Service Standard**- establish policies, practices and procedures on providing goods and services to people with disabilities.
- **Accessible Information and Communication Standard** – Address the removal of barriers in access to information. The standards include information being provided in person, through print, electronic, website or other form of media.
- **Accessible Employment Standard** – addresses paid employment practices relating to employee-employer relationship, which includes recruitment, retention and selection policies and practices.
- **Accessible Built Environment Standard** – addresses barriers in public spaces and buildings. The standard for public spaces will only apply to new construction and planned redevelopment.

As a result of the legislation, business and organizations that provide goods and services to people in Ontario will have to meet certain accessibility standards as outlined in the legislation. The Customer Service standard has already become law as of January 1, 2012 and FCCC has complied with the minimum requirements of the regulations.

This plan is intended to continue to move Five Counties Children's Centre towards its vision of accessibility outlining realistic initiatives and meet mandatory requirements of the Integrated Accessibility Standards Regulation.

FCCC will provide the opportunity for all clients, caregivers, staff, students, volunteers, vendors and other stakeholders to identify needs related to disabilities and that those needs are accommodated in a manner that support the dignity of the individual. This will be reflected by:

- People with disabilities being able to enter FCCC premises and reach their destinations without encountering barriers
- People with disabilities receiving the services they require without encountering barriers
- People with disabilities working without encountering barriers
- Accessibility being thread that is woven throughout all policies and practices
- Accessibilities being accepted as everyone's responsibility.

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**Objective of Five Counties Children's Centre's Plan:**

Five Counties will identify, remove and prevent barriers to people with disabilities, who work, receive services at the Centre, including clients, caregivers, employees , students, volunteers, visitors, job applicants, suppliers and other stakeholders

Mandatory AODA Requirements	Legislated Compliance Date	Time Frame for Completion	Lead	Status
<b>Customer Service Standard</b>				
<b>Policies</b> Develop and implement policed governing how FCCC will comply with accessibility by meeting requirements in the regulations. Inform the Board of Directors, staff and volunteers about the AODA policy on customer service requirement of the legislation.	January 1, 2012	December 2009	HR	Complete
<b>Training &amp; Education ( in house)</b> Train employees, students, volunteers and stakeholders who participates in developing FCCC's policies or who provide goods and services on FCCC's behalf (independent contractors)	January 1, 2012	June 2011	HR	% Complete
<b>Booklet/Brochures</b> Develop educational/promotional materials on customer service standards as part of training package.	January 1, 2012	June 2011	Management Team	Currently being updated
<b>Feedback &amp; Complaints related to Accessibility</b> Provide information to public on process for receiving and responding to feedback. Ensure processes are accessible to person with disability.	January 1, 2012	June 2011	Management Team	Complete
<b>Signage and Way finding</b> Review, design and update interior and exterior way finding signage as deemed necessary.	January 1, 2012	Ongoing	Health and Safety	To be updated as required
<b>Notice of temporary disruptions</b> Provide notice when facilities or services that people with disabilities rely on to access or use your goods or services are temporarily disrupted.	January 1, 2013	June 2011	Management Team	Complete
<b>Multi-Year Accessibility Plan</b> Develop multiyear accessibility plan to identify, remove and prevent barriers. This will include developing and reviewing annually the plan and ensuring annual goals are met.	January 1, 2014	December 2013	Management Team	Complete – To be updated as required.
<b>Integrated Accessibility Standards Regulation</b>				
<b>Accessible Website</b> Compliance with internet and intranet(SharePoint of WWW consortium web content accessibility WCAG 2.0 Level A , including web sites which have undergone a significant refresh since January 1 2012 and web content on the site	January 1, 2014	December 2013	IT/Foundation	98% Complete

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Mandatory AODA Requirements	Legislated Compliance Date	Time Frame for Completion	Lead	Status
<b>Workplace Emergency Response Information</b> Develop and provide individualized workplace emergency response information to employees who have made Five Counties aware that they have a disability and a need for accommodation in this regard. If assistance is required, with an employee's consent, workplace emergency response information is provided to a person designated to provide assistance to the employee	January 1, 2012	December 2011	Health and Safety Committee	Complete – To be updated as required
<b>Emergency Procedures, Plans and Public Safety Information</b> Emergency procedure information to be made available to the public in accessible format or with appropriate communication supports upon request	January 1, 2012	December 2012	Health and Safety Committee	Complete – To be updated as required
<b>Accessibility Policy</b> Develop, implement and maintain a written Accessibility Policy	January 1, 2014	December 2013	HR	Complete
<b>Statement of Commitment</b> Develop a written statement of commitment to address how Five Counties Children's Centre will meet the accessibility of needs of persons in a timely manner	January 1, 2014	December 2013	HR	Complete
<b>Training On Integrated Accessibility Standard Regulation and Human Rights Code</b> Train employees, students, volunteers and stakeholders who participates in developing FCCC's policies or who provide goods and services on FCCC's behalf (independent contractors)	January 1, 2015	December 2014	HR	? % Complete
<b>Feedback Processes</b> Processes for receiving and responding to feedback from clients and the public must be accessible to persons with disabilities	January 1, 2015	December 2014	Management Team	Complete
<b>Employment Standard</b> Achieve compliance with requirements set out in Employment Standard as follows: <ul style="list-style-type: none"> <li>➤ Recruitment and selection for individuals with disabilities</li> <li>➤ Interviews</li> <li>➤ Notice to successful employees</li> <li>➤ Informing of employees of support</li> <li>➤ Accessible formats and communication support</li> <li>➤ Return to work process</li> <li>➤ Accommodation process</li> <li>➤ Performance Management</li> <li>➤ Career development and advancement</li> <li>➤ Redeployment</li> <li>➤ Retention</li> <li>➤ Diversity and Inclusion</li> </ul>	January 1, 2016	December 2013	HR	In progress

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Mandatory AODA Requirements	Legislated Compliance Date	Time Frame for Completion	Lead	Status
<p><b>Accessible Formats and Communication Supports Standard</b> Provide or arrange for a provision of accessible formats and communication supports for persons with disabilities in a timely manner take into account the person's accessibility needs due to disability.</p> <ul style="list-style-type: none"> <li>➤ Policies/Procedures in accessible format</li> <li>➤ Forms</li> <li>➤ Website</li> <li>➤ TTY Line</li> <li>➤ Wheel Chair accessible</li> <li>➤ Accessible washrooms</li> <li>➤ Assistive devices (ACWA)</li> </ul>	January 1, 2016	December 2015	Management Team	In progress
<p><b>Built Environment Standard</b></p> <ul style="list-style-type: none"> <li>➤ Make outdoor play spaces accessible</li> <li>➤ Make exterior paths of travel accessible</li> <li>➤ Make parking accessible – off street and on street</li> <li>➤ Make waiting areas accessible</li> <li>➤ Maintain accessible parts of public spaces</li> </ul>	January 1, 2015	December 2016	Management Team	Not yet started
<p><b>Accessible Website</b> Compliance with internet and intranet(SharePoint of WWW consortium web content accessibility WCAG 2.0 Level AA</p>	January 1, 2021	December 2020	Management Team	Not yet started

**Communication:**

This Multi-Year Accessibility Plan is posted on the Centre's website and is available in accessible formats upon request. It is reviewed and updated at least once every five years.