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POLICY:

Five Counties Children’s Centre is committed to meeting the accessibility needs of persons with disabilities in a timely fashion, consistent with the principles of dignity, independence, integration and equal opportunity. This policy also outlines how the Centre will achieve accessibility in general, as well as in employment, information and communications, and public spaces.

APPLICATION:

This policy applies to all employees and customers/clients of Five Counties Children’s Centre.

Multi-Year Accessibility Plan

The multi-year accessibility plan outlines the Centre’s strategy to prevent and remove barriers and to meet the requirements under the *Integrated Accessibility Standards* (Ontario Regulation 191/11) of the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”).

The multi-year accessibility plan is posted on the Centre’s website, and is available in accessible format upon request. The multi-year plan is reviewed and updated at least every five years.

The plan will include accessibility strategies in the following areas:

General Accessibility

Five Counties Children’s Centre will have regard to accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.

The Centre trains all employees and volunteers on Ontario’s accessibility standards and on the Ontario Human Rights Code as it applies to persons with disabilities. The training is appropriate to the duties and responsibilities of individuals being trained, and is provided as soon as possible when any changes occur to the accessibility policies.

Information and Communications

Five Counties Children’s Centre applies strategies to meet the communications needs of people with disabilities. These include:

- provision of information and communication in accessible formats or with communication supports upon request, including emergency procedure plans or public safety information
- upon request, provision of accessible formats and communication supports for persons with disabilities in a timely manner, taking into account the person’s accessibility needs, and at no additional cost than the cost charged to other persons
- consultation with the person making the request in determining the suitability of an accessible format or communications support
- notification of the public regarding the availability of accessible formats and communication supports
- development of accessible processes for receiving and responding to feedback

Five Counties Children's Centre has made its websites and web content conform with the World Wide Consortium Web Content Accessibility Guidelines (WCAG 2.0) Level AA.

Employment

The Centre values all its employees and an inclusive and accessible workplace. In keeping with this commitment, and in accordance with AODA compliance timelines, the Centre implements the following strategies:

- notification to employees, job applicants, and members of the public about the availability of accommodation for applicants with disabilities in the recruitment, assessment and selection processes
- notification of applicants selected to continue in the selection process that the Centre will consult with the applicant and provide or arrange for suitable accommodation in a manner which takes into account the applicant's accessibility needs
- notification to successful applicants of the Centre's employee accommodation policies
- notification of employees as soon as possible after starting employment of policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability
- notification to employees of changes in policies supporting employees with disabilities, including job accommodation
- consultation with employees to provide or arrange to provide accessible formats and communication supports for information needed to perform the job, and information that is generally available to employees in the workplace
- consultation with employees on the suitability of an accessible format or communication support
- provision of individualized workplace emergency response information if needed
- obtaining consent of the employee with a disability to give emergency response information to a person designated by the Centre to provide assistance to the employee
- review of the individualized workplace emergency response information when an employee moves to another work location, when overall accommodation needs or plans are reviewed, and when the Centre reviews its emergency response policies
- documentation of individual employee accommodation plans
- development and implementation of a documented return to work process for employees absent due to disability and who require accommodation
- consideration of the accessibility needs and individual accommodation plans of employees during the performance management, career development and advancement, and **redeployment** processes

Built Environment – Design of Public Spaces

The Centre is committed to incorporating barrier-free design principles in the newly constructed and redeveloped public spaces set out in the Integrated Accessibility Standards.

Availability

This policy is posted on the Centre's website and is available in alternate format upon request.