

2.26 Accessibility Plan and Policies for Growing Together Family Resource Centre Inc.

This 2014-21 accessibility plan outlines the policies and actions that Growing Together will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Growing Together is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are 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.

Accessible Emergency Information

Growing Together is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Customer Service Accessibility

Growing Together is committed to excellence in serving all families (customers) including people with disabilities. Growing Together has put into place a Customer Service Accessibility Policy as required by the AODA.

Growing Together has developed and put into place an Accessibility Standard for Customer Service Plan that:

- Allows assistive devices in the workplace
- Considers a person's disability when communicating
- Allows service animals in areas of the premises that are open to the public
- Welcomes support persons
- Informs the public when accessible services are not available
- Welcomes feedback by telephone, writing, email or in person

Growing Together has made the Accessibility Standard for Customer Service Plan available to the public and staff by posting it in our board minutes and website. The Policy is also available in accessible format upon request. Growing Together has trained employees that deal with the public on the policy and will train new employees.

2.26 Accessibility Plan and Policies for GTFRC cont...

Training

Growing Together will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Growing Together will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

- Have training on the new policies at a staff meeting.
- Have all staff view <https://youtu.be/bARpvRDwiGc> How Can I Help You? - Accessible Customer Service Training Video produced by the Ministry of Community and Social Services of Ontario for training Staff, Volunteers and Frontline Staff on the Accessibility for Ontarians with Disabilities Act (AODA). Include the video as part of new staff orientation.

Kiosks

Growing Together will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by January 1, 2014:

Information and communications

Growing Together is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Growing Together will take the following steps to make all new websites and content on those sites conform to WCAG 2.0, Level A by January 1, 2014:

- Have confirmed with the web designer that the site complies (May 8, 2015)
- Inform new families that the "submit your schedule" flash application does not allow full keyboard input (you can use the keyboard for everything except inputting days).

Growing Together will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:

- Feedback through facebook message or email on website.
- Have added mailing address and phone number to the website.

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Growing Together will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:

- Include this new policy in the board posted minutes at the entrances
- Make staff aware of this to relay the information to parents if requested.

Growing Together will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021:

- Consult with web designer to ensure the site is easy to navigate for all.

Employment

Growing Together is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Growing Together will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- When an applicant requests accommodation, we will consult with them to make arrangements to accommodate their needs
- We will notify new hires of our policies for accommodating employees with disabilities

Growing Together will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- We will develop individual accommodation and return to work plans for employees that are returning to work after being absent due to a disability
- We will develop individual accommodation plans if the returning employee requires some form of disability-related accommodation

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if Growing Together is using performance management, career development and redeployment processes:

- Make performance management accessible by reviewing an employee's accommodation plan to understand their needs
- Provide documents in accessible formats, such as large print
- Consider what accommodations the employee will need and how to help employees with disabilities when considering career developments
- Consider how to help employees with disabilities succeed in our organization

2.26 Accessibility Plan and Policies for GTFRC cont...

Growing Together will take the following steps to prevent and remove other accessibility barriers identified:

- Invite feedback from persons with disabilities to determine what the barriers may be and develop a plan to remove them.

Design of Public Spaces

Growing Together will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

Growing Together will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

- In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For more information

For more information on this accessibility plan, please contact Debbi Sluys at:

- Phone: 519-676-1757 or 519-352-6554
- Email: Debbi.Sluys@gtfrc.org

Accessible formats of this document are available free upon request from:

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