

## Multi-Year Accessibility Plan

London Children's Connection 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

London Children's Connection is committed to providing our customers 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. Examples include, but are not limited to:

- Website
- Text-based technology, such as e-mail , texting or instant messaging
- Teletype (TTY) or a telephone relay service
- Telephone
- Large print documents

### Training

#### Customer Service Standard

*In accordance with the Accessibility Standards for Customer Service (O.R. 429/07) under the Accessibility for Ontarians with Disabilities Act, 2005.*

London Children's Connection strives at all times to provide inclusive programs and services that respect the dignity and independence of everyone. We are committed to giving people with disabilities the same opportunity to access our programs and services and allowing them to benefit from the same services, in the same place and in a similar way as other service users. Service provided to persons with disabilities and others will be integrated, unless an alternate measure is necessary to enable a person with a disability to benefit from the service.

London Children's Connection will provide training to employees, volunteers and students on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. We will work with each individual to provide training in a manner that meets their needs.

London Children's Connection will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws by **January 1, 2015**.

January 2 - March 31, 2012:

All current staff, students and volunteers will be trained on the Accessibility Standards for Customer Service and London Children's Connections Accessibility to Programs and Services Policy.

April 1, 2012 and ongoing:

All new hired staff, students and volunteers will be trained on the Accessibility Standards for Customers Service, the Ontario Human Rights Code, and London Children's Connections Accessibility to Programs and Services Policy, prior to commencing their role within the organization.

### **Information and Communication Standard**

London Children's Connection is committed to meeting the needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs and will provide accommodation on request through the utilization of information in an accessible format.

London Children's Connection will work in partnership with a website developer to update our current website to conform to the WCAG 2.0, Level A by **January 1, 2014**.

- We will continue to evaluate barriers to our website and will work with a website developer to ensure that both the website and its contents conform to WCAG 2.0, Level AA, by **January 1, 2021**.
- Provide a method for providing feedback by providing a feedback form on the LCC website by **January 1, 2015**

#### Brochures

- When updating our brochures, possible changes to colour & contrast, fonts and layout will be considered.
- Information will be available in large print, when requested.

#### Feedback Form

- Information will be available in large print, when requested.
- Read information out loud and assist with completing it, if requested.

#### Registration forms

- A large print version will be available, when requested.
- Read information out loud and assist with completing the forms, if requested.

London Children's Connection will make sure that all publicly available information is made accessible upon request, by **January 1, 2016**

## **Employment Standard**

London Children's Connection is committed to fair and accessible employment practices. When requested, we will take the following steps to accommodate people with disabilities during the recruitment, hiring and assessment process

By **January 1, 2016** London Children's Connection will:

1. Ensure accommodation is provided when requested throughout the recruitment process and include instructions for accommodation on the bottom of every job posting
2. Conduct interviews that include a format that will make the information accessible, easy to understand and respond to. Examples include, but are not limited to:
  - Conducting an in-person interview
  - Using videos with subtitles and /or video descriptions
  - Sharing a copy of presentation materials (ie: PowerPoint slides)
  - Providing printed materials (questionnaires) in a large print version
  - Reading information out loud.
3. Provide space accommodation for assistive devices such as wheelchairs, walkers, etc.
4. Provide training in a manner that best meets the individual needs of the employee (as indicated above).

London Children's Connection will follow the Employment Standards Act and the Accessibilities for Ontarians with Disabilities Act when developing an individual accommodation and return-to-work plan for employees that have been absent due to a disability.

To ensure the accessibility needs of employees with disabilities are taken into account when London Children's Connection is using performance management and career development processes, information will be provided in a format that best meets the needs of the individual. Methods include, but are not limited to;

- Conducting an in-person conversation
- Printing and providing materials in large print
- Providing visuals with simple pictograms
- Reading the information out loud

## **Design of Public Spaces Standard**

London Children's Connection will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to our outdoor playgrounds.

- Paths will be clear, safe and accessible to people with varying disabilities.
- Outdoor structures will be designed in a manner that can be accessed by people with varying disabilities.
- Loose parts will be limited to a specific area.
- Signage, if applicable, will be in large print and in an easy-to-read font.

In the case of a service disruption and the playground cannot be accessed, parents will be informed of the disruption and the alternative that will be used, through one or more of the following means:

- A clear, simple sign, using large print and simple pictographs, on the front door of the program
- An e-mail or memo, written in large font, if required
- A telephone call, or TTY, if required

### **For more information**

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

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