



KidsAbility Accessibility Plan

This 2020-2025 Accessibility Plan outlines the policies and actions that KidsAbility Centre for Child Development Children's Treatment Centre will or have put into place to improve the opportunities for individuals with disabilities.

Statement of Commitment

KidsAbility 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 Ontario Regulation 165/16 made under the Accessibility for Ontarians with Disability Act, 2015.

Customer Service

KidsAbility shall provide services or facilities in a manner that respects the dignity and independence of persons with disabilities.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on KidsAbility premises. Any situation that would require the separation of the individual and their support worker will be discussed with the individual in advance, if possible, and appropriate alternatives for assistance suggested. In certain circumstances, KidsAbility may require a person with a disability to be accompanied by a support person for health or safety reasons but before making this request, KidsAbility shall consult with the person with a disability to understand their needs. In the rare event, that there would be an admission or other fee required for the support person, KA would waive the fee.

Workplace Emergency Response Information

KidsAbility is committed to providing employees with disabilities individualized emergency response information when necessary.

When requested KidsAbility will:

- Provide individualized emergency response information
- Obtain the individual's consent to share the information with anyone designated to help them in an emergency

Review the emergency information when:

- The employee is new to the organization
- The employee changes work locations
- The employee's overall accommodation needs are reviewed
- KidsAbility emergency response policies are renewed
- Annually upon the anniversary date of the issuance



Training

KidsAbility will provide training to all members of our organization on all the Integrated Accessibility standards and how to interact with people with different disabilities.

KidsAbility has developed a training program to ensure all staff, students, volunteers, and Board members are provided with the information to meet the requirements of O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS under *Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11*. All new staff, students, students and volunteers receive AODA training as part of the orientation process. Training updates shall be provided on an ongoing basis or as legislation changes.

Information and Communication:

KidsAbility has created a process for receiving and responding to feedback that are accessible and prominent on our website. The KidsAbility website and web content conforms to WCAG 2.0 Level AA. All documents can be made available in accessible formats and communication supports can be provided if requested. All AODA policies and protocol are posted on our website and are available in accessible formats if requested.

Feedback Process

Customers who wish to provide feedback to KidsAbility on the way we provide our services to people with disabilities can submit:

- By Email
- In print
- Verbally
- Telephone or social media

KidsAbility will carefully consider all feedback received.

Notice of Temporary Disruption

In the event of any planned or unexpected disruption of service, KidsAbility endeavours to advise all clients and visitors promptly. For planned disruptions, such as all-staff training days, notices will be clearly posted at the site and on social media/our website indicating the date, time, and anticipated length of the disruption, and any alternative facilities or services, if available.

For unexpected disruptions, such as closures due to inclement weather conditions, KA places notices on our social media, voice mail, and with local radio stations (see below) as well as on the agency voicemail services and website www.kidsability.ca.

City News 570 – newsroom@570news.com

CBC KW – yournewskw@cbc.ca

91.5 The Beat – info@915thebeat.com

Magic – darren.baxter@corusent.com

Employment

KidsAbility is committed to equitable and accessible employment practices. When requested, KidsAbility will accommodate people with disabilities during the recruitment, assessment, and hiring process. KidsAbility shall notify internal and external job applicants that where needed, accommodations for disabilities will be provided upon request, to support their participation in all aspects of the recruitment process.

Accommodations

KidsAbility is committed to assist employees, students, and volunteers with any work or placement accommodation requirements, both onsite and their work from home environments (where applicable). KidsAbility will work with the individual and will utilize guidance provided by a regulated medical professional when assisting with these accommodations.

KidsAbility has in place a return to work (RTW) process for employees who have been absent from work due to disability and require disability-related accommodation in order to return to work. A process is in place to develop individualized accommodation plans. Plans account for the accessibility needs of employees with disabilities when using the performance management process and when redeploying/reassigning employees.

Should an individual (employee, student, volunteer) indicate that they require additional support in the event of an onsite emergency, we will work with them to develop an individualized Emergency Support Plan to address their requirements. Upon receiving written consent from the individual, this plan will be shared with emergency responders as well as other staff supports.

Design of Public Spaces

KidsAbility will meet the Accessibility Standards for the Design of Public Spaces when building or making significant modifications to public spaces. KidsAbility will, in the event of a service disruption, notify the public of the service disruption and the alternatives available.