



**Kids & Company Multi-Year Accessibility Plan**

Kids & Company has prepared this Multi-Year Accessibility Plan in accordance with the requirements of the Accessibility for Ontarians with Disabilities Act and Ontario Regulation 191/11 Integrated Accessibility Standard (“IASR”). The Multi-Year Plan sets out Kids & Company’s strategy for preventing and removing accessibility barriers and meeting the requirements of the IASR over the next several years. Kids & Company will review and update the Multi-Year Accessibility Plan at least once every five years.

A. Customer Service	AODA Target Date	Accessibility strategy for implementation	STATUS			Staff responsible	Status Update
			IN PROGRESS	ON GOING	COMPLETE		
A1.Policy	Jan 1/12	Create Accessible Customer Service policy and procedures; review and update as required			X	Human Resources Manager	Policy created in 2012 and reviewed annually.
A2. Training	Jan 1/12	Create program on AODA Customer Service Standard; Train current staff and board. Ensure new employees receive training package.		X	X	Human Resources Manager/ All Centre Directors	AODA Customer Service Standard Program completed. The training is conducted during new hire on-boarding and annually thereafter.
A3. Emergency & Public Safety Information	Jan 1/12	Make existing emergency & public safety information (e.g., fire evacuation routes) available in accessible formats, on request.		X	X	Manager of Operations	No requests received; can create accessible format to larger print or explain fire evacuation route verbally as needed
A4. Accessible Feedback Process	Jan 1/12	Implement, and review as needed, an accessible feedback process regarding access to Kids & Company’s services that takes into account the needs of people with disabilities.			X	Manager of Operations	Process developed and posted online as well as posted at each Centre.



B. IAS: General	AODA Target Date	Accessibility strategy for implementation	STATUS			Staff responsible	Status Update
			IN PROGRESS	ON GOING	COMPLETE		
B1. Policy	Jan 1/14	Create Accessibility Policy re IAS regulation			X	Human Resources Manager	Employment Policy created to ensure equal opportunities & practices are implemented for persons with disabilities
	Jan 1/14	Review and update Accessibility Policies as required		X		Human Resources Manager/ Manager of Operations	Accessibility policies are reviewed annually.
B2. Accessibility Plans	Jan 1/14	Establish a multi-year accessibility plan to prevent and remove barriers		X	X	Manager of Operations/ Human	Plan is established and continuous reviews and edits to be made annually.
B2. Accessibility Plans continued.	Jan 1/14	Implement and maintain a multi-year accessibility plan to outline the organization's strategy to prevent and remove barriers and meet requirements under the regulation		X		Human Resources Manager	Reviewed annually.
		Review and update the multi-year accessibility plan at least once every five years.			X	Human Resources Manager	Next mandatory review date is January 2019.



B. IAS: General	AODA Target Date	Accessibility strategy for implementation	STATUS			Staff responsible	Status Update
			IN PROGRESS	ON GOING	COMPLETE		
B4. Training	Jan 1/15	Develop in house training for all staff and volunteers on the IAS Regulation and the Human Rights Code		X		Human Resources Manager	Partial training on IAS is included in the Customer Service Standard Training. IAS Regulation and Human Rights Code Training to be further developed.
	Jan 1/15	Provide in house training for all staff and volunteers on the Integrated Accessibility Standards Regulation and the Human Rights Code		X	X	Manager of Operations	Training is provided to new staff and volunteers and annually thereafter

C. Information and Communication Standard	AODA Target Date	Accessibility strategy for implementation	STATUS			Staff responsible	Status Update
			IN PROGRESS	ON GOING	COMPLETE		
C1. Accessible Website and Web Content	Jan 1/21	Research WCAG 2.0 requirements			X	Marketing Manager	In compliance
		Assess accessibility of existing website organization and content			X	Marketing Manager	In compliance
	Jan 1/21	Develop implementation plan to bring website into compliance.			X	Marketing Manager	In compliance



C.1 Accessible Website and Web Content continued		Develop sample content for testing compliance with WCAG 2.0 level A			X	Marketing Manager	In compliance
		Commence compliance with WCAG 2.0 level A, for all new internet websites and web content on those websites			X	Marketing Manager	In compliance
		All new documents and forms on internet websites conforms with WCAG 2.0 level A			X	Marketing Manager	In compliance
		Provide training and supporting documents to employees responsible for website design and content.			X	Marketing Manager	Informal training provided to Marketing Staff and employees who make changes or updates to website
		Assess website accessibility. Develop implementation plan to increase compliance to WCAG 2.0 at Level AA.			X	Marketing Manager	In compliance
		Internet websites and web content conforms to WCAG 2.0 level AA, excluding live captioning and audio description. Content published prior to 2012 available in an accessible format upon request			X	Marketing Manager	In compliance
		Update website training and support documents for employees who are responsible for web design and content.			X	Marketing Manager	Current Accessible Website Training is not formalized. Training to become formalized in January 2021.
C2. Accessible Feedback Process	Jan 1/15	Ensure that requests for feedback (e.g., surveys, comments cards) consider accessibility needs			X	Manager of Operations	Alternate methods of providing feedback are available upon request



C3. Accessible Formats and Communications Supports	Jan 1/16	Post a notice on the website and on premises that information is available in an alternate formats or with communication supports, upon request.			X	Marketing Manager/ Manager of Operations	Notice posted on website and on premises
		Determine feasibility of an organizational standard that documents be created in a structured electronic format to allow for easier conversion to alternate formats			X	Manager of Operations	All policies and procedures saved in electronic format that can be easily converted to alternate formats as needed
		Create promotional materials in alternate formats			X	Marketing Manager	Promotional materials can be made in alternate formats upon request
		Develop accessible alternates to telephone system for those that are deaf, hard of hearing or cannot speak			X	Marketing Manager	Alternate methods of communication include email and in person contact. Other alternate methods can be arranged upon request.
		Appoint a staff person to be familiar with logistics of planning meetings or presentations where persons with disabilities may be attending			X	Marketing Manager	Marketing Manager to make required arrangements for persons with disabilities as requested and informed
C4. Emergency Procedures, Plans or Public Safety Information	Jan 1/12	Emergency procedures, plans or public safety information available to the public are available in an accessible format, upon request.			X	Manager of Operations	Emergency procedures are posted and accessible formats can be provided upon request
		Create support document for supervisors outlining how to produce fire evacuation plans in larger print.			X	Manager of Operations	Supervisors and Managers can create larger print copies using the electronic document or may request a larger print copy from the Manager of Operations



D. Employment Standard	AODA Target Date	Accessibility strategy for implementation	STATUS			Staff responsible	Status Update
			IN PROGRESS	ON GOING	COMPLETE		
D1. Policy	Jan 1/14	Create Accessibility Policy re IAS Employment regulation			X	Human Resources Manager	Complete
	Jan 1/14	Review/update Accessibility Policies as required		X		Human Resources Manager	Policies reviewed on an annual basis
D2. Recruitment	Jan 1/16	Create a job posting template that notifies employees and the public about the availability of accommodation for applicants with disabilities; ensure ongoing use.			X	Human Resources Manager/ Recruitment Coordinator	Recruitment Coordinator ensures each Ontario job advertisement includes this notification
		Update the recruitment and selection policy to include notification of the availability of accommodation for applicants with disabilities during the application and interview process.			X	Human Resources Manager	Notification is included on job advertisement for applicants. Notification is also included in the job offer for new hires.
		Update employment agreement templates to notify employees of policies for accommodation; review as needed			X	Human Resources Manager	Reviewed annually.
		Update orientation policy and process to notify the employees of policies for accommodating employees with disabilities			X	Human Resources Manager	New staff are informed during new hire orientation



D3. Informing Employees of Supports	Jan 1/16	Verbally inform new employees of supports for those with disabilities			X	Director of Operations/ Manager	Employees are informed during new hire orientation.
		Prepare and deliver communication of policies used to support employees with disabilities to all employees.			X	Human Resources Manager	Employees are informed during new hire orientation.
		Add supports for employees with disabilities to new employee orientation			X	Human Resources Manager	In compliance.
D4. Accessible formats and communication	Jan 1/16	Notify all employees of the availability of an Individualized Emergency Response Plan for those with disabilities and request self-identification.			X	Human Resources Manager	Notice sent; no needs identified.
D5. Workplace Emergency Response Information	Jan 1/12	Update emergency response and workplace health and safety policies to include process for individualized emergency information and accommodation			X	Human Resources Manager	Updates to emergency response and safety plans to be revised and updated as required



D6. Individual Accommodations Plans	Jan 1/16	Supervisors to identify employees who may require accommodation due to temporary or permanent disabilities to the Manager of Operations for follow up.		X	Supervisors	Supervisors are aware of company policy and can notify employees who may require accommodation
		Consult with those identified above to determine accommodation needs, if any.	X		Supervisors/ Human Resources Manager	No persons with accommodation needs identified.
		Develop a written process for the development of documented individual accommodation plans		X	Human Resources Manager	Policy and procedure developed and reviewed annually
D7. Return to Work Process	Jan 1/16	Consult with any employee who is off work with a doctor's note and work with them to determine a return to work plan	X		Supervisor/ Human Resources Generalist	Supervisor and Human Resources Generalist to work with the employee to develop a suitable return to work plan
		Develop a documented return to work process for employees that have been absent from work due to a disability and require related accommodations		X	Human Resources Manager	Return to Work policy developed in August 2015.
D8. Performance Management	Jan 1/16	Update performance management policies to indicate that accessibility needs of employees are taken into consideration as well as individual accommodation plans		X	Human Resources Manager	AODA Employment Standards Policy includes this. Notification is also included on the Performance Appraisal Form.
D9. Career Development	Jan 1/16	Update the recruitment and selection policy to include that accessibility needs for career development processes.		X	Human Resources Manager	AODA Employment Standards Policy includes this.
D10. Redeployment	Jan 1/16	Update the recruitment and selection policy to include consideration of accessibility needs during redeployment due to layoffs.		X	Human Resources Manager	AODA Employment Standards Policy includes this information.





D11. Training	Jan 1/15	Provide more in-depth training to the management team related to their role in meeting the accessibility needs of employees under the Employment standard		X		Human Resources Manager	Training currently informally provided to new Managers/Supervisors and annually thereafter. Formalized training to be implemented in April 2018.
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E. Transportation Standard	AODA Target Date	Accessibility strategy for implementation	STATUS			Staff responsible	Status Update
			IN PROGRESS	ON GOING	COMPLETE		
Not applicable to Kids & Company	N/A	Update Safety First procedures to require consideration of accessibility features for those with disabilities.				N/A	N/A
		Update Field trip policies and procedures to require consideration of accessibility features for those with disabilities.		X		Manager of Operations	