Owl Child Care Services of Ontario

Multi-year Accessibility Plan

A. Customer Service	AODA Target Date	Accessibility strategy for implementation	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Staff responsible	Status Update Dec 2017
A1.Policy	Jan 1/12	Create Accessible Customer Service policy and procedures; review and update as required	X	X	X	X	X	X	X	X	X	X	Executive Director	Policy created in 2012; reviewed in 2014, 2016.
A2. Training	Jan 1/12	Create self-study on AODA Customer Service Standard; Train current staff and board. Ensure new employees receive training package.	X	X	X	X	X	X	X	X	X	X	Director of Operations	AODA Customer Service self-study is part of orientation program for employees and students.
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	X	X	X	X	X	X	X	X	Executive Director	As of Dec. 2017, No requests received since inception; can copy to larger print as needed
		Develop procedure for new/additional information to be available to persons with disabilities at same time as others.					X						Executive Director	N/A; no new information has been created or needed.
A4. Accessible Feedback Process	Jan 1/12	Implement, and review as needed, an accessible feedback process regarding access to Owl's services that takes into account the needs of people with disabilities.	X	X	X	X	X	X	X	X	X	X	Executive Director	2012…Process developed and posted online; Since inception, received only one piece of feedback informally via email in recognition of a good procedure.

B. IAS: General	AODA Target Date	Accessibility strategy for implementation	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Staff responsible	Status Update Dec 2017
B1. Policy	Jan 1/14	Create Accessibility Policy re IAS regulation		X									Executive Director	Complete
	Jan 1/14	Review and update Accessibility Policies as required			X	X	X	X	X	X	X	X	Executive Director	Complete; reviewed in 2015; no changes required

Owl Child Care Services of Ontario

B. IAS: General	AODA Target Date	Accessibility strategy for implementation	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Staff responsible	Status Update Dec 2017
B2. Accessibility Plans	Jan 1/14	Establish a multi-year accessibility plan to prevent and remove barriers		X									Executive Director	Completed in 2013 and posted on website; feedback requested from parents, staff; none received.
	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		X		X		X		Executive Director	Plan reviewed bi-annually; updates posted online
		Review and update the multi-year accessibility plan at least once every five years.							X				Executive Director	
B3. Self-serve kiosks	Jan 1/14	Research accessibility features with respect to future use of iPADs for sign-in, etc.					X						Director of Operations	Not currently in use by Owl.
B4. Training	Jan 1/15	Develop in house training for all staff and volunteers on the IAS Regulation and the Human Rights Code			X								Director of Operations	Self study training 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	X	X	X	X	X	X	Director of Operations	All staff and students complete training upon hire/new placement.

C. Information and Communication Standard	AODA Target Date	Accessibility strategy for implementation	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Staff responsible	Status Update Dec 2017
C1. Accessible Website and Web Content	Jan 1/21	Research WCAG 2.0 requirements				X							Marketing/ Communications Coordinator (MC Coordinator)	Ongoing
		Access accessibility of existing website organization and content					X						MC Coordinator	Assessment complete; many revisions required to bring website up to compliance.
	Jan 1/21	Develop implementation plan to bring website into compliance.				X							MC Coordinator/ Exec. Director	Identified need for new Owl website to be responsive and compliant to WCAG.
		Develop sample content for testing compliance with WCAG 2.0 level A					X						MC Coordinator	New website developed; compliance with WCAG 2.0 Level A required as part of contract
C.1 Accessible Website and Web Content continued		Commence compliance with WCAG 2.0 level A, for all new internet websites and web content on those websites						X	X				MC Coordinator/ Exec. Director	New website launched in December 2016; Some fixes required to be AODA compliant. Assessment via AChecker confirms current website is compliant to WCAG 2.0 Level A of Dec 2017
		All new documents and forms on internet websites conforms with WCAG 2.0 level A							X				MC Coordinator/ Exec. Director, Supervisors	Owl is seeking training and instruction to ensure compliance of documents posted on website.
		Provide training and supporting documents to employees responsible for website design and content.							X				MC Coordinator	In progress

C. Information and Communication Standard	AODA Target Date	Accessibility strategy for implementation	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Staff responsible	Status Update Dec 2017
		Assess website accessibility. Develop implementation plan to increase compliance to WCAG 2.0 at Level AA.								X			MC Coordinator	Not yet started
		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	MC Coordinator/ Exec. Director	Not yet started
		Update website training and support documents for employees who are responsible for web design and content.									X	X	MC Coordinator	Not yet started
C2. Accessible Feedback Process	Jan 1/15	See actions listed above in A4 and below in C3.												Feedback process available on website and via surveys.
	Jan 1/15	Ensure that requests for feedback (e.g., surveys, comments cards) consider accessibility needs		X	X	X	X	X	X	X	X	X	MC Coordinator, Supervisors	Needs improvement to add AODA statements to forms, surveys, etc. more consistently.
C3. Accessible Formats and Communications Supports	Jan 1/16	Post a notice on the website and on premises that information is available in alternate formats or with communication supports, upon request.		X									Executive Director	Website notice complete; Need to confirm that AODA notices on premises are still in place or recreate.
		Determine feasibility of an organizational standard that documents be created in a structured electronic format to allow for easier conversion to alternate formats				X			X	X			MC Coordinator	Not yet started; follow up required with MC Coordinator.
		Create promotional materials in alternate formats					X						MC Coordinator	No requests received; place project on hold for now.

Owl Child Care Services of Ontario

C. Information and Communication Standard	AODA Target Date	Accessibility strategy for implementation	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Staff responsible	Status Update Dec 2017
C3. Accessible Formats and Communications Supports continued.		Develop accessible alternates to telephone system for those that are deaf, hard of hearing or cannot speak					X						MC Coordinator	Access available via TTY service through Bell or Rogers as needed; no requests received since AODA came into effect.
		Appoint a staff person to be familiar with logistics of planning meetings or presentations where persons with disabilities may be attending					X						Executive Director	This is handled on an as needed basis by the Executive Director. Add to upcoming management team meeting to remind team of such considerations.
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	X	X	X	X	X	X	X	X	X		The availability of this information is posted on the website; can be provided as needed.
		Create support document for supervisors outlining how to produce fire evacuation plans in larger print.			X								Executive Director	Not yet started. ED available to assist if needed; no requests received.

D. Employment Standard	AODA Target Date	Accessibility strategy for implementation	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Staff responsible	Status Update
D1. Policy	Jan 1/14	Create Accessibility Policy re IAS Employment regulation		X									Executive Director	Complete
	Jan 1/14	Review/update Accessibility Policies as required			X	X			X			X	Executive Director	Review completed in 2015; minor updates made.
		Create a job posting template that notifies employees and the public about the			X	X	X	X	X	X	X	X	Director of Operations	Complete; included in all job postings in PDF and on the

D. Employment Standard	AODA Target Date	Accessibility strategy for implementation	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Staff responsible	Status Update
		availability of accommodation for applicants with disabilities; ensure ongoing use.												website.
D2. Recruitment	Jan 1/16	Verbally inform those selected for an interview of the availability of accommodation with respect to materials and process.			X	X	X	X	X	X	X	X	Director of Operations	Complete; ongoing.
		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							Director of Operations	Complete.
D2. Recruitment continued	Jan 1/16	Update employment agreement templates to notify employees of policies for accommodation; review as needed				X					X		Director of Operations	Complete
		Update orientation policy and process to notify the employees of policies for accommodating employees with disabilities				X					X		Director of Operations	Complete
D3. Informing Employees of Supports	Jan 1/16	Verbally inform new employees of supports for those with disabilities			X	X							Director of Operations	Complete; ongoing with orientation
		Prepare and deliver communication of policies used to support employees with disabilities to all employees.				X							Director of Operations	Complete; ongoing with orientation
		Add supports for employees with disabilities to new employee orientation				X							Director of Operations	Complete
D4. Accessible formats and communication	Jan 1/16	Contact employees with disabilities to determine if they require work information in accessible formats. Provide as needed.			X	X	X	X	X	X	X	X	Director of Operations	Complete; ongoing with orientation
		See additional actions under C3 above.											Director of Operations	
D5. Workplace Emergency Response	Jan 1/12	Notify all employees of the availability of an Individualized Emergency Response Plan for those with disabilities and request self-identification.	X	X	X	X	X	X	X	X	X	X	Director of Operations	Initial Notice sent; no needs identified; employees reminded during orientation and upon any injury.

Owl Child Care Services of Ontario

D. Employment Standard	AODA Target Date	Accessibility strategy for implementation	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Staff responsible	Status Update
Information		Make direct contact with employees who have been identified as possibility having a need in this area to consult on the possibility of such a plan.			X	X	X	X	X	X	X	X	Director of Operations	Complete; no needs identified at this time.
		Update emergency response and workplace health and safety policies to include process for individualized emergency information and accommodation			X								Director of Operations	Complete.
D6. Individual Accommodations Plans	Jan 1/16	Supervisors to identify employees who may require accommodation due to temporary or permanent disabilities to the Director of Operations for follow up.			X	X	X	X	X	X	X	X	Supervisors	Ongoing
		Consult with those identified above to determine accommodation needs, if any.			X	X							Director of Operations	Ongoing, as needed
		Develop a written process for the development of documented individual accommodation plans				X							Director of Operations	Complete
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	X	X	X	X	X	X	X	Director of Operations	Ongoing; as need identified
		Develop a documented return to work process for employees that have been absent from work due to a disability and require related accommodations				X							Director of Operations	Ongoing; as need identified
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							Director of Operations	Complete

D. Employment Standard	AODA Target Date	Accessibility strategy for implementation	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Staff responsible	Status Update
D9. Career Development	Jan 1/16	Update the recruitment and selection policy to include that accessibility needs for career development processes.				X							Director of Operations	Complete
D10. Redeployment	Jan 1/16	Update the recruitment and selection policy to include consideration of accessibility needs during redeployment due to layoffs.				X			X				Director of Operations	Not complete; need to identify which policy this should be in as redeployment is not covered in this policy.
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	X							Director of Operations	Complete.

E. Transportation Standard	AODA Target Date	Accessibility strategy for implementation	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Staff responsible	Status Update
Not applicable to Owl	N/A	Update Safety First procedures to require consideration of accessibility features for those with disabilities.					X						TBD	Not complete; rescheduled to 2018
		Update Field trip policies and procedures to require consideration of accessibility features for those with disabilities.					X						TBD	Not complete; rescheduled to 2018

F. Design of Public Spaces Standard	AODA Target Date	Accessibility strategy for implementation	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Staff responsible	Status Update
Not applicable to Owl; since we don't have a public space	Jan 1/13	Ensure new child care centres meet AODA requirements for design of public spaces wherever possible; including playgrounds.							X	X	X	X	Executive Direcrtor	Owl-St. Brigid built in 2017 (open 2018); building is up to date with OBC and playground meets accessibility standards.

Owl
Child Care
Services of Ontario

F. Design of Public Spaces Standard	AODA Target Date	Accessibility strategy for implementation	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Staff responsible	Status Update
		Request accessible door opener at Owl-Saint John Paul II to increase access to the child care centre.				X								Requested in 2015 with WCDSB; still not installed. ED to follow up with WCDSB for an ETA.