This policy is not intended to replace or supersede Owl’s AODA: Accessible Customer Service policy, required by Ontario Regulation 429/07 and approved on December 11, 2011.

This document shall be made publicly available and will be provided in an accessible format upon request, as soon as is practicable.

1. Statement of Commitment

1.1. Owl Child Care Services (hereafter referred to as Owl) is committed to meeting the objectives and requirements of Ontario Regulation 191/11, Integrated Accessibility Standards (IAS) under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA); and the accessibility needs of persons with disabilities with respect to Owl’s programs, services and facilities, in a timely manner.

1.2. This policy applies to the provision of goods, services or facilities to members of the public and employees by, or on behalf of, Owl.

1.3. This AODA: IAS policy on General Principles, Information & Communication and Transportation will be reviewed and amended, as required, when additional accessibility related regulations are enacted by the Government of Ontario and when changes are made to the legislative framework governing accessibility.

2. POLICY: Integrated Accessibility Standard – General Principles

2.1. Multi-year Accessibility Plan:

• Owl will create and maintain a multi-year accessibility plan. The plan will be reviewed and updated at least once every five years. It will show Owl’s commitment to removing barriers and preventing new ones. This plan will be available to the public and provided in accessible formats when requested and as soon as is practical.

2.2. Self-serve Kiosks:

• Owl will consider the accessibility of interactive electronic terminals when designing, procuring or acquiring them.

• Owl currently does not have any self-serve kiosks.

2.3. Training:

• Under the IAS regulation, Owl is required to train employees, students, volunteers and persons who participate in policy development on the requirements in this AODA: IAS policy and the Ontario Human Rights Code, as it pertains to persons with disabilities.
3. POLICY: Integrated Accessibility Standard - Information & Communications

3.1. Feedback

- Owl shall ensure that the processes for receiving and responding to feedback are accessible to people with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.

3.2. Accessible formats and communication supports

- Owl will notify the public about the availability and – upon request – provide or arrange for the provision of accessible formats and communication supports for persons with disabilities.
- Exceptions: The IAS regulation for Information & Communication does not apply to the following:
  - product and product labels;
  - unconvertible information or communications; and,
  - information that Owl does not control directly or indirectly through a contractual relationship.

3.3. Emergency procedures, plans or public safety information

- Emergency procedures, plans or public safety information, that are publicly available, shall be provided in an accessible format or with appropriate communication supports, upon request, as soon as practicable.

3.4. Accessible Websites and Web Content

- Owl shall work toward making its website and web content conform to the Worldwide Web Consortium’s Web Content Accessibility Guidelines, initially at level A and increasing to level AA in accordance with the timeframes set out in the IAS regulation.

4. POLICY: Integrated Accessibility Standard - Transportation

4.1. The Transportation regulations under the IAS do not apply to Owl due to the nature of our business.

- However, Owl will incorporate accessibility criteria and features when procuring and acquiring transportation services for field trips and special events, except where it is not practicable to do so.
5. **POLICY: Monitoring**

5.1. The Executive Director is responsible to ensure that any changes made to these procedures or the related policy considers the impact on people with disabilities.

5.2. Any policy of Owl that does not respect and promote dignity and independence of people with disabilities will be modified or removed.

6. **DEFINITIONS:**

6.1. Disability, as defined by the AODA and the Ontario Human Rights Code, is:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

6.2. **Accessible Formats:**

- may include, but are not limited to, large print, recorded audio and electronic formats, reading the material aloud, Braille and other formats usable by persons with disabilities.

6.3. **Communications:**

- means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

6.4. **Communication Supports:**

- may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

6.5. **Information:**

- includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

6.6. **Web Content Accessibility Guidelines:**

Policy

Policy Name: AODA: INTEGRATED ACCESSIBILITY STANDARD (General Principles, Information & Communication, Transportation)

7. RELATED DOCUMENTS:
   7.1. AODA: Accessible Customer Service policy & procedures
   7.2. AODA: IAS – Employment policy & procedures

___________________________________  _______________
Executive Director                   Date

___________________________________  _______________
Director of Operations               Date