



# Accessibility Plan 2020 – 2025

**Submitted to**

Jill Craven

Chief Executive Officer

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**Prepared by**

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Accessibility Steering Committee

This publication is available on the TVCC website ([www.tvcc.on.ca](http://www.tvcc.on.ca)) and in multiple media formats upon request.

## Introduction

Thames Valley Children's Centre (TVCC) is committed to providing a barrier-free environment and access to information and services for our clients and their families, volunteers, staff, guests and the community. We will be accessible and inclusive, respecting the dignity and independence of all people including those with disabilities.

The Accessibility for Ontarians with Disabilities Act (AODA) is a law passed by the Ontario legislature in 2005, with the goal of achieving full accessibility for Ontarians with disabilities by 2025.

In keeping with AODA legislation, TVCC has updated our multi-year Accessibility Plan 2020-2025, describing how TVCC will continue to identify, remove and prevent barriers in the areas of architecture, environment, attitudes, finances, employment, communication, transportation, community and integration.

This Accessibility Plan outlines identified barriers within our organization, our plans for removal of such barriers, our ongoing commitment to accessibility planning and how we will communicate this plan to the public.

## Accessibility Steering Committee

TVCC's Accessibility Steering Committee will recommit each year to accessibility planning, and will continue to work with our community partners towards a barrier-free environment.

The Accessibility Steering Committee will:

- develop and share an Accessibility Plan every 5 years
- meet at least once annually
- recommit each year to accessibility planning and the removal and prevention of barriers
- report annually to the Centre Leadership Team and the Operational Priority Committee of the Board.

The following members form the Accessibility Steering Committee:

Member	Program Area
Cory Woodrow	Community Advocate
Janet Gritzan	Early Childhood/School Age Adolescent Program
Karen Lowry	Quality Management
Carrie Laskey	Clinical and Technical Specialty Services
Jill Craven	Chief Executive Officer
Veronica Vanderborght	Autism and Behavioural Services

Member	Program Area
Janet Miller	Human Resources
Brent Duncan	Communication, Education and Technology
Jennifer Savel	Facility Resources
Frankie Ouimette	Recorder
Tracy Shepherd	Chair – Clinical Coordinator

## Customer Service Standard

The customer service standard requires service providers to make their goods, services and facilities accessible for those with disabilities and has 4 core principles independence, dignity, integration and equality of opportunity to access goods and services. TVCC maintains a solid foundation of ensuring those core principles are adhered to in all of our aspects of providing service.

## Information and Communications

TVCC is committed to meeting the communication needs of people with disabilities and we regularly consult with people with disabilities regarding their information and communication needs.

TVCC will continue to ensure all new TVCC websites and content on those sites conform with Web Content Accessibility Guidelines (WCAG) 2.0 (or most current version).

TVCC asks stakeholders for feedback using online surveys, through verbal feedback, on paper surveys and through in person feedback sessions. TVCC will continue to make sure existing feedback processes are accessible to people with disabilities. TVCC will make alternate accessible versions of feedback forms / surveys available as requested.

Specifically, TVCC will:

- ensure online surveys are WCAG 2.0 compliant
- provide enlarged text versions of printed material
- provide other modified versions of materials suited to individual's skills or preferred access methods.

TVCC has a policy of making any information available in alternate format (e.g., alternative media, different size, language / translation, or print size to accommodate visual needs). TVCC will continue to clearly identify that alternative options are available to the public through our staff, in print publications and on our website.

## Employment Standard

Thames Valley Children's Centre is committed to fair and accessible employment practices. TVCC's Hiring Policy reflects the AODA requirements, and the TVCC website careers page addresses accommodations for candidates with disabilities.

TVCC takes steps to ensure the accessibility needs of employees with disabilities are taken into account if TVCC is using performance management, career development and redeployment processes (all outlined in the Employee Handbook).

TVCC takes the following steps to notify the public and staff that, when requested, TVCC will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- External job postings include information about accommodations.
- Candidates chosen for an interview receive a confirmation e-mail including an offer of accommodation during the interview process if required.
- Upon hire, employees' offer letters include information regarding the accommodation policy.

Additionally, TVCC will strike a Diversity and Inclusion committee to further strengthen our commitment to accessibility and inclusion.

## Transportation Standard (does not apply)

## Design of Public Spaces Standard

TVCC meets the Accessibility Standards for the Design of Public Spaces and will continue to ensure standards are met when building or making major modifications to public spaces. Our public spaces include:

- Green space to the east of the building
- Outdoor paths of travel, like sidewalks, ramps, stairs and curb ramps.
- Service-related elements like reception counters and waiting areas.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

## Current Level of Accessibility

Each year, the Accessibility Steering Committee reviews the Inventory of Barriers and progress towards removing those barriers. The current inventory will be posted on the website annually. The 2019 inventory is attached to this plan as an Appendix.

## Accessible Emergency Information

TVCC is committed to providing clients and the public with publicly available emergency information in an accessible way upon request. We will also provide employees who have disabilities with individualized emergency response information when necessary.

## Training

TVCC provides annual training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training is provided in a way that best suits the duties of employees, volunteers and other staff members including:

- Online module and quiz
- New staff orientation
- Any and all training material available in alternate / accessible format as required or as requested.

## Communication of the Plan

This Plan will be posted on our website and made available in our Resource Centre. It will be available in multiple media formats upon request. Availability of this plan will be publicized to our client families in our Family Link publication and our Annual Report. Availability of the plan will be publicized to our volunteers and staff via our Volunteer Newsletter and 'Grapevine' publication.

For more information about this plan or Accessibility at Thames Valley Children's Centre, please contact:

Tracy Shepherd

519-685-8700 ext 53700

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# Accessibility Working Group – Barrier Removal Plans

## Appendix ‘A’

### A. Physical / Architectural: 779 Base Line Rd E, London, Ontario

Area	Barrier	Action to Remove Barrier	Responsibility	Priority & Timeline	Status
Eyewash Stations	Eyewash stations are not all accessible	<p>Improvement of accessibility of eyewash stations</p> <p>When/if an area is renovated then will change to accessible eyewash station or sooner if an employee requires an adjustable eyewash station in an area.</p>	Facility Resources	Low	<p><b>When/if the area is being renovated</b></p> <p>JS to explore putting an eyewash bottle in the first aid room - DONE</p> <p>JH&amp;S are okay with precautions taken and the eye stations are currently unless there is a need in an immediate area to accommodate staff.</p>

### A. Physical / Architectural: Regional Office Locations (Leased)

Area	Barrier	Action to Remove Barrier	Responsibility	Priority & Timeline	Status
No concerns identified at this time					

### B. Policy / Practice / Procedures

Area	Barrier	Action to Remove Barrier	Responsibility	Priority & Timeline	Status
No concerns identified at this time					

### C. Information / Communication / Technology

Area	Barrier	Action to Remove Barrier	Responsibility	Priority & Timeline	Status
Centre standards for printed materials	Difficult to read material when using colour with or as a background to text	All new printed material will be created following the TVCC Branding and Colour Guide and mindful of contrasting colours and accessible	All Centre Staff Communication, Education, and Technology	Medium	<p>External communication must be accessible</p> <p>Internal Communication – new items to be accessible</p> <p>– older items will be updated when revised</p> <p>Good progress</p> <p>Admin assistants have had on going training</p> <p>All Admin Assistants need Pro version of Adobe</p>



Area	Barrier	Action to Remove Barrier	Responsibility	Priority & Timeline	Status
Family Portal in GoldCare	Currently Family Portal is not up and running. Families are not able to access upcoming appointments and reports	Needs to be trialed before implementing  May 2017 - GoldCare has announced they plan to move CloudCare17.	Communication, Education and Technology  Quality Management	Medium	On hold due to significant security issues  Sync.com moving forward to use to share documents with families

## D. Completed Items

Area	Barrier	Action to Remove Barrier	Responsibility	Priority & Timeline	Status
Gender neutral washrooms and change rooms	Single washrooms and change rooms designated signs	Signs to be taken down on single washrooms	Facility Resources	Low	Already in process  Complete Spring 2018
Accessible Washrooms with lift	Only available on 1st floor	Putting ceiling lift on the 3rd floor washroom across from Autism	Facility Resources	Medium	Based on need.  Completed Spring 2018
Online Family Modules	Required to click on page to move to the next which could be issue for any visual impairments	Look at other ways to proceed through modules i.e. click any key to continue.	Communication, Education and Technology	Medium	Complete  Fall 2017
East Stairwell Entrance	Door openers needed	Door openers to be installed  Spring 2017 – Due to structural limitations not possible to install door openers. Staff may use front door. A cart has been hung just inside of back door to assist staff with heavy items.	Facility Resources	Low	Not possible due to structural limitations, front door to be used  Complete Spring 2017

Area	Barrier	Action to Remove Barrier	Responsibility	Priority & Timeline	Status
London 102 Wellington classroom	Accessible Washroom on site	Purchase height adjustable changing table for washroom	Facility Resources	Low	Complete  Spring 2017  Staff will need training on proper use and safety.
Education Suite South (779 BLRE)	Door opener button is not close to the door, hard to access from a wheelchair	Facility Resources to assess and adapt/move as possible	Facility Resources	High	Complete  Spring 2016
ACS Door to Equipment Room	Door opener needed	Door opener to be installed	Facility Resources	Medium	Complete  Spring 2016
London 102 Wellington classroom	Accessible Washroom on site, no barrier identified at this time	Washroom on site is accessible but space to access washroom is not large enough for wheelchair. If needed, counter will be removed outside washroom to expand accessible space to washroom.	Facility Resources	Low	Complete  Spring 2016

Area	Barrier	Action to Remove Barrier	Responsibility	Priority & Timeline	Status
Automatic Door Openers (779 BLRE)	Automatic doors close too quickly for some wheelchair users	Setting door openers to the maximum time	Facility Resources	High	Completed Nov 7, 2014
Elevator Doors (779 BLRE)	Elevator doors will force themselves closed after 3 tries (and an alarm and voice warning)	System cannot be changed due to Building and Fire Code. Staff will be educated about using the Door Open button inside the elevator.	Facility Resources	High	Completed Nov 7, 2014
St. Thomas	The lease was assumed from another agency; the 2nd floor space and location acquired is generally not accessible.	An accessible ground floor therapy room has been provided by the owner as part of a lease renewal at the current location. Main entrances and public washrooms to be reviewed in cooperation with owner (property owner expense).  *When last lease expired, review other locations but there was nothing appropriate to accommodate our needs in the community. Will continue to review alternate locations. Lease due in 2014.	Early Childhood Services with Facility Resources and Building Owner/Manager	High	Completed Nov 7, 2014  New accessible location has been leased in St. Thomas.

Area	Barrier	Action to Remove Barrier	Responsibility	Priority & Timeline	Status
London 102 Wellington classroom	Latched gate at bottom of accessible ramp	<p>For client safety priority, gate needs to remain at bottom of ramp to stop client wandering/running out of play area.</p> <p>Staff mindful of latched gate and accessible concerns.</p>	Facility Resources	Low	<p>Completed May 8, 2015</p> <p>When not playground not in use, gate will be unlatched to be accessible. Latched when in use.</p>
Office equipment: faxes, printers, copiers	Equipment generally not wheelchair accessible; lack accessible controls	<p>Equipment is currently being replaced on as needed situations arise.</p> <p>As a long-term solution, an RFP has been issued for a print management solution that would allow staff to do many functions (e.g., faxing) from their existing workstations.</p>	Communication, Education, and Technology	Medium	<p>Completed May 8, 2015</p>
Emergency public address system Fire alarm system	Audible system only: cannot be heard by people with hearing loss.	<p>Plans are made on an individual basis for clients, families, volunteers, visitors, and staff.</p> <p>*No individual staff concerns identified at this time</p>	Facility Resources	High	<p>Completed – process in place May 8, 2015</p>

Area	Barrier	Action to Remove Barrier	Responsibility	Priority & Timeline	Status
Telephone Accessibility for staff/client with communication device	Physical barriers; phone system may not recognize individual's voice commands	Individual planning to ensure accessible phone communication.	Communication, Education, and Technology, Augmentative Communication Service	High	Completed – process in place May 8, 2015
Website	No barriers identified at this time	New design is being written well above today's compliance standards.	Communication, Education, and Technology	Low	Completed May 8, 2015
London 102 Wellington classroom	Paratransit difficulty accessing parking lot	Jennifer Savel to talk with landlord as part of lease extension conversations	Facility Resources	Medium	Completed – process in place Fall 2015