



# **Accessibility Plan 2020 – 2025**

**Submitted to**  
Jill Craven  
Chief Executive Officer  
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**Prepared by**  
Tracy Shepherd and Karen Lowry  
Accessibility Steering Committee

## 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
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  
[tracy.shepherd@tvcc.on.ca](mailto:tracy.shepherd@tvcc.on.ca)

## Accessibility Working Group – Barrier Removal Plans

### Appendix

#### 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	Improvement of accessibility of eyewash stations  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.	Facility Resources	Low	<b>When/if the area is being renovated</b>  JS to explore putting an eyewash bottle in the first aid room - DONE  JH&S are okay with precautions taken and the eye stations are currently unless there is a need in an immediate area to accommodate staff.

**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	External communication must be accessible  Internal Communication – new items to be accessible  – older items will be updated when revised  Good progress  Admin assistants have had on going training  All Admin Assistants need Pro version of Adobe
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		On hold due to significant security issues  Sync.com moving forward to use to share documents with families