



Accessibility Plan

2014 - 2019

Submitted to
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Chief Executive Officer
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Prepared by
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Accessibility Working Group

This publication is available on the Thames Valley Children's Centre website (www.tvcc.on.ca) and in multiple media formats upon request.

Introduction

Thames Valley Children's Centre (TVCC) has a history of helping children and families look beyond disability. Changing needs of children with disabilities, changing knowledge in medicine and rehabilitation, and changes in society have inspired a flexible, responsive service.

This Accessibility Plan outlines the method by which we have 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.

Thames Valley Children's Centre is committed to providing a barrier-free environment for our clients, their families, our volunteers, staff, guests and the community. The Accessibility Working Group will recommit each year to accessibility planning, and will continue to work with our community partners towards a barrier-free society.

The Accessibility Working Group (AWG) aims to provide barrier free access to services and information, for our clients, their families, our volunteers, staff, and guests of Thames Valley Children's Centre (TVCC). The AWG will comply with the Accessibility for Ontarians with Disabilities Act as a minimum standard and will post an Accessibility Plan each 5 years. The AWG will meet at least once annually, recommitting each year to accessibility planning and the removal and prevention of barriers as well as reporting annually to the Centre Leadership Team and the Operational Priority Committee of the Board.

This Accessibility Plan outlines the policies and actions that Thames Valley Children's Centre will put in place to continue to improve opportunities for people with disabilities.

Membership

The following members form the AWG steering committee:

Member	Program Area
Amy Metzger	Community Advocate
Janet Gritzan	Early Childhood/School Age Adolescent Program
Karen Lowry	Quality Management
Carrie Laskey	Clinical and Technical Specialty Services
John LaPorta	Executive Office
Veronica Vanderborght	Autism Services
Janet Miller	Human Resources
Brent Duncan	Communication, Education and Technology
Jennifer Savel	Facility Resources
Frankie Ouimette	Recorder

Current Level of Accessibility

Each year, the Accessibility Working Group reviews the Inventory of Barriers Identified and progress towards removing those barriers. The current inventory will be posted on the website annually. The 2013 inventory is attached to this plan as Appendix A.

Accessible Emergency Information

Thames Valley Children's Centre is committed to providing clients and the public with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Thames Valley Children's Centre will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it related to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

TVCC will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws by January 1, 2015:

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

Information and Communications

Thames Valley Children's Centre 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 take the following steps to make all new websites and content on those sites conform with Web Content Accessibility Guidelines (WCAG) 2.0, Level A by January 1, 2014:

- TVCC will implement Web Content Creation and Design Guidelines for all new content creation that will ensure WCAG 2.0 Level A compliance prior to January 1, 2014.
- TVCC will perform a subsequent site rebuild and will minimally ensure compliance with WCAG 2.0 Level AA.
- TVCC will post notice of accessibility compliance and specific accessibility features of its websites on these sites.

TVCC will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021:

- Following a complete site rebuild, Web Content Creation and Design Guidelines that ensure WCAG 2.0 Level AA compliance will be developed and implemented.

Feedback is solicited using online surveys, through verbal feedback, on paper surveys, and through in person feedback sessions. TVCC will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:

- In all cases, TVCC will make alternate accessible versions of feedback forms / surveys available as requested.
- Specifically, TVCC will:
 - ensure online surveys are WCAG 2.0 Level A compliant
 - provide enlarged text versions of printed material
 - provide other modified versions of materials suited to individual's skills or preferred access methods

TVCC already has a policy of making any information available in alternate format (be it alternative media, different size, language / translation, or print size to accommodate visual needs). TVCC will take the following steps to make sure

all publicly available information is made accessible upon request by January 1, 2016:

- TVCC will clearly identify alternative options available to the public through our staff, through notice in print publications, and on through our website.

Employment

Thames Valley Children's Centre is committed to fair and accessible employment practices. We already revised the Hiring Policy to reflect AODA, and we added comments to the TVCC website careers page regarding accommodations for candidates with disabilities.

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

We revised both the Return to Work and the Accommodation policies to reflect the requirements of the AODA. TVCC will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- As part of new staff orientation, accommodations will be highlighted during the Human Resources presentation.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if Thames Valley Children's Centre is using performance management, career development and redeployment processes:

- The employee handbook will be updated with information about Accommodations.

Thames Valley Children's Centre will take the following steps to prevent and remove other accessibility barriers identified:

- First Aid/CPR training and responsibilities will be adapted to meet individual needs.

- Staff will notify Manager/Director if they need help completing online training modules.
- During recruitment, we adapt testing as required (e.g., to verbal rather than written, or giving more time for completion of testing).
- We will provide a Sit-Stand Desk for any staff needing a temporary accommodation or to trial for more chronic needs.

Design of Public Spaces

Thames Valley Children's Centre will meet the Accessibility Standards for the Design of Public Spaces 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.

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 Karen Lowry at:
519-685-8700 ext. 53482
karen.lowry@tvcc.on.ca

Thames Valley Children's Centre Accessibility Working Group – Barrier Identification

Appendix 'A'

Area	Barrier	Action to Remove Barrier	Evaluation	Program Responsibility
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A. Physical / Architectural

779 Base Line Rd E, London, Ontario

Education Suite South	Door opener button is too close to the corner to be accessed by a person using a wheelchair	Facility Resources to assess and adapt/move as possible	Priority: High Cost: unknown Complexity: unknown	Facility Resources
Automatic Door Openers	Automatic doors close too quickly for some wheelchair users	Setting door openers to the maximum time	Priority: High Cost: Low Complexity: Low	Facility Resources
Elevator Doors	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.	Priority: High Cost: Low Complexity: Low	Facility Resources

Area	Barrier	Action to Remove Barrier	Evaluation	Program Responsibility
Regional Office Locations (Leased)				
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.	Priority: High Cost: n/a Complexity: High	Early Childhood Services with Facility Resources and Building Owner/Manager

B. Policy / Practice / Procedures

No concerns identified at this time				
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C. Information / Communication / Technology

Office equipment: faxes, printers, copiers	Equipment generally not wheelchair accessible; lack accessible controls	Equipment is currently being replaced on as needed situations arise. 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.	Priority: Medium Cost: Medium Complexity: Medium	Communication, Education, and Technology
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Area	Barrier	Action to Remove Barrier	Evaluation	Program Responsibility
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. When previously saved material is required, it will be updated to follow Branding Guidelines in an on-going process.	Priority: Medium Cost: Low Complexity: Medium	All Centre Staff Communication, Education, and Technology
Emergency public address system / Fire alarm system	Audible system only: cannot be heard by people with hearing loss.	Plans are made on an individual basis. *No individual staff concerns identified at this time	Priority: High Cost: High Complexity: High	Facility Resources
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.	Priority: High Cost: Medium Complexity: Medium	Communication, Education, and Technology, Augmentative Communication Service