



Multi-Year Accessibility Plan

2013-2018

Introduction

The *Ontarians with Disabilities Act, 2001* (ODA) was passed in December 2001 with the purpose being to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. The Act mandates the preparation of an annual accessibility plan which Lansdowne Children's Centre "LCC" has been in compliance.

Despite the passage of the subsequent *Accessibility for Ontarians with Disabilities Act, 2005*, (AODA) the requirements under the ODA, specifically in reference to the preparation of an annual accessibility plan, remain in force. The goal of the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*, is to achieve accessibility for Ontarians with disabilities by 2025.

LCC will be transitioning from the ODA annual plan to the multi-year plan as per AODA requirements. The following multi-year accessibility plan is prepared in accordance with the *Ontarians with Disabilities Act, 2001* as well as AODA.

In preparing accessibility plans organizations are required to consider the following:

- The plans must address a broad range of disability issues, taking into account the full definition of disability under the AODA and the [Ontario Human Rights Code](#).
- The plans must examine all aspects of the organization's operations, including its bylaws, practices, facilities, programs and services.

- Organizations must take into consideration their roles as service providers and employers.
- The plans must identify steps to be taken over time to remove identified barriers and prevent any new ones.
- It is important that organizations consider integrating accessibility planning into their business planning cycles to ensure a thoughtful, effective and efficient process and meaningful outcomes.
- These organizations are accountable to their communities and, as such, must make their accessibility plans available to the public.

Description of Lansdowne Children's Centre

Lansdowne Children's Centre is located at 39 Mount Pleasant Street in Brantford, Ontario. Our clientele include residents of Brant County and Haldimand-Norfolk County. Lansdowne employs a Medical Director, Social Workers, Occupational Therapists, Physiotherapists, Speech Language Pathologists, Child and Youth Worker, Communicative Disorders Assistants, Therapy Assistants, Registered Practical Nurses, Resource Teachers, Child Development Consultants, Senior Therapists, Instructor Therapists, Behaviour Therapists, Support Service Program Supervisors, Service Coordinator, Central Intake Coordinator, Administrative staff, Team Coordinators, Business Director, Human Resources Director, Service Directors and an Executive Director. Lansdowne also employs Support Workers within its' In-Home Respite Care and Special Services at Home Programs.

Our Vision - realizing potential for children and youth.

Our Mission - supporting children and youth with physical, developmental or communication needs, and their families.

Our Values - within the supportive context of the client's life and committed to safe, accessible and accountable teamwork, our values are: Respect, Inclusion, Diversity and, Empowerment (RIDE).

The Accessibility Working Group

The Accessibility Working Group's mandate is to ensure that Lansdowne Children's Centre meets its obligations under the *Ontarians with Disabilities Act, 2001* (ODA) as well as the AODA with respect to the development of multi-year Accessibility Plan. This is achieved by members providing input on what the plan should include as well as reviewing the annual plan.

Membership

Systems Administrator
Client/Consumer Representative
Speech-Language Pathologist

Physiotherapist
Occupational Therapist
Human Resources Director (Chair)

This 2013-2018 accessibility plan outlines the policies and plans that Lansdowne Children's Centre "LCC" will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Lansdowne Children's Centre is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirement under the Accessibility for Ontarians with Disabilities Act.

Lansdowne's commitment to accessibility planning

Lansdowne Children's Centre is committed to :

- The continual improvement of access to our facility, policies, programs, practices and services for clients and their family members, staff, volunteers and members of the community;
- The participation of people with disabilities and family members in the development and review of its annual accessibility plans;
- Ensuring Lansdowne policies are consistent with the principles of accessibility; and
- The establishment of an Accessibility Working Group at the Centre.

Integrated Accessibility Standards – Multi-Year Accessibility Plan

Employment Standards

Legislation	Requirement	Activity to be Completed	Responsibility	Deadline
AODA Reg.191/11, s.22	Recruitment-General The employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.	<ol style="list-style-type: none"> 1. All employment postings including online and print versions will contain a statement about availability of accommodation 2. A statement about the availability of accommodation for applicants will be posted on the LCC Employment link on the website 	Human Resources	January 1, 2014
AODA Reg.191/11, s.23	If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs.	Procedure to be developed to address accommodations.	Human Resources	January 1, 2014
AODA Reg.191/11, s.24	The employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities	Include notification of commitment to providing, upon request, suitable accommodations for employees with disabilities during offer of employment as well as within offer letter.	Human Resources	January 1, 2014

<p>AODA Reg.191/11, s.25</p>	<p>Informing Employees of Supports 1.The employer shall inform its employees of its policies used to support its employees with disabilities including policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability</p> <p>Employer shall provide information to new employees as soon as practicable after they being their employment.</p> <p>The employer shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee’s accessibility needs due to a disability</p>	<p>All employees will be informed of policies and procedures via orientation and the employee handbook.</p> <p>Information relating to supports for employees with disabilities will be incorporated as part of the new employee orientation</p> <p>When changes to existing policies relating to provision of job accommodations are made, all employees shall be informed via established procedures for policy change notification.</p>	<p>Human Resources</p>	<p>January 1, 2014</p>
<p>AODA Reg.191/11, s.26</p>	<p>Accessible Formats and Communication Supports for Employees Upon request by an employee, the employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for: 1. Information needed to perform the employee’s job; and 2. Information that is generally available to employees in the workplace The employer shall consult with the employee to determine suitability of an accessible format or communication support.</p>	<p>Employees will be informed during orientation.</p>	<p>Human Resources</p>	<p>January 1, 2014</p>

AODA Reg.191/11, s.28	<p>Documented Individual Accommodation Plan Employers shall develop a written process for the development of documented individual accommodation plans for employees with disabilities.</p>	Development of procedure to comply with Regulation.	Human Resources	January 1, 2014
AODA Reg.191/11, s.29	<p>Return-to-Work Process Every employer shall develop a return to work process for employees who have been absent due to a disability and require disability-related accommodations in order to return to work; and shall document the process. The process shall outline the steps the employer will take to facilitate the return to work and use documented individual accommodation plans as part of the process.</p>	Review and make any required changes to current return-to-work policy and procedure.	Human Resources	January 1, 2014
AODA Reg.191/11, s.30	<p>Performance Management The employer that uses performance management in respect to its employees shall take into account the accessibility needs of employees with disabilities; as well as individual accommodation plans, when using its performance management process.</p>	Policy and procedures relating to performance management will be reviewed and revised to ensure that in the process of performance appraisals of employees, the accessibility needs of employees with disabilities; as well as individual accommodation plans shall be taken into account.	Human Resources	January 1, 2014
AODA Reg.191/11, s.31	<p>Career Development An employer shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development and advancement to its employees with disabilities.</p>	Accessibility needs and individual accommodation plans will be taken into account when providing career development and advancement to employees with disabilities.	Human Resources	January 1, 2014

GENERAL STANDARDS

AODA Reg.191/11, s.5	Procuring or Acquiring Goods, Services or Facilities Incorporate accessibility criteria and features	Procurement policy to be reviewed to ensure that it considers accessibility criteria and features when purchasing goods, service or facilities except when impractical to do so. If impracticable, explanation to be documented	Business Department	January 1, 2014
Customer Service Standards	Continue to meet requirements: • Training		Human Resources	Ongoing
Accessibility Plan	Establish, implement, maintain and document a multi-year accessibility plan to be reviewed and updated at least once every five years.	Plan developed in 2013 Will be reviewed and updated annually (to meet ODA requirements)	Human Resources	Ongoing
Annual Status Reports –s.4(3)	Prepare an annual status report on the progress of the Plan and post report		Human Resources	Ongoing
Accessibility Report	File report with Ministry of Economic Development, Trade and Employment. on an annual basis	Report filed December 2012	Human Resources	Next report to be filed December 2013
Information and Communication Standard	<ul style="list-style-type: none"> Processes for feedback Notify public about availability of accessible formats 		Human Resources Information Technology	Ongoing

Barriers that are planned to be addressed 2013-2018

Barriers	Objective	Means to Remove/prevent	Performance Criteria	Resources	Timing	Responsibilities
<p><u>Architectural</u></p> <p>Increase in number of staff has created space issues (treatment, work and storage) for staff.</p>	<p>Ensure adequate space is available for staff.</p>	<p>Continue to investigate and implement facility revisions to address space issues for all staff.</p> <p>Specifically, physiotherapy and occupational therapy work/treatment spaces are to be prioritized as the next areas to be addressed</p> <p>Participation as pilot site for <i>Space Planning for Children's Treatment Centres Guidelines</i> initiative.</p>	<p>All staff will have adequate space in which to work.</p> <p>Greater options for treatment space will increase the availability of therapy appointments</p>	<p>Financial</p> <p>Human Resources for collaborative planning</p>	<p>Investigate and implement revisions on an ongoing basis.</p> <p>Contingent upon funding opportunities.</p>	<p>Senior Management in conjunction with Board of Directors.</p>
<p><u>Architectural</u></p> <p>Increase in number of staff and clientele has created parking issues.</p>	<p>Ensure adequate and safe parking is available.</p>	<p>Continue to research long-term solutions for parking.</p>	<p>There will be adequate and safe access to parking.</p>	<p>Financial</p>	<p>Undetermined</p>	<p>Senior Management in conjunction with Board of Directors.</p>

<p><u>Attitudinal</u></p> <p>Staff may be unaware or lacking understanding of issues that may influence the manner in which they serve diverse populations.</p>	<p>Staff will develop greater awareness and understanding of issues that may influence the manner in which they serve diverse populations.</p>	<p>Provide educational sessions for staff.</p>	<p>Staff will increase their awareness and understanding of issues that may influence the manner in which they serve diverse populations.</p>	<p>Financial</p> <p>Human Resources</p>	<p>Ongoing – continue to provide training as required.</p>	<p>Senior Management.</p>
<p><u>Communication/</u></p> <p><u>Technological</u></p>	<p>Patient records are only available in print, which are not accessible to clients/families with learning disabilities and clients/families who are visually impaired.</p>	<p>Consult with learning disability specialist and consultants for the visually impaired/blind.</p>	<p>Families will have access to records which are in formats accessible to individuals who are visually impaired or with learning disabilities.</p>	<p>Financial</p>	<p>Ongoing research into other means of providing information.</p> <p>Service providers continue to communicate to client families in the most appropriate manner.</p>	<p>Senior Management</p>
<p>Communication/ Technological</p> <p>AODA</p> <p>Reg.191/11, s.14</p>	<p>Meet Obligations under AODA</p> <p><i>Integrated Accessibility Standards</i> regulation</p> <p>Information and Communication Standard</p>	<p>1.Feedback accessibility</p> <p>2.Accessible formats and Communication Supports</p> <p>3.Websites and web content</p>	<p>Obligations will be met</p>	<p>Financial/ Human Resources</p>	<p>1. January 1, 2014</p> <p>2. January 1, 2015</p> <p>3. January 1, 2014</p>	<p>Senior Management</p> <p>Business Director</p>

<u>Physical</u>	Courtyard/ Playground area	Courtyard/ Playground area will be accessible to all clients for use in therapy and/or recreational purposes.	Draft design has been developed. Next step is to obtain funding support.	Playground area will meet accessibility and safety standards as well as provide for enhanced therapy opportunities	Human Resources Financial	To be aligned with recommendations made by Ministry regarding capital	Senior Management Fund Development Officer
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Review and monitoring process

The Accessibility Working Group will meet annually to review progress. Meeting minutes will be recorded and made available for review.

Members of the Working Group will also be available to make presentations and update information to staff, Senior Management and the Board of Directors on a routine basis. Ongoing evaluation of the effectiveness in implementing the barrier-removal and prevention strategies will occur throughout the year.

Communication of the plan

The accessibility plan will be posted on the Lansdowne Children's Centre website and hard copies will be made available from Lansdowne's Resource Centre and through Human Resources. On request, the Plan can be made available in alternative formats, such as computer disk, in electronic text or in large print. Updates regarding the plan will be provided to staff through internal e-mail. During the orientation process, new Lansdowne Children's Centre staff will be advised of and be encouraged to review the Plan. Updates regarding the plan will be provided, as appropriate, to clients through the agency newsletter, which is distributed twice annually.

For More Information

For more information on this accessibility plan or for accessible formats of this document, please contact Sandy Gdyczynski at (519) 753-3154 ext. 242 or at sgdyczynski@lansdownecc.com.