



## Lansdowne Children's Centre Multi-Year Accessibility Plan 2019-2023

### Introduction

The following multi-year accessibility plan is prepared in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

In preparing this accessibility plan Lansdowne considered the following:

- The plan addresses a broad range of disability issues, taking into account the full definition of disability under the AODA and the *Ontario Human Rights Code*.
- The plan examines all aspects of the organization's operations, including its bylaws, practices, facilities, programs and services.
- Consideration of roles as service providers and as employer.
- The plan identifies steps to be taken over time to remove identified barriers and prevent any new ones.
- Integrating accessibility planning into business planning cycles to ensure a thoughtful, effective and efficient process and meaningful outcomes.
- Lansdowne is accountable to communities and, as such, must make the accessibility plan available to the public.

### Description of Lansdowne Children's Centre

Lansdowne is a member of the Empowered Kids Ontario [EKO] and is one of Ontario's 21 Children's Treatment Centres (CTC). Lansdowne Children's Centre is located at 39 Mount Pleasant Street in Brantford, Ontario. Services and programs provided by Lansdowne include Occupational Therapy, Physiotherapy, Speech and Language Therapy, Social Work, Infant and Children Development Program, Early Integration Program, Service Coordination, Autism Intervention Program, Recreation and Camps, Special Services at Home and Respite Care. Our clientele include residents of Brant County and Haldimand-Norfolk County.

**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 AODA with respect to the development of a multi-year Accessibility Plan. This is achieved by members providing input on what the plan should include.

### **Membership**

Systems Administrator	Physiotherapist
Family/Client ("Consumer") Representative	Occupational Therapist
Speech-Language Pathologist	Human Resources Director (Chair)
Administrative Assistant	Instructor Therapist
Resource Consultant	

This 2019-2023 accessibility plan outlines the policies and plans that Lansdowne Children's Centre 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 requirements 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 accessibility plans;
- Ensuring Lansdowne policies are consistent with the principles of accessibility; and
- The establishment of an Accessibility Working Group at the Centre.

## Past Achievements to Remove and Prevent Barriers

Highlights of specific projects and programs completed during the 2013-2018 Plan to improve accessibility for people with disabilities and to meet requirements of the Accessibility for Ontarians with Disabilities Act.

### IDENTIFICATION AND REMOVAL OF BARRIERS

Barrier	Objective
<u>Architectural</u> Increase in number of staff and clientele has created parking issues.	Ensure adequate and safe parking is available Municipal parking by-law changes resulted in increased parking on Mt. Pleasant Street Designated parking spots for handicap parking added and clearly identified
Communication/Technological AODA Reg.191/11, s.14	Meet Obligations under AODA <i>Integrated Accessibility Standards</i> regulation Information and Communication Standard
<u>Physical</u> Courtyard/Playground area	Courtyard/Playground area will be accessible to all clients for use in therapy and/or recreational purposes.

### Employment Standards

Legislation	Requirement
AODA Reg.191/11, s.22	<b>Recruitment-General</b> The employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.
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.
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.
AODA Reg.191/11, s.25	<b>Informing Employees of Supports</b> 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 Employer shall provide information to new employees as soon as practicable after they begin their employment. 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
AODA Reg.191/11, s.26	<b>Accessible Formats and Communication Supports for Employees</b> 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.

AODA Reg.191/11, s.28	<b>Documented Individual Accommodation Plan</b> Employers shall develop a written process for the development of documented individual accommodation plans for employees with disabilities.
AODA Reg.191/11, s.29	<b>Return-to-Work Process</b> 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.
AODA Reg.191/11, s.30	<b>Performance Management</b> 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.
AODA Reg.191/11, s.31	<b>Career Development</b> 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.

### GENERAL STANDARDS

Accessibility Report	File report with Ministry of Economic Development, Trade and Employment. on an annual basis- reports filed each year
Information and Communication Standard	<ul style="list-style-type: none"> <li>• Processes for feedback</li> <li>• Notify public about availability of accessible formats</li> </ul>

### Procurement

New policy developed regarding procurement of accessible goods, services or facilities.

## The Multi-Year Plan

The following projects and plans have been identified to be achieved between now and 2023 to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities.

### Customer Service

Lansdowne is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

The following initiatives are planned to continue in order to comply with the Customer Service Standard and specify the timeframe for each:

### Information and Communications

Information and communications are accessible to people with disabilities.

Barrier	Objective	Means to Remove/Prevent	Timeframe
Written documentation can be difficult to read for individuals with vision related disabilities	All written documentation will be readable	Review policy and procedures regarding formatting of internally created written communication	March 2019

### Employment

Lansdowne is committed to fair and accessible employment practices.

Barrier	Objective	Means to Remove/Prevent	Timeframe
Individuals with disabilities may experience challenges with finding and keeping employment	Lansdowne will remove barriers to employment at Lansdowne for individuals with disabilities	Review employment policies and procedures  Train Managers with respect to employment standards regarding barrier-free employment	December 2019

### Training

Lansdowne is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Barrier	Objective	Means to Remove/Prevent	Timeframe
New Managers/Supervisors may not be aware of Accessibility laws and the Code	All Managers/Supervisors will be knowledgeable of AODA and the Code	Training	December 2019

## Architectural/Physical Space

Barrier	Objective	Means to Remove/Prevent	Timeframe
Front Reception desk and area not accessible to staff/visitors	Reception desk will be accessible to staff/visitors so that they can reach the counter  Mail/supply area within reception area will be accessible to staff in wheelchairs	Renovation of reception counter  Renovation of mail/photocopier area  Requires support from Ministry funders and/or Enabling grants	December 2023
Kitchen in Kids' Country Inn is not accessible for clients in wheelchairs during SCILLS camp	Kitchen will be fully accessible to individuals with physical disabilities including those who are in wheelchairs	Renovation of kitchen in order to remove identified barriers  Requires funding support	December 2023
Kids' Country Inn  Table is not at accessible height and table apron presents a barrier	Remove barrier for individuals who are in wheelchairs.	Replace current table with an accessible one.	December 2023
Door to basement/therapy room 5 a barrier for individuals with physical challenges	Remove barrier	Research code requirements for door and develop solutions to address	December 2019
Boardroom/Meeting room acoustics make it difficult for those with hearing impairment	Increase accessibility so that all staff/visitors can hear presentations clearly	Mandatory use of microphone/speaker system	January 2019

### For More Information

For more information on this accessibility plan, please contact Sandy Gdyczynski, Human Resources Director at 519-753-3153 ext. 242 or [sgdyczynski@landownecc.com](mailto:sgdyczynski@landownecc.com)

Website and social media: [www.lansdownecentre.ca](http://www.lansdownecentre.ca)

Standard and accessible formats of this document are free by request. Please contact Sandy Gdyczynski.