



## Commitment Statement and Accessibility Plan

### Commitment

George Jeffrey Children's Centre (GJCC) is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Under AODA, a series of standards must be met, four of which apply to George Jeffrey Children's Centre

- Accessible Customer Service Standards
- Accessible Information and Communications Standards (part of the Integrated Accessibility Standard)
- Accessible Employment Standards (part of the Integrated Accessibility Standard\*)
- Design of Public Spaces

Our Accessibility Plan is intended to continue to ensure we meet our accessibility commitment and to move George Jeffrey Children's Centre towards meeting all applicable standards and requirements under AODA.

\*Please note – At the time of writing our Accessibility Plan, the Transportation Standard (part of the Integrated Accessibility Standard regulation), does not apply to GJCC

### Accessibility Plan

Mandatory AODA Requirements	Legislated Compliance Date	Time Frame for Completion	Lead	Status
<ul style="list-style-type: none"> <li>• GENERAL REQUIREMENTS</li> </ul>				
<p><b>1. Accessibility Policies</b> – develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting the requirements of the accessibility standards, including a statement of organizational commitment. Make the document available in an accessible format, upon request</p>	January 1, 2014		HR	complete

<p><b>2. Develop a Multi-Year Accessibility Plan</b> – develop a plan, which outlines the organization’s strategy to prevent and remove barriers and meet requirements of the legislation. Make the plan available to the public.</p>	January 1, 2014		HR	Complete with ongoing review
<p><b>3. Training</b> – ensure that training is provided on requirements of the accessibility standards and on the Human Rights Code, as it pertains to persons with disabilities. Provide appropriate and practical training, in a way that best suits the duties of the following:</p> <ul style="list-style-type: none"> <li>➤ Employees</li> <li>➤ Volunteers</li> <li>➤ Persons who participate in the development of the organization’s policies</li> <li>➤ Persons who provide goods, services or facilities on behalf of the organization</li> </ul>	January 1, 2015	Jan. 15, 2015	HR	In progress
<p>• ACCESSIBLE CUSTOMER SERVICE STANDARD</p>				
<p><b>1. Feedback Related to Accessibility</b> – Establish a process for receiving and responding to feedback regarding accessible customer service. Ensure processes are accessible to person with disability.</p>	January 1, 2012		HR	complete
<p><b>2. Notice of Temporary Disruption</b> - Provide notice when facilities or services that people with disabilities rely on to access or use your goods and services are temporarily disrupted</p>	January 1, 2013		HR	complete
<p>• ACCESSIBLE INFORMATION AND COMMUNICATIONS STANDARD</p>				
<p><b>1. Feedback</b> – ensure all processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request</p>	January 1, 2015		HR/ Client Services	complete
<p><b>2. Website</b> – new intranet websites and web content on those sites compliant with WCAG 2.0 level A criteria</p>	January 1, 2014		HR	complete
<p><b>3. Website</b> – all internet websites and web content compliant with WCAG 2.0 Level AA criteria</p>	January 1, 2021		HR/IT	In progress (some minor changes required to current site)

<ul style="list-style-type: none"> <li>ACCESSIBLE EMPLOYMENT STANDARDS (APPLIES TO PAID EMPLOYEES ONLY)</li> </ul>				
<p><b>4. Employment</b> – Achieve compliance with requirements set out in Employment section of the legislation as follows:</p> <ul style="list-style-type: none"> <li>➤ Recruitment and selection for individuals with disabilities</li> <li>➤ Notice to successful employees</li> <li>➤ Informing employees of supports</li> <li>➤ Accessible formats and communication supports for employees</li> <li>➤ Individual accommodation plans</li> <li>➤ Return to work process</li> <li>➤ Performance management</li> <li>➤ Career development and advancement</li> <li>➤ Redeployment</li> </ul>	January 1, 2016	August 31, 2015	HR	In progress. Done in practice, rewrite policy to reflect practice
<p><b>5. Workplace Emergency Response Information</b> – prepare for the specific needs that employees with disabilities may have in emergency situations</p>	January 1, 2014		HR	complete
<ul style="list-style-type: none"> <li>DESIGN OF PUBLIC SPACES</li> </ul>				
<p><b>1. Building or making major modifications to public spaces.</b> – We will meet accessibility standards when building or making major modifications to public spaces, including the following:</p> <ul style="list-style-type: none"> <li>➤ Recreational trails</li> <li>➤ Outdoor public eating areas, such as picnic areas</li> <li>➤ Outdoor play spaces</li> <li>➤ Outdoor paths of travel, such as sidewalks, ramps, curb ramps, and stairs</li> <li>➤ Accessible off-street parking</li> <li>➤ Service related elements, such as service counters and waiting area</li> </ul>	January 1, 2017	When required	Facilities	To be completed, as required