

GENERAL MANUAL POLICY

INTEGRATED ACCESSIBILITY STANDARDS POLICY

Statement of 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.

Training

GJCC is committed to providing appropriate and ongoing training to staff and volunteers on Ontario's accessibility laws and on aspects of the Ontario Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and Board of Directors.

INFORMATION AND COMMUNICATION

GJCC is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities.

We have processes in place for receiving and responding to feedback and will ensure that those processes are provided in accessible formats and with communication supports upon request.

GJCC will consult with people with disabilities to determine their information and communication needs.

The GJCC website is in conformance with World Wide Web Consortium Web Content Accessibility Guide (WCAG) 2.0, Level A. We will conform with WCAG 2.0 Level AA by January 1, 2021, as required by the Information and Communication Standard.

The public shall be notified about the availability of accessible formats and communication supports.

EMPLOYMENT

GJCC is committed to fair and accessible employment practices.

We will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired.

If needed, we will create individual accommodation plans and/or workplace emergency information for any employees who have a disability.

Our performance management, career development, redeployment, and return-to-work processes will take into account the accessibility needs of employees with disabilities.

We recognize that the Accessible Employment Standard does not replace or affect any legal obligations covered by the Ontario Human Rights Code.

TRANSPORTATION

At the time of writing this policy, GJCC does not provide transportation services for people with disabilities. The Accessible Transportation Standard does not apply to our organization.

BUILT ENVIRONMENT

GJCC will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Service-related elements like service counters, fixed queuing lines and waiting areas
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, and rest areas
- Accessible off-street parking
- Recreational trails
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities

Modifications to this or other policies

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

FOR MORE INFORMATION

For more information, or to request this document in a different format, you may contact us via the following options:

- Electronic-mail, to accessibility@georgejeffrey.com
- Verbally, by calling (807) 623-4381
- In person, by visiting George Jeffrey Children's Centre
- In writing, to George Jeffrey Children's Centre, 200 Brock St. E., Thunder Bay, ON P7E 0A2

This policy exists to ensure that we meet our commitment of preventing and removing accessibility barriers. If you have any questions or concerns about this policy or its related procedures, please contact:

Tom Walters, CEO
George Jeffrey Children's Centre
200 Brock Street East
Thunder Bay, ON
P7E 0A2
807-623-4381

Customers who provide formal feedback will have privacy respected and will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.