

# Balmy Beach Community Day Care Centre Accessibility Policy

Approval Date:	May 25 <sup>th</sup> , 2022
Revision Date	

## 1. RATIONALE

Balmy Beach Community Day Care Centre (the “Centre”) is committed to maintaining a learning, care and working environment which actively promote and support human rights and accessibility for persons with disabilities. This Accessibility Policy (the “Policy”) was developed to support the Centre’s legislated duties and obligations required by the *Accessibility for Ontarians with Disabilities Act, 2005* and the corresponding Ontario Regulation 191/11, *Integrated Accessibility Standards*; and to demonstrate the Centre’s commitment to actively removing barriers and increasing accessibility and participation for all members of its community and to maintaining compliance through this policy.

## 2. DEFINITIONS

*Ableism* is defined as a belief system, analogous to racism, sexism or ageism, that sees persons with disabilities as being less worthy of respect and consideration, less able to contribute and participate, or of less inherent value than others. Ableism may be conscious or unconscious, and may be embedded in institutions, systems or the broader culture of a society. It can limit the opportunities of persons with disabilities and reduce their inclusion in the life of their communities. (Refer to the Ontario Human Rights Commission’s [Guidelines on Accessible Education](#) and [Policy on Ableism and Discrimination Based on Disability](#), at <www.ohrc.on.ca>.

*Accessible Formats* may include, but are not limited to, large print, recorded audio and electronic formats, and other formats usable by persons with disabilities, as may be agreed upon between the Centre and the person requesting the Accessible Format.

*Accommodate, Accommodation*: An adjustment made to policies, procedures, programs, guidelines, or practices, including adjustments to physical settings and various types of criteria, that ensures fair and equitable, access, service and treatment for individuals to participate equally and perform to the best of their ability in the workplace or an educational setting. Accommodation is considered appropriate if it results in equal opportunity to enjoy the same level of benefits and privileges experienced by others, or if it is proposed or adopted to achieve equal opportunity, and meets the individual’s needs. The most appropriate accommodation is the one that, respects dignity (including autonomy, comfort and confidentiality), responds to a person’s individualized needs and allows for integration and full participation; short of undue hardship.

*Client* is any person who uses the services of the Centre.

*Communications* means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

*Communication Supports* may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, and other supports that facilitate effective communications, as may be agreed between the Centre and the person requesting the Communication Support.

*Disability* refers to (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other service animal or on a wheelchair or other remedial appliance or device; (b) a condition of mental impairment or a developmental disability; (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; (d) a mental disorder; or (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

*Inclusive Design (Universal Design)*: Design with everyone in mind. Identifying and removing barriers for people that require individual accommodations before an individual accommodation request or complaint has been made. Effective inclusive design in organizations removes the need for people to ask for individual accommodations because the principles of inclusive design have been used when creating policies, procedures, programs, and facilities (from the Ontario Human Rights Commission, Inclusive Design Fact Sheet).

*Information* includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning. It does not include product and product labels, unconvertible information or communications, and information that the Centre does not control directly or indirectly through a contractual relationship.

*Service Animal* is an animal that is being used to provide Accommodation support to a person with a disability, either readily apparent or supported by a letter from a regulated health professional.

*Assistive Service Person* is a person who assists or interprets for a person with a disability as the services of the Centre are accessed.

### **3. RESPONSIBILITY**

The Supervisor holds primary responsibility for implementation, day-to-day management and coordination of the Policy.

### **4. APPLICATION AND SCOPE**

This Policy applies to the management, all employees and placement students of the Centre.

The Policy covers children, parents/guardians, volunteers, service providers and other members of organization not related to the Centre but who nevertheless work on or are invited onto the Centre premises or utilize Centre services.

## 5. POLICY

### 5.1. General Accessibility

5.1.1. The Centre is committed to maintaining a learning, childcare and working environment which actively promotes and supports human rights, inclusion and the principles of equity. The Centre will ensure that the principles of accessibility, equity and the right to equal opportunity and inclusion for people with Disabilities are reflected and valued in the learning and working environment.

5.1.2. The Centre recognizes Inclusive Design that emphasizes barrier-free environments and equal participation for everyone is the preferred, proactive approach to barrier removal because it emphasizes accessibility and inclusion from the start rather than relying on individual Accommodation requests.

5.1.3. The Centre further recognizes it has a legal duty to Accommodate the needs of people with Disabilities who are adversely affected by a requirement, rule or standard and that any Accommodations must ensure three principles: respect for dignity, individualization, as well as integration and full participation.

5.1.4. The Centre is committed to meeting the accessibility needs of persons with Disabilities in a timely manner and to the point of undue hardship.

5.1.5. The Centre will make reasonable efforts to provide services and facilities that are accessible to all parents/guardians, the public and staff, including but not limited to:

- (a) Accessible Client service, Information and Communication;
- (b) Accessible employment;
- (c) Accessible public spaces where applicable.

5.1.6. The Centre will provide training on the requirements of the Integrated Accessibility Standards and the Human Rights Code as it pertains to persons with disabilities annually or as needed to:

- (a) all employees, students on placement and volunteers;
- (b) all persons who participate in developing the Centre's policies; and
- (c) all other persons who provide services on behalf of the Centre.

5.1.7. This training will be appropriate to their duties and will be provided as soon as practicable following commencement of those duties.

5.1.8. The Centre will provide training with respect to any changes to this Policy.

5.1.9. The Centre will maintain records of such training.

## **5.2. Accessible Client Service, Information and Communication**

5.2.1. The Centre will welcome all members of the Centre and broader community to our facilities by committing our staff and volunteers to providing services that respect the independence and dignity of persons with Disabilities, including the use of assistive devices and service animals. All visiting animals must have proof of inoculations/vaccinations required under the *Child Care And Early Year's Act 2014*.

5.2.2. In order to monitor the effectiveness of implementation of the Accessible Customer Service Standard, the Centre will receive and respond to feedback by telephone 416-698-5668, by email [balmybeachcomday@bellnet.ca](mailto:balmybeachcomday@bellnet.ca) or in person.

5.2.3. The Centre will provide or arrange for provision of Accessible Formats and Communication Supports for persons with disabilities:

(a) in a timely manner that takes into account the person's accessibility needs due to Disability.

(b) at a cost, if any, that is no more than the regular cost charged to other persons.

5.2.4. The Centre will consult with the person making the request to determine the suitability of an Accessible Format or Communication support.

5.2.5. The Centre will notify the public about the availability of Accessible Formats and Communication Supports.

5.2.6. The Centre will ensure that this Policy is available to the public, and is accessible to persons with Disabilities by arranging or providing for the provision of Accessible Formats or Communication Supports upon request.

5.2.7. If the Centre determines that Information or Communications are unconvertible, it will provide the person requesting the information or communication with:

(a) an explanation as to why the information or Communications are unconvertible; and

(b) summary of the unconvertible information or Communications.

5.2.8. The Centre will take into account the impact on persons with Disabilities when purchasing new equipment, designing new systems or planning a new initiative.

5.2.9. The Centre will establish a process for consulting with staff and volunteers who have a role in implementing the expectations and procedures established under the policy to review its effectiveness.

5.2.10. The Centre will provide any emergency procedures, plans or public safety information that is available to the public in an Accessible Format or with appropriate Communications Support, as soon as practicable, upon request.

5.2.11. The Centre will provide children's records and information on program requirements, availability and descriptions in an Accessible Format to persons with disabilities, upon request.

5.2.12. The Centre, upon request, will make accessible or conversion-ready versions of any policy or resources that it produces.

### **5.3. Accessible Employment**

5.3.1. The Centre will:

- (a) Notify its employees and the public about the availability of Accommodation for applicants with Disabilities in its recruitment and selection processes;
- (b) Notify job applicants who are selected for further consideration that Accommodations are available upon request;
- (c) Consult with job applicants who request an Accommodation and provide or arrange to provide suitable Accommodation in a manner that takes into account their needs due to Disability;
- (d) Notify the successful applicant(s) of this Policy when making an offer of employment; and
- (e) Inform employees of this Policy as soon as practicable after starting employment and in the event of changes to such policies and procedures.

5.3.2. The Centre, upon request, will consult with an employee to provide or

arrange to provide suitable Accessible Formats and Communications Support for job and employment-related information.

5.3.3. The Centre will develop individual Accommodation plans in accordance with the Workplace Accommodation Policy.

5.3.4. The Centre will take into account the accessibility needs of employees with Disabilities as well as their individual Accommodation plans when providing career development and advancement.

#### **5.4 Notice of Temporary Disruptions**

The Centre will notify clients if there is a planned or unexpected disruption of a facility or a service that persons with a Disability use to access our services. The notice will be posted at the entrance of the applicable premises and as well as being provided verbally, electronically or in person as applicable. The notice will include the following information:

- That a facility or service is unavailable.
- The anticipated duration of the disruption.
- The reason for the disruption.
- Alternative facilities or services, if available.

## **6. EVALUATION**

This Policy will be reviewed as required at a minimum every four (4) years.