RisingOaks
Early Learning Ontario
Formerly Owl Child Care Services of Ontario

Multi-year Accessibility Plan

A. Customer Service	AODA Target Date	Accessibility strategy for implementation	2017	2018	2019	2020	2021	2022	2023	2024	2052	Staff responsible	Status Update Dec 2020
A1.Policy	Jan 1/12	Create Accessible Customer Service policy and procedures; review and update as required	X	X			X			X		Executive Director	Policy created in 2012; reviewed every 3 years. An extra review was done in 2017 as new standards came into effect.
A2. Training	Jan 1/12	Create self-study on AODA Customer Service Standard; Train current staff and board. Ensure new employees receive training package.	X	X	X	X	X	X	X	X	X	Director of Operations	AODA Customer Service self-study is part of orientation program for employees and students.
A3. Emergency & Public Safety Information	Jan 1/12	Make existing emergency & public safety information (e.g., fire evacuation routes) available in accessible formats, on request.	X	X	X	X	X	X	X	X	X	Executive Director	As of Dec. 2020, No requests received since inception; can copy to larger print as needed
		Develop procedure for new/additional information to be available to persons with disabilities at same time as others.	X		X		X		X		X	Executive Director	N/A; no new information has been created or needed. Reviewed in odd-numbered years
A4. Accessible Feedback Process	Jan 1/12	Implement, and review as needed, an accessible feedback process regarding access to Owl's services that takes into account the needs of people with disabilities.	X	X	X	X	X	X	X	X	X	Executive Director	2012…Process developed and posted online; Since inception, received only one piece of feedback informally via email in recognition of a good procedure.
B. IAS: General	AODA Target Date	Accessibility strategy for implementation	2017	2018	2019	2020	2021	2022	2023	2024	2052	Staff responsible	Status Update Dec 2020
B1. Policy	Jan 1/14	Create Accessibility Policy re IAS regulation	X			X			X			Executive Director	Complete; review every 3 years
	Jan 1/14	Review and update Accessibility Policies as required	X			X			X			Executive Director	Complete; reviewed in 2015; no changes required

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B. IAS: General	AODA Target Date	Accessibility strategy for implementation	2017	2018	2019	2020	2021	2022	2023	2024	2052	Staff responsible	Status Update Dec 2020
B2. Accessibility Plans	Jan 1/14	Implement and maintain a multi-year accessibility plan to outline the organization's strategy to prevent and remove barriers and meet requirements under the regulation	X			X			X			Executive Director	Plan reviewed at least every three years; updates posted online
	Jan 1/14	Review and update the multi-year accessibility plan at least once every five years.	X					X				Executive Director	Review and update completed in Dec 2020
B3. Self-serve kiosks	Jan 1/14	Research accessibility features with respect to future use of iPADs for sign-in, etc.						x				Director of Operations	iPads are in use by employees and the children in our program. Not used as a kiosk by customers currently.
B4. Training	Jan 1/15	Provide in house training for all staff and volunteers on the Integrated Accessibility Standards Regulation and the Human Rights Code	X	X	X	X	X	X	X	X	X	Director of Operations	All staff and students complete training upon hire/new placement.
C. Information and Communication Standard	**AODA Target Date**	**Accessibility strategy for implementation**	**2017**	**2018**	**2019**	**2020**	**2021**	**2022**	**2023**	**2024**	**2052**	**Staff responsible**	**Status Update Dec 2020**
C1. Accessible Website and Web Content	Jan 1/21	Commence compliance with WCAG 2.0 level A, for all new internet websites and web content on those websites	X									MC Coordinator/ Exec. Director	New website launched in December 2016; Some fixes required to be AODA compliant. Assessment via AChecker confirms current website is compliant to WCAG 2.0 Level A of Dec 2017
	Jan 1/21	Research WCAG 2.0, Level AA requirements				X	X					Marketing/ Communications Coordinator (MC Coordinator)	Complete.

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C. Information and Communication Standard	AODA Target Date	Accessibility strategy for implementation	2017	2018	2019	2020	2021	2022	2023	2024	2052	Staff responsible	Status Update Dec 2020
C1. Accessible Website and Web Content	Jan 1/21	Assess accessibility of existing website organization and content			X	X	X					MC Coordinator	Assessment complete; new website proposed for January 2021.
	Jan 1/21	Internet websites and web content conforms to WCAG 2.0 level AA, excluding live captioning and audio description. Content published prior to 2012 available in an accessible format upon request					X	X	X	X	x	MC Coordinator/ Exec. Director	New website to launch Jan. 6, 2021 with text, design, etc in compliance to WCAG 2.0 Level AA. A WCAG Workplan and Extension has been approved to bring all PDF documents linked from the site into compliance by June 30, 2021.
	Jan 1/21	Update website training and support documents for employees who are responsible for web design and content.					X		X		X	MC Coordinator	Not yet started
C2. Accessible Feedback Process	Jan 1/15	Process available on website and reviewed regularly.	X	X	X	X	X	X	X	X	X	MC Coordinator	Feedback process available on website and via surveys.
	Jan 1/15	Ensure that requests for feedback (e.g., surveys, comments cards) consider accessibility needs	X	X	X	X	X	X	X	X	X	MC Coordinator, Supervisors	Needs improvement to add AODA statements to forms, surveys, etc. more consistently.
C3. Accessible Formats and Communications Supports	Jan 1/16	Post a notice on the website and on premises that information is available in alternate formats or with communication supports, upon request.	X	X	X	X	X	X	X	X	X	Executive Director	Website notice complete; Update AODA notices on premises with new branding.
		Determine feasibility of an organizational standard that documents be created in a structured electronic format to allow for easier conversion to alternate formats					X	X				MC Coordinator	Not yet started
		Create promotional materials in alternate formats, as requested	X	X	X	X	X	X	X	X	X	MC Coordinator	No requests received

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C. Information and Communication Standard	AODA Target Date	Accessibility strategy for implementation	2017	2018	2019	2020	2021	2022	2023	2024	2052	Staff responsible	Status Update Dec 2020
C3. Accessible Formats and Communications Supports	Jan 1/16	Ensure accessible alternates to telephone system for those that are deaf, hard of hearing or cannot speak	X	X	X	X	X	X	X	X	X	MC Coordinator	Access available via TTY service through Bell or Rogers as needed; no requests received since AODA came into effect.
		Appoint a staff person to be familiar with logistics of planning meetings or presentations where persons with disabilities may be attending	X			X			X			Executive Director	This is handled on an as needed basis by the Executive Director and/or HR staff. Add to upcoming management team meeting to remind team of such considerations.
C4. Emergency Procedures, Plans or Public Safety Information	Jan 1/12	Emergency procedures, plans or public safety information available to the public are available in an accessible format, upon request.	X	X	X	X	X	X	X	X	X	MC Coordinator + Supervisors	The availability of this information is posted on the website; can be provided as needed.
		Create support document for supervisors outlining how to produce fire evacuation plans in larger print.		X		X			X			Executive Director	ED available to assist if needed; no requests received.

D. Employment Standard	AODA Target Date	Accessibility strategy for implementation	2017	2018	2019	2020	2021	2022	2023	2024	2052	Staff responsible	Status Update Dec 2020
D1. Policy	Jan 1/14	Review/update AODA – IAS Employment policies as required	X			X			X			Executive Director	Review completed in 2015; minor updates made.
D2. Recruitment	Jan 1/16	Use a job posting template that notifies employees and the public about the availability of accommodation for applicants with disabilities; ensure ongoing use.	X	X	X	X	X	X	X	X	X	Director of Operations, HR Coordinator	Complete; included in all job postings in PDF and on the website.
		Verbally inform those selected for an interview of the availability of accommodation with respect to materials and process.	X	X	X	X	X	X	X	X	X	Director of Operations, HR Coordinator	Complete; ongoing.

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D. Employment Standard	AODA Target Date	Accessibility strategy for implementation	2017	2018	2019	2020	2021	2022	2023	2024	2052	Staff responsible	Status Update Dec 2020
D2. Recruitment	Jan 1/16	Update employment agreement templates to notify employees of policies for accommodation; review as needed	X			X	X		X			Director of Operations	2020. New employment agreement templates are in development; to be finalized in 2021.
		Remind employees regularly of policies for ensuring accessibility for employees with a disability to support their needs.	X	X	X	X	X	X	X	X	X	Director of Operations	Complete; Done during initial orientation and when an employee reports a temporary or permanent disability.
D3. Informing Employees of Supports	Jan 1/16	Verbally inform new employees of supports for those with disabilities	X	X	X	X	X	X	X	X	X	HR Coordinator	Complete; ongoing with orientation
		Prepare and deliver communication of policies used to support employees with disabilities to all employees.	X	X	X	X	X	X	X	X	X	Director of Operations	Complete; ongoing with orientation; policy updates require review by all employees at time of issue.
D4. Accessible formats and communication	Jan 1/16	Contact employees with disabilities to determine if they require work information in accessible formats. Provide as needed.	X	X	X	X	X	X	X	X	X	HR Coordinator	Complete; ongoing with orientation
		Post on forms and websites that information is available in an alternate format or with communication supports.	X	X	X	X	X	X	X	X	X	Director of Operations	Previously complete, but will review all forms as part of new brand launch in 2021.
D5. Workplace Emergency Response Information	Jan 1/12	Notify all employees of the availability of an Individualized Emergency Response Plan for those with disabilities and request self-identification.	X	X	X	X	X	X	X	X	X	Director of Operations	Initial Notice sent; no needs identified; employees reminded during orientation and upon any injury.
		Make direct contact with employees who have been identified as possibility having a need in this area to consult on the possibility of such a plan.	X	X	X	X	X	X	X	X	X	Director of Operations	Complete; no needs identified at this time.
D6. Individual Accommodations Plans	Jan 1/16	Supervisors to identify employees who may require accommodation due to temporary or permanent disabilities to the Director of Operations for follow up.	X	X	X	X	X	X	X	X	X	Supervisors	Ongoing

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D6. Individual Accommodations Plans	Jan 1/16	Consult with those identified above to determine accommodation needs, if any.	X	X	X	X	X	X	X	X	X	Director of Operations	Ongoing, as needed
		Complete Individual Accommodation Plans as the need is identified.	X	X	X	X	X	X	X	X	X	Director of Operations	Complete. In 2020, two employees were on an IAP.
D7. Return to Work Process	Jan 1/16	Consult with any employee who is off work with a doctor's note and work with them to determine a return to work plan	X	X	X	X	X	X	X	X	X	Director of Operations	Ongoing; as need identified
D8. Performance Management	Jan 1/16	Update performance management policies to indicate that accessibility needs of employees are taken into consideration as well as individual accommodation plans. Review as necessary.	X	X	X	X	X	X	X	X	X	Director of Operations	Complete
D9. Career Development	Jan 1/16	Review the recruitment and selection policy to include that accessibility needs for career development processes.	X				X				X	Director of Operations	Complete
D10. Redeployment	Jan 1/16	Ensure any redeployment due to layoffs or other business needs considers accessibility needs and supports.	X	X	X	X	X	X	X	X	X	Director of Operations	Added in 2015. Redeployment in 2020 (due to COVID-19) took into consideration AODA and other employee/family requirements.
D11. Training	Jan 1/15	Provide more in-depth training to the management team related to their role in meeting the accessibility needs of employees under the Employment standard	X				X			X		Director of Operations	Complete, but scheduled for review in 2021.

E. transportation Standard	AODA Target Date	Accessibility strategy for implementation	2017	2018	2019	2020	2021	2022	2023	2024	2052	Staff responsible	Status Update Dec 2020
Not applicable to RisingOaks	N/A	Update Safety First procedures to require consideration of accessibility features for those with disabilities.					X					TBD	
		Update Field trip policies and procedures to require consideration of accessibility features for those with disabilities.					X					TBD	

F. Design of Public Spaces Standard	AODA Target Date	Accessibility strategy for implementation	2017	2018	2019	2020	2021	2022	2023	2024	2052	2021	Status Update Dec 2020
Not applicable to RisingOaks; since we don't have a public space	Jan 1/13	Ensure new child care centres meet AODA requirements for design of public spaces wherever possible; including playgrounds.		X		X		X				Executive Director	RisingOaks Early Learning | St. Brigid built in 2017 (open 2018); building is up to date with OBC and playground meets accessibility standards. RisingOaks Early Learning | Tartan Ave is in design stage and will be accessible when it opens in 2022.
		Request accessible door opener at Owl-Saint John Paul II to increase access to the child care centre.		X		X	X	X	X	X	X	Executive Director	Requested in 2015 with WCDSB; Requested again in 2018, 2020. Still no word on if the WCDSB (building owner) will install this as part of their accessibility plan..
		New interior signage to be installed at all locations. Will include braille.					X					Executive Director	Worked with school board and signage company on an accessible format that is high contrast and includes braille. To be installed in January 2021.