



Kawarthas

BGC Kawarthas
Multi-Year Accessibility Plan
2018-2025

**Prepared by BGC Kawarthas,
Management and Accessibility Committee**

BGC Kawarthas is committed to building a community that is inclusive for all individuals, and ensuring that its services, supports, and spaces are accessible for persons with disabilities to be successful. **(Updated 22Nov22)**



Accessible formats and communication supports are available upon request.

This publication is available on the Clubs website,

www.bgckawarthas.com

OPPORTUNITY CHANGES EVERYTHING

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Introduction

BGC Kawarthas (Club) strives to meet the needs of its employees and customers with disabilities and works hard to remove and prevent barriers to accessibility.

In 2005, the Accessibility for Ontarians with Disabilities Act (AODA) was passed with the goal of creating standards to improve accessibility across Ontario. AODA requires, by law, that all service providers remove barriers faced by people with disabilities. The long-term goal of the legislation is a barrier-free Ontario for people with disabilities by 2025 through the development and implementation of accessibility standards for the private and public sectors. The Customer Service Standard was the first accessibility standard to become law as a regulation.

Several accessibility standards are now contained in one regulation - called the Integrated Accessibility Standards Regulation (IASR). One of the requirements is the development of a Multi-Year Accessibility Plan (Plan). The Club is committed to fulfilling the requirements under the AODA and the IASR.

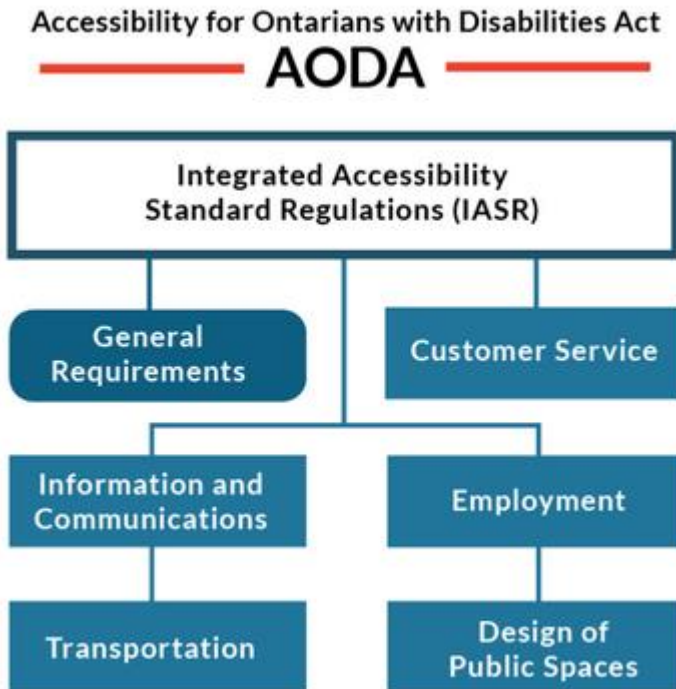
This plan outlines the steps the Club is taking to meet those requirements and to improve opportunities for people with disabilities in accordance with the Integrated Accessibility Standards, Ontario Regulation 191/11. The Plan shows how the Club will play its role in making Ontario an accessible province for all Ontarians.

The Accessibility policy is located in the Club's Human Resource policy and procedure manual **C1 3106 – Accessibility Policy**

Our goal is to create a community that is inclusive of all persons and equitably supports all members. In creating such a community, we aim to foster a climate of understanding and mutual respect for the dignity and worth of all persons with the goal to become a barrier-free environment. In 2005, Ontario passed a new law - Accessibility for Ontarians with a Disability Act (AODA). There are five standards under the AODA noted on Figure 1 AODA Standards:

- Customer Service
- Design of Public Space
- Employment
- Information/Communication
- Transportation

AODA Standards



These standards address barriers that affect people with the full range of disabilities, including physical, vision, hearing, sensory, mental health, developmental and learning.

The Club's Core Values align with AODA and the Plan. Core Values include belonging, respect, encouragement, and support, working together and speaking out.

The Club is committed to being responsive to the needs of everyone who works, participates and / or utilizes the Club. To do this, we recognize the diverse needs of each individual and respond by striving to provide services and facilities that are accessible. The Club promotes accessibility through the development of policies, procedures, and practices that address integration, independence, dignity and equal opportunity.

- **Independence:** All individuals, including those with disabilities, shall be able to access goods and services, to the greatest extent possible, free from assistance.
- **Dignity:** All individuals, including those with disabilities, will be treated with respect and worthiness.
- **Integration:** People with disabilities are allowed to fully benefit from the same services, in the same place and in the same or similar way as other individuals. Alternative measures might be necessary because a person with a disability requires it or because another option cannot be provided at the time. If the Club is unable to remove a barrier to accessibility, we will consider what else can be done to provide goods and services to people with disabilities.
- **Equal Opportunity:** All individuals, including those with disabilities, will have the same chances and options in the way they obtain and benefit from the goods or services provided.

The Club is committed to excellence in serving all customers. As required under the Integrated Accessibility Standards Regulations (IASR), the Club prepares a multi-year accessibility plan that outlines the Clubs strategy to prevent and remove barriers and meet the requirements of the Accessibility for Ontarians with Disabilities Act, S.O. 2005, c.11 and the IASR.

Mission

The mission of the Club is to provide a safe, supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships, and develop confidence and skills for life.

Vision

The vision of Club is that all children and youth discover and achieve their dreams and grow up to be healthy, successful, and active participants in society.

About the Club

The Club is a community-based, multi-service organization that supports the healthy physical, educational, and social development of children, youth, and families. The Club is a member of BGC Canada (BGCCAN). The relationship is guided by a Membership Agreement. The Club is a fully independent, incorporated society and a registered charity, with a Board of Directors, Constitutions, and Bylaws. The Club opened in 1970. Over the course of its long history, the Club has provided safe, caring environments and quality programs for children, youth and families to help them achieve their full potential as contributing adults, citizens, and leaders. The Club's Foundation invests resources in providing financial resources to support the Club's mission and strategic goals.

Accessibility Committee

The Club's Accessibility Advisory Committee (AAC) provides feedback to Management on identifying, preventing and eliminating barriers for people with disabilities in municipal programs, services, initiatives, and facilities. The Committee plays a pivotal role in helping BGC Kawarthas become a barrier-free facility and ensuring obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) are met. The Accessibility Advisory Committee Terms of Reference is located in the Clubs Human Resources Policy and Procedures Manual.

The Mandate of the Committee is to:

- Advise Management of the requirements and implementation of accessibility standards and the preparation of accessibility reports and other such matters for which Management may seek its advice;
- Provide advice to employees and management on the development and implementation of the plan;
- Provide feedback on annual status update on accessibility;
- Participate in consultation requirements as described under the AODA and its Standards;
- Review and provide feedback on Club development and redevelopment projects as required under the Design of Public Spaces (DOPS) Standard;
- Review and provide feedback on selected site plan applications as described in section 41 of the Planning Act; and
- Promote awareness of accessibility and inclusion.

Statement of Commitment to Persons with Disabilities

The Club's Statement of Commitment is signed by the Executive Director and posted on its website and in the main office.

The Statement of Commitment notes that the Club is committed to providing an accessible environment. It is our goal to create a community that is inclusive of all persons and supports all members of the community in an equitable manner. In creating such a community, we aim to foster a climate of understanding and mutual respect for the dignity and worth of all persons with the goal to become a barrier-free environment.

To this end, we will be compliant with the Accessibility for Ontarians with Disability Act (AODA) and its applicable regulations by:

- Review, revising and implementing any new policies as they relate to the AODA to deliver services in an accessible way and provide an inclusive work environment to its service recipients;
- Establishing an Accessibility Advisory Committee;
- Developing and implementing a multi-year Accessibility Plan;
- Continually evaluating the physical environment to ensure all identified accessibility barriers are eliminated or mitigated;
- Providing training to all existing and new employees, volunteers and service providers on the AODA, its applicable regulations and the Ontario Human Rights Code; and
- Providing information and communication supports, including our website and web content, for all service recipients, employees, volunteers, and service providers in accessible formats in a timely manner, upon request.

Achieving the above-stated goals depends on the participation of each member of our community. Each of these parties has a role in creating an equitable and inclusive environment, as well as in the accommodation process and the identification, removal, and/or reduction of barriers. Through mutual respect and collaboration, together we can make the Club a barrier-free environment and develop shared respect for rights and dignity.

DEFINITIONS

AODA – The [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) was passed into law in 2005. The purpose of the AODA is to achieve accessibility for Ontarians with disabilities on or before January 1, 2025, through the development, implementation, and enforcement of accessibility standards. AODA regulations is a shared responsibility of all employees. The regulations now enacted are:

- [Ontario Regulation 429/07 - Accessibility Standards for Customer Service](#) (“Customer Service Standard”)
- [Ontario Regulation 191/11- Integrated Accessibility Standards Regulation \(“IASR”\)](#), which includes standards in the areas of information and communications, employment, transportation and the design of public spaces
- [Ontario Regulation 368/13 - Amendment to Building Code Accessibility Requirements](#)

IASR – In 2011, the AODA Integrated Accessibility Standards became law, enacting standards in the areas of Employment, Information and Communication, and Transportation.

Barrier – Anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an

information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice (“obstacle”);

Disability

- 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 the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree 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 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 (“handicap”);

Multi-Year Accessibility Plan

The Club’s multi-year accessibility plan outlines the organization’s strategy to prevent and remove barriers and meet and/ or exceed the requirements of the Accessibility for Ontarians with Disabilities Act, S.O. 2005, c.11 and the IASR. The Plan aligns with AODA customer service standards, the design of public spaces, employment, information and communication, and transportation, and any other areas to ensure that services, supports, and spaces are accessible for persons with disabilities.

The Club promotes shared accountability and responsibility for accessibility to support persons with disabilities and provides educational opportunities about accessibility to improve awareness, innovation, improvement, and compliance.

The action worksheet (refer to [Appendix D](#)) is intended to be a tool to identify areas that are being updated, refreshed, or reviewed to support improvement. The Club’s action worksheet is updated annually.

Customer Service Standards

Customer service standards outline what organizations must do to provide services in ways that are accessible to persons with disabilities. This standard came into force on January 1, 2008. Refer to [Appendix B](#).

Design of Public Spaces Standards

Accessible public spaces make it easier for people with disabilities to move through and use the environment. The requirements of the standard are divided into seven sections:

1. Recreational trails and beach access routes;
2. Outdoor public use eating areas, like those found at rest stops or picnic grounds
3. Outdoor play spaces;
4. Exterior paths of travel (sidewalks or walkways) and their associated elements, such as ramps, stairs, curb ramps, rest areas, and accessible pedestrian signals;
5. Accessible off-street and on-street parking spaces;
6. Obtaining services (service counters, fixed queuing guides, and waiting areas);
7. Maintenance planning.

The standard requires organizations to incorporate accessibility when building new public spaces or making planned significant alterations to existing public spaces. Organizations are not required to alter their public spaces if they have no plans to do so. Accessibility for elements related to buildings, for example, building entrances, washrooms and barrier-free paths of travel, are not addressed in this standard. They are addressed through [Ontario's Building Code](#).

Employment Standards

Employment standards of the IASR pertain to organizations such as the Club and came into compliance on January 1, 2014. It requires that organizations make accessibility a regular part of onboarding, hiring and supporting employees with disabilities. Refer to [Appendix C](#).

Information and Communication:

The information and communication standard regulates how organizations will be required to provide, create, and receive information and communications that are accessible to persons with disabilities. There are several sections relevant to the Club. Refer to [Appendix D](#).

Transportation:

Transportation regulations apply to modes of transportation under the jurisdiction of municipal and provincial governments. However, the Club will strive provide accessible vehicles or equivalent services upon request in collaboration with partners.

Section One: Past Achievements to Remove and Prevent Barriers

Section one highlights specific projects and programs the Club has implemented to improve accessibility for people with disabilities and meet requirements of the AODA.

Customer Service

- In 2012, the Customer Service Accessibility Policy was approved. This policy includes a statement of organizational commitment to meet the accessibility needs of persons with disabilities.
- The Club's multi-year accessibility plan was developed in 2014 and outlines the Club's strategy to prevent and remove barriers and meet the requirements under the IASR. The Club is required to update the plan every 5 years. The Accessibility Committee implements a review annually to support improvement.
- In 2014, the Club established an Accessibility Advisory Committee (AAC). The committee shares meeting minutes, and feedback to support improvement to management.
- In 2014, the AAC developed an accessible feedback form. The form is available at the Club's Head Office, online and at other registration sites such as the Licensed Childcare centres. No feedback forms have been submitted. The Club communicates that alternate formats of the feedback processes are available upon request. Completed feedback forms are delivered to the Club's Executive Director.
- To ensure that the Club achieves regulatory compliance with the AODA, everyone who interacts on its behalf with the public must be trained in accessible customer service. An online training course is available on the Club's Learning Hub for employees, and the volunteer coordinator implements training for volunteers.

Design of Public Spaces

- The Club continues to make improvements to the Lindsay hub site. Improvements to date include the addition of an accessible outdoor play equipment/ spaces, shelters/ seating, pathways, parking, service counters, washrooms/ kitchens, sliding doors, access door buttons, program spaces, lighting, and accessible entrances at the PEAK indoor climbing facility, Youth Warehouse and new Chimo / Section 23 classroom entrances.
- The newly designed and built skatepark was also created with accessibility in mind, ensuring pathways connect from the city and club sidewalks.
- The Club is committed to complying with the Ontario Regulation 368/13 Amendment to Building Code Accessibility requirements, which began on January 1, 2015. In 2014, the Club was presented by the City of Kawartha Lakes with the Accessibility Awareness Award. This recognition was awarded to community groups that go above and beyond expectations in removing barriers for individuals with disabilities or increase public awareness within the community.

Employment

- The Club has an Employee Assistance (EAP) program through [HumanaCare](#) that offers a broad range of confidential health and wellness supports for employees and volunteers including those experiencing health and/ or wellness problems. LifeWorks consultants have the knowledge and experience to offer supports and strategies related to work-life issues and connect individuals to helpful agencies and organizations in the community, and/ or refer to counseling supports.
- In 2009, employees and volunteers began to receive training on providing accessible customer service. Training was enhanced to include the requirements of the ISAR in 2015. Training modules are courtesy of the [Ontario Human Rights Commission \(Working Together:](#)

[The Code and the AODA](#)) © Queen's Printer for Ontario, 2015 and [AccessForward](#). Training modules are located on the Club's online [Learning Hub](#). A verification of completion form is placed in the employee/ volunteers HR file and recorded. Ongoing training continues for new employees and volunteers. Training is required to be completed once and/ or if there are future changes related to training and offered in a variety of formats - however, the online delivery is the easiest to access and to complete. Alternate formats for training are available on the website links or by contacting the Club's Executive Assistant for support. As a best practice, training must be completed no later than 2 weeks from start date.

Information and Communications

- The Club's website continues to conform to the current AODA website accessibility standards. The Club annually requests a report from the website developer to confirm compliance. In 2017, the Club streamlined its website presence and removed the Youth Warehouse site. This decision was primarily based on analytics data demonstrating the site was not a point of reference for information for youth but also related resources available to monitor and maintain compliance of two websites.
- As per regulations, the Club annually files an accessibility compliance report. The Customer Service Coordinator completes the report on behalf of the AODA Committee. Prior to submission, the final report is reviewed and approved by the Executive Director.

Transportation

- The Club continues to identify and offer viable transportation services to children and youth to support access to programs. Transportation services are reviewed each year during the program planning and budget process.

Other

- Creating an optimal environment is part of the Club past and current strategic plans.

Section Two: Strategies and Actions

Section two highlights projects and programs the Club has identified to implement between now and 2025 to meet the requirements of the AODA to remove and prevent barriers to people with disabilities.

Customer Service

The Club is committed to providing accessible customer service to people with disabilities with the same high quality and timeliness as others. The Club has completed Section 3 Establishment of Accessibility Policies to meet the requirements of the IARS and support improvement.

Design of Public Spaces

The Club meets accessibility laws when building or making major changes to public spaces. The Club has procedures in place to prevent service disruptions to the accessible parts of its public spaces. The AAC will identify to management future projects / resources to support accessibility related to Built Environment-Part IV.1. The Club has prioritized accessible entrances from the front door and into the gymnasium and continues to seek funding in order to complete this project.

Employment

- Sections 23, 24 - The Club is committed to fair and accessible employment practices. A review of the hiring process has been implemented and will continue to support improvement.
- Section 25 - The Club has developed a Workplace Accommodation Policy and template to inform employees of the supports available for those who require accommodations to perform their job and will communicate to all employees any revisions to the Policy. Policy #3107 – Individual Accommodation Policy
- Section 26 - The Club has reviewed and implemented its process to inform employees that accessible formats and communication supports will be provided upon request.
- Section 29 -The Club has developed and implemented a return-to-work policy that is compliant with the IASR. Policy #3108 – Return to Work Policy

Information and Communications

The Club is committed to making information and communications accessible to people with disabilities. The Club/Foundation established a Communications Assistant position in April 2022. This individual will implement all communications recommendations within the Multi-Year Accessibility Plan.

- Section 4 -The Club has produced a Multi-Year Accessibility Plan. The Plan is reviewed annually. The Executive Director approves any updates to the plan.
- Section 12 - The Club strives to notify the public regarding the availability of accessible formats and communication supports and upon request and in consultation with the person making the request, provides and/or plans to provide accessible formats and communication supports for persons with disabilities. Accessible formats and communication supports are provided in a timely manner. The Club will be reviewing processes to meet requests for accessible formats of communication, the Club has not received any requests related to accessible formats for communication. A new form is being developed to support requests for accessible formats and communication. This requirement does not apply to products and product labels, unconvertible information and communications, and information that the Club

does not control directly or indirectly through a contractual relationship. If it is determined that information or communications are unconvertible, the Club will provide the person requesting the information or communication with an explanation as to why the information or communications are unconvertible; and, a summary of the unconvertible information or communications.

Transportation

The Club will discuss innovative ways to support transportation service for clients when needed.
Timeline ongoing

For More Information

For more information on this accessibility plan, please contact Amy Terrill, Executive Director at 705-324-4493 ext. 206, aterrill@bgckawarthas.com.

BGC Kawarthas Website www.bgckawarthas.com

Link to the Club's [Accessibility Website Page](#)

Standard and accessible formats of this document are free on request from info@bgckawarthas.com/.

Appendices

Appendix A Ontario Regulation 429/07 section 6 Training (details)

1. Every provider of goods or services shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:
 - Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise.
 - Every person who participates in developing the provider's policies, practices, and procedures governing the provision of goods or services to members of the public or other third parties.
2. The training must include a review of the purposes of the Act and the requirements of this Regulation and instruction about the following matters:
 - How to interact and communicate with persons with various types of disability.
 - How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
 - How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
 - What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.
3. The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties.
4. Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.
5. Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document describing its training policy, and the document must include a summary of the contents of the training and details of when the training is to be provided.
6. Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.

Appendix B Sections of the Employment Standards (details)

Section 22: Recruitment, general-Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

Section 23: Recruitment, assessment or selection process-

During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. O. Reg. 191/11, s. 23 (1).

If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability. O.

Reg. 191/11, s. 23 (2).

- **Section 24: Notice to successful applicants**-Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities. O. Reg. 191/11, s.24.
- **Section 25: Informing employees of supports**-
 - Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. O. Reg. 191/11, s. 25 (1).
 - Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment. O. Reg. 191/11, s. 25 (2).
 - Employers 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 disability. O. Reg. 191/11, s. 25 (3).
- **Section 26: Accessible formats and communication supports for employees**-
 - In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, information that is needed in order to perform the employee's job; and information that is generally available to employees in the workplace. O. Reg. 191/11, s. 26 (1).
 - The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support. O. Reg. 191/11, s. 26 (2).

For further clarification, see IASR Section #12: Accessible formats and communications supports.

- **Section 27: Workplace emergency response information**-
 - Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability. O. Reg. 191/11, s. 27 (1).
 - If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee. O. Reg. 191/11, s. 27 (2).
 - Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability. O. Reg. 191/11, s. 27 (3).
 - Every employer shall review the individualized workplace emergency response information, when the employee moves to a different location in the organization; when the employee's overall accommodations needs or plans are reviewed; and when the employer reviews its general emergency response policies. O. Reg. 191/11, s. 27 (4).
 - Every employer shall meet the requirements of this section by January 1, 2012. O. Reg. 191/11, s. 27 (5).
- **Section 28: Documented individual accommodation plans**-
 - Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. O. Reg. 191/11, s. 28 (1).

- The process for the development of documented individual accommodation plans shall include the following elements:
 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
 2. The means by which the employee is assessed on an individual basis.
 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
 5. The steps taken to protect the privacy of the employee's personal information.
 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
 8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. O. Reg. 191/11, s. 28 (2).
- Individual accommodation plans shall, if requested, include any information regarding accessible formats and communications supports provided, as described in section 26; if required, include individualized workplace emergency response information, as described in section 27; and identify any other accommodation that is to be provided. O. Reg. 191/11, s. 28 (3).
- **Section 29: Return to work process** the standard states
 - Every employer, other than an employer that is a small organization, shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and shall document the process. O. Reg. 191/11, s. 29 (1).
 - The return to work process shall, outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and use documented individual accommodation plans, as described in section 28, as part of the process. O. Reg. 191/11, s. 29 (2).
 - The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute. O. Reg. 191/11, s. 29 (3).

For more information, see IASR Section #28: Documented individual accommodation plans.

- **Section 30: Performance management** the standard states
 - An employer that uses performance management in respect of 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 in respect of employees with disabilities. O. Reg. 191/11, s. 30 (1).
 - In this section, "performance management" means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success. O. Reg. 191/11, s. 30 (2).

- **Section 31: Career development and advancement** the standard states that
 - An employer that provides career development and advancement to its employees 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. O. Reg. 191/11, s. 31 (1).
 - In this section, "career development and advancement" includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them. O. Reg. 191/11, s. 31 (2).
- **Section 32: Redeployment the standard** states that
 - An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities. O. Reg. 191/11, s. 32 (1).
 - In this section, "redeployment" means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization. O. Reg. 191/11, s. 32 (2).

[Appendix C Information and Communication Standards \(details\)](#)

Section 7: Training

Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,

- all employees, and volunteers;
- all persons who participate in developing the organization's policies; an
- all other persons who provide goods, services or facilities on behalf of the organization.

The training on the requirements of the accessibility standards and on the Human Rights Code referred to in subsection (1) shall be appropriate to the duties of the employees, volunteers and other persons.

Every person referred to in subsection (1) shall be trained as soon as practicable.

Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis.

The Government of Ontario, the Legislative Assembly, every designated public sector organization and every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.

Section 11: Feedback

Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

Nothing in this section detracts from the obligations imposed under section 7 of Ontario Regulation 429/07 (Accessibility Standards for Customer Service) made under the Act.

Every obligated organization shall notify the public about the availability of accessible formats and communication supports.

Section 12: Accessible formats and communication supports

Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons. O. Reg. 191/11, s. 12 (1).

The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support. O. Reg. 191/11, s. 12 (2).

Every obligated organization shall notify the public about the availability of accessible formats and communication supports. O. Reg. 191/11, s. 12 (3).

Every obligated organization that is required to provide accessible formats or accessible formats and communication supports by section 3, 4, 11, 13, 19, 26, 28, 34, 37, 44 or 64 shall meet the requirements of subsections (1) and (2) but shall do so in accordance with the schedule set out in the referenced section and shall do so only to the extent that the requirements in subsections (1) and (2) are applicable to the requirements set out in the referenced section. O. Reg. 191/11, s. 12 (4).

Section 13: Emergency procedure, plans or public safety information

In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request. O. Reg. 191/11, s. 13 (1).

Section 14: Accessible websites and web content

By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A.

By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA, other than, success criteria 1.2.4 Captions (Live), and success criteria 1.2.5 Audio Descriptions (Pre-recorded).

What is WCAG 2.0?: "Web Content Accessibility Guidelines (WCAG) 2.0 covers a wide range of recommendations for making Web content more accessible. Following these guidelines will make content accessible to a wider range of people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these. Following these guidelines will also often make your Web content more usable to users in general" excerpt from the WCAG website

There are three levels of success criteria. The minimal level of accessibility is Level A followed by Level AA and finally the maximum of accessibility is Level AAA.

Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section. Certain exceptions are stated in the IASR, as follows:

(5) Except where meeting the requirement is not practicable, this section applies, to websites and web content, including web-based applications, that an organization controls directly or through a contractual relationship that allows for modification of the product; and to web content published on a website after January 1, 2012. O. Reg. 191/11, s. 14 (5)

(6) In determining whether meeting the requirements of this section is not practicable, organizations referenced in subsections (1) and (2) may consider, among other things, the availability of commercial software or tools or both; and significant impact on an implementation timeline that is planned or initiated before January 1, 2012. O. Reg. 191/11, s. 14 (6).

Appendix D Action Worksheet 2014-2025

(Items highlighted in red are in review to support improvement.)

General Standard					
AODA Standard / Regulation	Description	Actions	Compliance Date	Status	Responsibility
IASR 191/11 Section 3: Establishment of accessibility policies	<ol style="list-style-type: none"> Organizations must develop accessibility policies governing how they achieve or will achieve accessibility through meeting the requirements referred to in the Integrated Accessibility Standards Act (IASR). Organizations shall develop a statement of commitment to meeting the needs of persons with disabilities in a timely manner. The accessibility policies must be made publicly available and provided in an accessible format upon request. 	<ol style="list-style-type: none"> The Club has developed policies on how it will meet the requirements of the Integrated Accessibility Standards. The Club has developed a statement of organizational commitment to persons with disabilities. The Club has ensured that the policies and statement of organizational commitment are available publicly and in accessible formats. 	<p>Jan. 1, 2014</p> <p>Jan. 1, 2014</p> <p>Jan. 1, 2014</p>	<p>Policy #3106</p> <p>Completed</p> <p>Accessibility Policy is available on the homepage of our website</p>	Management
IASR 191/11 Section 4: Accessibility Plan	<p>Obligated organizations are required to establish, implement and maintain a multi-year accessibility plan which outlines its strategy to prevent and remove barriers to person with disabilities and meet the IASR.</p> <ol style="list-style-type: none"> The plan must be posted on BGC Kawartha's website The plan must be provided in an accessible format upon request The plan must be reviewed and updated at least once every five years The plan must be developed in consultation with the organization's Accessibility committee (if there is one) Prepare an annual status report 	<ol style="list-style-type: none"> The plan is posted on the Club's Website www.bgckawartha.com. The plan is provided in an accessible format upon request. No requests have been made. The Club has established an AODA Committee. The Club has established a multi-year accessibility plan to address requirements. The Club develops an Annual Status Report on the multi-year accessibility plan. 	<p>Jan.1, 2014 for 1-5</p>	<p>Completed</p> <p>Ongoing</p> <p>Completed</p> <p>Completed</p> <p>Status reports submitted annually</p>	<p>Management (1-3)</p> <p>4. AODA Committee/ Management</p> <p>5. Customer Services Coordinator (part of AODA Committee - approved by ED</p>

General Standard					
AODA Standard / Regulation	Description	Actions	Compliance Date	Status	Responsibility
IASR 191/11 Section 7: Training	Provide training on the Integrated Accessibility Standards and the Human Rights Code as it relates to persons with disabilities to employees, those who develop policies and service providers.	The Club requires training on the Integrated Accessibility Standards Regulations and the Human Rights Code.	Jan. 1, 2014	Ongoing	Management
		The Club records completion of training to ensure agency-wide compliance.	Jan. 1, 2014	Ongoing	Management / Executive Assistant
IASR 191/11 Section 11: Feedback Process	Organizations must ensure that the existing feedback processes, which identify barriers to persons with disabilities, are accessible.	The Club reviews all existing feedback processes to identify methods of increasing accessibility and communicate that alternate formats of the feedback processes will be provided upon request.	Jan. 1, 2014	Ongoing	AODA Committee

Information and Communication Standard					
AODA Standard / Regulation	Description	Actions	Compliance Date	Status	Responsibility
IASR 191/11 Section 12: Accessible Formats and Communication Supports	Obligated organizations must provide or arrange for accessible formats and communication supports when a request is made. The alternate formats must be provided: -In a timely manner that takes into account the person's accessibility needs. -At the same cost that is charged to other individuals. -In consultation with the person making the request. Notify the public about the availability of accessible formats and communication supports.	The Club will inform employees, volunteers and service providers that accessible formats and communication supports must be provided when a request is made.	Jan. 1, 2016	Ongoing	Management / AODA Committee
		The Club will provide accessible format and communication supports upon request.	Jan. 1, 2016	Completed	Management / AODA Committee
		The Club will notify the public about the availability of accessible formats and communication supports.	Jan. 1, 2016	Completed	Management / AODA Committee
IASR 191/11 Section 14: Accessible Websites and Content	Organizations for their internet websites shall meet the requirements in accordance with the following schedule: 1. By January 1, 2014, new internet websites/ web content conforms with WCAG 2.0 Level A. 2. By January 1, 2021, all internet websites/web content conforms with WCAG 2.0 Level AA, other than, success criteria 1.2.4 Captions (Live), and success criteria 1.2.5 Audio Descriptions (Pre-recorded).	1. Site is in conformance with WCAG 2.0 Level A.	Jan. 1, 2014	Completed	Management Letter on file from web site designer.
		2. By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA, other than, success criteria 1.2.4 Captions (Live), and success criteria 1.2.5 Audio Descriptions (Pre-recorded).	Jan. 1, 2021	Completed	Management

Employment Standard					
AODA Standard / Regulation	Description	Actions	Compliance Date	Status	Responsibility
IASR 191/11 Section 22: Recruitment General	Organizations must notify potential job applicants that accommodations will be provided during the recruitment process.	The Club has reviewed / revised its employment web page, job postings and email correspondence to applicants to include a statement indicating that accommodations will be provided upon request.	Jan. 1, 2016	Completed	Management
		The Club has reviewed and revised its policy related to recruitment to ensure compliance.	Jan. 1, 2016	Completed	Management
IASR 191/11 Section 23: Recruitment, Assessment and Selection Process	Organizations must notify the applicants that are selected for interviews that accommodations are provided upon request. Organizations must provide suitable accommodations upon request.	The Club has ensured that correspondences to selected candidates outlines that the Club will provide accommodations when a request is made.	Jan. 1, 2016	Completed	Management
		The Club has reviewed and revised its policy related to recruitment to ensure compliance.	Jan. 1, 2016	Completed	Management
IASR 191/11 Section 24: Notice to Successful Applicants	Organizations must notify successful applicants of their accommodation policies.	The Club has updated its employment letter for new employees to include information on BGC Kawarthas accommodation policies.	Jan. 1, 2016	Completed	Management
IASR 191/11 Section 25: Informing Employees of Supports	Organizations must inform employees of their policies for supporting employees with disabilities. Provide updated information on accommodation policies to current employees.	The Club has reviewed its individual accommodation policy that informs employees of the supports available for those who require accommodations to perform their job and will communicate to all employees any revisions to the Policy.	Jan. 1, 2016	Completed	Management
IASR 191/11 Section 26:	Organizations must provide accessible formats and communication supports for job or workplace information:	The Club does inform employees that accessible formats and communication supports will be provided upon request.	Jan. 1, 2016	Completed	Management

Accessible Format and Communication Supports for Employees	<ul style="list-style-type: none"> • Alternate formats and supports shall be provided upon request; • Consultation must occur with the employee. 				
IASR 191/11 Section 28: Documented Individual Accommodation Plan	<p>Organizations must develop a written process for documented individual accommodation plans that includes the following elements:</p> <ol style="list-style-type: none"> 1. How the employee can participate 2. How the employee will be assessed 3. How the employer can request accommodation to be achieved 4. How the employee can request participation of union representative 5. How the employee's personal information will remain private 6. How and how often the plan will be reviewed and updated 7. How reasons for a denied accommodation request will be communicated 8. How the plan will be provided to the employee 	<p>The Club has developed a written process to document individual accommodation plans (IAP) to ensure compliance with the IASR.</p> <p>The Club has reviewed and updated its current accommodation template document to ensure compliance with the IASR.</p>	Jan. 1, 2016	Completed	Management
IASR 191/11 Section 29: Return to Work Processes	Organizations are required to develop a documented return-to-work process.	The Club has a developed and implemented a return-to-work process that is compliant with the IASR.	Jan. 1, 2016	Completed	Management
IASR 191/11 Section 30: Return to Work Processes	Organizations must include accessibility considerations in their performance management processes.	The Club has reviewed its existing performance management processes and revise as necessary to incorporate AODA requirements.	Jan. 1, 2016	Completed	Management

IASR 191/11 Section 31: Career Development	Organizations are required to include accessibility considerations in career development and advancement processes.	In the development of processes related to career development and career advancement processes, The Club will incorporate AODA requirements.	Jan. 1, 2016	Completed	Management
IASR 191/11 Section 32: Return to Work Processes	Organizations are required to include accessibility considerations in the redeployment process.	The development of processes related to redeployment, the Club has incorporated AODA requirements.	Jan.1, 2016	Ongoing as required	Management

Design of Public Spaces					
AODA Standard / Regulation	Description	Actions	Compliance Date	Status	Responsibility
IASR 191/11 Built Environment- Part IV.1	Obligated organizations are required to include accessibility considerations in the development or re-design of public spaces including: <ul style="list-style-type: none"> • Outdoor eating areas • Outdoor play spaces • Exterior paths of travel • Accessible parking • Service counters • Maintenance 	The Club is reviewing its current systems related to the built environment and review policy and practices to take into consideration AODA requirements.	Jan. 1, 2017	Complete	Facility

Reference Links and Resources

[Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11](#)

[Accessibility Laws](#)

[Accessibility Standards for Customer Service Regulation Ont. Reg 429/07](#)

[AccessON - Making Ontario Accessible](#)

[City of Ptbo/CKL Guide to Accessible Documents](#)

[Disability and Human Rights Brochure](#)

[Guide to Ontario's Accessibility Regulations](#)

[How-to Information Guides](#)

[Integrated Accessibility Standards, O. Reg. 191/11](#)

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