

## AODA Multi-Year Plan

### Heritage Green Child Care Inc

Customer Service Standards				
AODA Standards/Regulation Reference	Area of Interest	Administrative Requirement	Individual Responsibilities	Compliance Date/Status
Customer Service Standard O. Reg 429/07	Establishment of Policies, and Procedures	Procedures Policies and Practices must be compatible with the following principles: <ul style="list-style-type: none"> <li>• Respect for dignity and independence</li> <li>• Integration</li> <li>• Equality Specific Policies and Procedures will be developed on:</li> <li>• Use of Service Animals or Support Persons</li> <li>• Notice of Temporary Disruptions</li> </ul>	Executive Director	Complete
Customer Service Standard O. Reg 429/07	Training	Customer Service training must be provided for: <ul style="list-style-type: none"> <li>• Those who interact with members of the public on behalf of the HGCC; and</li> <li>• Persons who participate in developing policies, practices and procedures governing the provision of goods or services to</li> </ul>	Program Managers Supervisors	Ongoing

		members of the public or other third parties		
Customer Service Standard O. Reg 429/07	Feedback process	Establish an accessible process for receiving and responding to feedback about the manner in which HGCC provides services to persons with disabilities. The information about the process will be readily available to the public.	Program Managers Supervisors	Complete
Customer Service Standard O. Reg 429/07	Notice of disruption	Establish procedures for notifying the public of any planned or unplanned disruptions in service.	Executive Director or designate	As required
Customer Service Standard O. Reg 429/07	Multi-year plan	<ol style="list-style-type: none"> <li>1) Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation</li> <li>2) Post the accessibility plan on our website, and provide the plan in an accessible format upon request; and</li> <li>3) Review and update the accessibility plan at least once every five years</li> </ol>	Executive Director or designate	Ongoing

<b>Information and Communication Standards</b>				
Integrated Accessibility Standards Regulation O. Reg. 191/11	Procuring or acquiring goods, services or facilities	Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.	All	Ongoing
Integrated Accessibility Standards Regulation O. Reg. 191/11	Accessible formats	Upon request, accessible formats and communication supports will be provided or arranged in a timely manner that accounts for the person's needs due to disability and at a cost no more than the regular cost charged to other persons.	All	As requested
Integrated Accessibility Standards Regulation O. Reg. 191/11	Accessible websites and content	If the HGCC develops new internet websites, the HGCC will ensure that the websites and web content conform with the World Wide Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA.	IT support	2019
Integrated Accessibility Standards Regulation O. Reg. 191/11	Accessible websites and content	Internet websites and web content will conform with the World Wide Web	IT support	2021

		Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA.		
Integrated Accessibility Standards Regulation O. Reg. 191/11	Emergency Procedure, plans or public safety information	Any emergency procedures, plans and public safety information that are prepared by the Centre and made available to the public, will be available in accessible formats or with communication supports upon request.	Admin or Executive Director	As requested
<b>Employment Standards</b>				
Standards Regulation O. Reg. 191/11	Recruitment, assessment or selection process	Develop policy and procedures for making all aspects of recruitment and selection accessible to all.	Executive Director	Completed
Integrated Accessibility Standards Regulation O. Reg. 191/11	Return to work plan	Develop a written Return to Work process which will outline the steps HGCC will take to facilitate the return to work after a disability-related absence, and to develop and use written individual accommodation plans	Executive Director	
Integrated Accessibility Standards Regulation O. Reg. 191/11	Accommodation plans	Create a process for developing individual accommodation plans for Employees with a disability, plans will be in	Executive Director	Completed

		accordance with the IASR.		
Integrated Accessibility Standards Regulation O. Reg. 191/11	Emergency response plans	HGCC will provide individualized workplace emergency response plans to employees with a disability requiring accommodation.	Executive Director	As needed
Integrated Accessibility Standards Regulation O. Reg. 191/11	Performance management, and career development	HGCC will review, assess and modify, if necessary, existing policies, procedures and practices on performance management, career development and redeployment to ensure compliance with the IASR.	Executive Director	Ongoing
Integrated Accessibility Standards Regulation O. Reg. 191/11	Accessibility standards for the build environment	HGCC will ensure that any of the following public spaces that are newly constructed or redeveloped will meet the accessibility requirements under the IASR: <ul style="list-style-type: none"> <li>• Outdoor public eating areas (e.g. rest stops or picnic areas)</li> <li>• Outdoor play spaces</li> <li>• Outdoor paths of travel (e.g. sidewalks, ramps, stairs)</li> <li>• Accessible parking</li> <li>• Service-related elements</li> </ul>	All	Ongoing