



THRIVE Accessibility Plan 2023-2025

This 2023-2025 Accessibility Plan outlines the policies and actions that THRIVE Child Development Centre will or have put into place to improve the opportunities for people with disabilities.

Statement of Commitment

THRIVE is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under Ontario Regulation 165/16 made under the Accessibility for Ontarians with Disability Act, 2015.

Customer Service

THRIVE shall provide services or facilities in a manner that respects the dignity and independence of persons with disabilities. THRIVE may establish an accessibility committee with clients, caregivers, volunteers and staff as members to support THRIVE's commitment to meet the needs of people with disabilities by preventing and removing barriers to accessibility.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on THRIVE premises. Any situation that would require the separation of the individual and their support worker will be discussed with the individual in advance, if possible, and appropriate alternatives for assistance suggested. In certain circumstances, THRIVE may require a person with a disability to be accompanied by a support person for health or safety reasons but before making this request, THRIVE shall consult with the person with a disability to understand their needs. In the rare event, that there would be an admission or other fee required for the support person, THRIVE would waive the fee.

Workplace Emergency Response Information

THRIVE is committed to providing employees with disabilities with individualized emergency response information when necessary.

When requested, THRIVE will:

- Provide individualized emergency response information, and
- Obtain the individual's consent to share the information with anyone designated to help them in an emergency.

Review the emergency information when:

- The employee is new to the organization,
- The employee changes work locations,
- The employee's overall accommodation needs are reviewed, or
- THRIVE emergency response policies are renewed annually upon the anniversary date of the issuance.

Training

THRIVE will provide training to all members of our organization on all the Integrated Accessibility standards and how to interact with people with different disabilities.

THRIVE has developed a training program to ensure all staff, students, volunteers, and Board members are provided with the information to meet the requirements of O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS under *Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11*. All new staff, students, students and volunteers receive AODA training as part of the orientation process. Training updates shall be provided on an ongoing basis or as legislation changes.

Information and Communication:

THRIVE has created a process for receiving and responding to feedback that is accessible and prominent on our website. The THRIVE website and web content will conform to WCAG 2.0 Level AA throughout 2023-2024.

All documents can be made available in accessible formats and communication supports can be provided if requested. All AODA policies and protocol are posted on our website and are available in accessible formats if requested.

Feedback Process

Clients or their caregivers who wish to provide feedback to THRIVE on the way we provide our services to people with disabilities can submit:

- in person,
- by telephone at 705- 759-1131 or toll free at 1-855-759-1131,
- by email at info@kidsthive.ca, or
- In writing to THRIVE Child Development Centre, 74 Johnson Avenue, Sault Ste. Marie, ON, P6C 2V5.

All feedback, including complaints, will be directed to the Chief Executive Officer.

THRIVE shall provide a response in the same format in which the feedback or complaint was received within 14 business days.

Notice of Temporary Disruption

In the event of any planned or unexpected disruption of service, THRIVE endeavours to advise all clients and visitors promptly. For planned disruptions, such as all-staff training days, notices will be clearly posted at the site and on social media/our website indicating the date, time and anticipated length of the disruption, and any alternative facilities or services, if available.

For unexpected disruptions, such as closures due to inclement weather conditions, THRIVE places notices on our website, social media, and voicemail.

Employment

THRIVE is committed to fair and accessible employment practices. When requested, THRIVE will accommodate people with disabilities during the recruitment, assessment and hiring process. THRIVE will notify internal and external job applicants that accommodations for disabilities will be provided upon request, to support their participation in all aspects of the recruitment process.

Accommodations

THRIVE is committed to assist employees, students and volunteers with any work or placement accommodation requirements both onsite and their work from home environments where applicable. THRIVE will work with the individual and will utilize guidance provided by a regulated medical professional when assisting with these accommodations.

THRIVE has in place a return to work (RTW) process for employees who have been absent from work due to disability and require disability-related accommodation(s) to successfully return to work. A process is in place to develop individualized accommodation plans. Plans account for the accessibility needs of employees with disabilities when using the performance management process and when redeploying/reassigning employees.

Should an individual (employee, student, volunteer) indicate that they require additional support in the event of an onsite emergency, an individualized Emergency Support Plan will be developed to support the individual's requirements. Upon receiving written consent from the individual, this individualized Emergency Support Plan will be shared with emergency responders as well as other staff supporting the individual.

Design of Public Spaces

THRIVE will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. THRIVE will in the event of a service disruption, notify the public of the service disruption and the alternatives available.