

Boys and Girls Clubs of Kawartha Lakes (BGCKL) 2014 Annual Accessibility Status Report

Creating an Accessible BGCKL- The goal of this status report is to offer an overview of the actions by BGCKL in 2014 to prevent and remove barriers for people with disabilities implemented through the BGCKL 2014 – 2019 Multi-Year Accessibility Plan.

What is 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.

The AODA and its standards apply to BGCKL; compliance with AODA regulations is a shared responsibility of all BGCKL employee's.

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](#)

As required under the IASR, BGCKL prepared a multi-year (2014-2019) accessibility plan that outlines the BGCKL's 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.

The following status report prepared by the BGCKL Accessibility Committee outlines the progress in 2014 the Club has made, and a look forward to 2015.

Questions about this report may be directed to members of the Accessibility Committee (Laurie Bastin, Susy Snopek, Wayne Jackett, Chris Borrowman).

Compliance Reporting- BGCKL filed its 2014 Accessibility Compliance Report with Service Ontario in August 2014. The certification number is SCR656264 and the report is available upon request.

Establishment of accessibility policies: Section 3- In 2012, the BGCKL Accessibility Policy was approved by the Clubs Board of Directors. This policy includes a statement of organizational commitment to meet the accessibility needs of persons with disabilities. The policy will be reviewed prior to January 1, 2016.

Accessibility Plans: Section 4- The BGCKL Multi-year Accessibility Plan developed in 2014, outlines the BGCKL strategy to prevent and remove barriers and meet the requirements under the IASR. The plan has been shared with employees and posted on the Clubs website. BGCKL established an Accessibility Committee to review and update the plan quarterly and report any concerns to the BGCKL management team.

The AODA Committee, in collaboration with the Club's management team will develop an Annual Status Report on the multi-year accessibility plan each Dec beginning Dec. 2014. The report will be shared with the board of directors and Club employee's and posted on the Clubs website.

Training: Section 7: In 2014 the Club began to implement Human Rights Code training to employees and volunteers. Employees and volunteers are also required to complete the Accessibility Standard for Customer Service training module. This is an online module available at <http://www.mcsc.gov.on.ca/en/serve-ability/index.aspx>. This training module is designed to assist employees in meeting the training requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07, or the "customer service standard." Volunteers involved in the BGCKL Youth Justice Committee program are required to be trained in a specific Customer Service training module.

The Accessibility Committee is reviewing both tools to ensure they continue to meet Integrated Accessibility Standards Regulations. A verification of completion form is completed by the individual and placed in their HR file. Ongoing training will continue for new employees and volunteers.

Feedback Process: Section 11 -In 2014 the Accessibility Committee developed an accessible feedback form. The form is available at the Clubs Head Office, online and at other registration sites such as the Licensed Childcare centres. The Club will also communicate that alternate formats of the feedback processes are available upon request. Completed feedback will be gathered by the Office & Customer Services Coordinator and delivered to the Clubs Executive Director.

Accessible Websites and Content- Section 14- BGCKL received a letter with writer confirmation from the Clubs web design company (The Solution Jar) in July 2014 that both websites (BGCKL main site www.bgckl.com and the Warehouse Youth Center website www.warehouseyc.com) and web content are accessible according to the [World Wide Web Consortium's Web Content Accessibility Guidelines](#).

Built Environment- Part IV.1- BGCKL will be required to comply with the requirements set out in Part IV.1 of the IASR - Design of Public Spaces Standards as of January 1, 2016. The goal of the standards is to remove barriers in public spaces and buildings by developing accessibility considerations in the BGCKL facility improvement plans or re-design of public spaces including outdoor eating areas, outdoor play spaces, exterior paths of travel, accessible parking, service counters, and maintenance.

BGCKL will also be required to comply with the requirements new amendment to the [Ontario Building Code - Ontario Regulation 368/13](#) Amendment to Building Code Accessibility Requirements beginning in January 1, 2015.

In order to prepare for the implementation of the standards, the Accessibility Committee discussed having a 3rd party accessibility audit of the Lindsay main facility by a partner organization at the Sept. 2014 quarterly meeting. The Director of Finance and Plant and member of the Accessibility Committee is working on developing a plan to engage a 3rd party and will report back to the Accessibility Committee and Management team by early Dec. 2014.

BGCKL strives to be very progressive in accessibility planning for the built environment and was recently cited as an exemplar in this area by the CKL; for example, the Club was honoured to be presented in June 2014 with the Accessibility Awareness Award from the City of Kawartha Lakes. This recognition was awarded to community groups that had gone above and beyond expectations in removing barriers for individuals with disabilities or increase public awareness within the community.

Creating an Optimal Environment is a key Pillar on the Clubs new strategic plan. The objective is to develop and maintain an environment of excellence with the capacity to support the needs and interests of the community.

In 2014 at the Lindsay facility the Club improved and expanded the exterior front sidewalk, upgraded the main parking lot, main hub washrooms/ kitchen service area, added an accessible entrance at the PEAK indoor climbing facility and created a new accessible youth center.

BGCKL “A good place to be” continues to move forwards in accessibility.

Respectfully submitted,

BGCKL Accessibility Committee members

L. Bastin, S. Snopek, W. Jackett and C. Borrowman

Accessible formats and communication supports available upon request.