

Boys and Girls Clubs of Kawartha Lakes (BGCKL) 2016 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 2016 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 2016 the Club has made, and a look forward to 2017.

Questions about this report may be directed to members of the Accessibility Committee (Chris Borrowman, Laurie Bastin, Paul Carroll, Wayne Jackett and Janice Fattore).

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, 2018.

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 December beginning December 2014. The report will be shared with the board of directors and Club employee's and posted on the Clubs website.

Training: Section 7: Employees and volunteers continue 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.

In 2017 that Club will be launching training through the [Ontario Human Rights Commission- Working Together: The Code and the AODA](#). The training shows how the Code applies to people with disabilities and the organization's duty to accommodate. The goal is to provide equal rights and create a climate of respect where everyone feels included and can contribute fully. It explains that people with disabilities must be free from discrimination where they work, live, and receive services, and their needs must be accommodated. The goal of the AODA is for Ontario to be accessible by 2025, by removing and preventing barriers so that people with disabilities can participate more fully in communities.

As part of the AODA, the Government of Ontario continues to develop and enforce mandatory province-wide accessibility standards in key areas of daily life. The Club submits a report annually to the government coordinated through the Customer Service/ Office Coordinator and endorsed by the Executive Director.

Standards under the AODA include customer service and Integrated Accessibility Standards Regulation (IASR) standard for Information and Communications, Employment and Transportation.

Accessibility Committee continues to review best practices, verification of completion of training is completed and a tracking tool has been established to support monitoring compliance.

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. No feedback forms were

submitted in 2016. 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 - The Clubs website continue to be accessible according to the [World Wide Web Consortium's Web Content Accessibility Guidelines](#).

Built Environment - Part IV.1 - BGCKL is 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 has discussed having a 3rd party accessibility audit of the Lindsay main facility by a partner organization. The Director of Finance and Plant is working on developing a plan to engage a 3rd party and will report back to the Committee.

BGCKL strives to be very progressive in accessibility planning for the built environment including accessibility changes into facility development plans. 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 2016 at the Lindsay facility Club improved and expanded the exterior front entrance to remove any access barriers and improved service counters to make them more easily accessible and outdoor play spaces.

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

Respectfully submitted,

BGCKL Accessibility Committee members

C. Borrowman, L. Bastin, W. Jackett and J. Fattore

Accessible formats and communication supports available upon request.