

## ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT – CHILD CARE ORGANIZATIONAL AUDIT

Customer Service Standard	Yes	No	Needs Work
The organization is compliant with the Customer Service requirements.			
The organization has an accessibility policy statement.			
Policies regarding accessible services for our clients are posted in the organization and on the website (50+ employees) or are made available upon request (1-49 employees)			
The Client/Parent Handbook provides information on the Organization's accessibility policies and accommodation			
Policies regarding accessible services for visitors to our Centre are posted in a conspicuous place (50+ employees) For Organizations with 49 or less employees policies are available upon request.			
Practices and procedures are in place to support requests for accessible services			
A policy and procedure is in place allowing service animals to be permitted into the program			
A policy and procedures are in place allowing personal support persons to be permitted into the program			
Information and forms for customers to provide feedback to the organization on issues related to accessibility are readily available			
Staff (including part-time, seasonal and contract), placement students, and volunteers have received training on the customer service standard under AODA on how to interact with individuals with different disabilities			
If accessible services are not available this information is posted in a conspicuous place (ex. Elevator is under repair)			
Organizations with more than 20 employees have filed their accessibility plan online with the on or before December 31, 2023			

## Emergency Accessibility Standard – Keeping Employees with Disabilities Safe

	Yes	No	Needs Work
The organization is compliant with the Workplace Emergency Response Standard for employees with a disability			
A policy is in place requiring the development of an individualized plan to assist any employee with a disability (either temporary or permanent) should an emergency occur in the Centre			
The policy and emergency procedures are formatted for an employee with a disability to be able to understand the information			
The policy includes asking for consent from an employee with a disability to share the information with those who are designated to assist them in an emergency			
All employees know that they can initiate a request for either temporary or permanent assistance to deal with emergency situations in the Centre. (ex. Hearing a fire alarm, navigating stairs, being able to see the exit, reading the materials)			
Requests for emergency accommodation and emergency procedures are reviewed annually to ensure that they are still required and/or meeting the needs of the staff member receiving the accommodation.			

**Integrated Accessibility Standards Regulation (IASR)**

**Yes    No    Needs Work**

The organization is compliant with the Integrated Accessibility Standard requirements			
The organization has written policies regarding accessibility in the workplace for employees with disabilities			
Reference to workplace accessibility policies is included in the employee handbook			
All employees are aware of the Organization’s policies and commitment to making the organization more accessible			
Our employment policies and practices have been updated to include the requirements under the Integrated Accessibility Standard (hiring policy, interviewing, advertising, etc)			
Management has had training on the current Ontario Human Rights Code			
The organization has a written policy on workplace accommodation			
The organization has a process to provide accessible formats and communication supports for employees upon request			
The organization has a written policy on creating individual accommodation and return to work plans			
The organization has written policies and procedures on dealing with employee absenteeism and disability management			
The organization has trained all employees, volunteers, Board members, and placement students on Human Rights as it relates to individuals with disabilities			
Training on the IASR requirement is included as part of the orientation to the centre for new hires and anyone who provides services on behalf of the organization			
Policies and procedures are reviewed annually. Any policy changes are shared with everyone connected to our organization.			

## Accessibility Policies

Yes No Needs Work

The organization has developed and implemented policies on how the Centre will meet the Integrated Accessibility Standard requirements and become more accessible.			
The organization if <b>less than 50 employees</b> has a written statement of commitment in working to make our Centre accessible to people with disabilities			
The organization if <b>over 50 employees</b> has a written statement of the Centre's commitment to make the workplace more accessible. This statement is available to the public and posted on the website			
The organization if <b>over 50 employees</b> has a multi-year accessibility plan available to the public and posted on the website			
The organization works to keep our accessibility policies up to date to ensure they accurately reflect what is required under the legislation and accurately reflect our organization's practices			

**The information contained in this handout is intended as a general guide only. It is not intended to replace or to be relied on as professional legal advice. If legal advice is required for a specific issue or situation, organizations should contact a lawyer. Please be advised that TJ Solutions does not give legal advice.**