



Accessibility for Ontarians with Disabilities Act

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To All Ontario Staff:

The AODA was designed to make Ontario more accessible by identifying, removing and preventing barriers for persons with disabilities. The Customer Service Standard is the first of five to be introduced. This standard applies to all people and organizations that provide services to the public. The goal is to ensure that people with disabilities are given the same access to service and level of customer service as everyone else.

To ensure compliance with the Act, we have prepared the documents listed below and outlined the requirements on your part.

Document	Requirement
Policy regarding Accessibility	All staff must read and sign Acknowledgement Form
Record of Training Spreadsheet	<ul style="list-style-type: none"> • Centre Director to record staff names when Acknowledgement Form is completed. • Forward completed forms to Human Resources. • Forward Record of Training Spreadsheet to Human Resources by December 19th. Human Resources must report training compliance by centre before year end. • Continue to complete Record of Training as new staff are hired.
Notification of Service Disruption	To be posted on the front door if there is any anticipated disruption to accessibility – e.g. automatic door isn't working
Documents Available Notice	If any families ask for AODA documentation, they should be given the notice and asked to contact Human Resources.
Record of Customer Feedback	This will be maintained by Human Resources. Should there be any feedback regarding a Centre's accessibility, please contact Human Resources.

Should you have any questions, please contact HR@brightpathkids.com

November 18, 2014



BrightPath Kids Corp's Accessible Employment Standards Policy

INTENT

This policy, which has been established in compliance with Regulation 191/11, "Integrated Accessibility Standards" ("Regulation") under the Accessibility for Ontarians with Disabilities Act, 2005, aligns with BrightPath's commitment to treat all employees in a way that respects their dignity and independence. This policy applies to the provision of accessible employment services for people with disabilities.

SCOPE

This policy shall apply to every person who deals with members of the public on behalf of BrightPath Kids Corp

Requirements

General requirements that apply across two standards, Information and Communications and Employment are outlined as follows:

Commitment

BrightPath Kids Corp is committed to treating all employees 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 persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements in accordance with the Accessibility for Ontarians with Disabilities Act. BrightPath Kids Corp has developed policies governing how it will achieve accessibility through these requirements.

BrightPath Kids Corp will develop, maintain and document a Multi-Year Accessibility Plan outlining the company's strategy to meet requirements under the IASR regulation. The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years and will be posted on the company's websites. An accessible format of this document will be created upon request.

Accessible Formats and Communication Support

Upon request, BrightPath Kids Corp will provide, or arrange for the provision of, accessible formats and communication supports for persons with disabilities in a timely manner, considering the person's accessibility needs due to disability. BrightPath Kids Corp will consult with the person making the request in determining the suitability of an accessible format or communication support.

Training Employees and Volunteers



BrightPath Kids Corp will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the Human Rights Code as it pertains to persons with disabilities to all its employees, volunteers and students. BrightPath Kids Corp will keep a record of the training provided.

Procuring or Acquiring Goods and Services, or Facilities

BrightPath Kids Corp will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

Feedback

BrightPath Kids Corp will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

Employment Standards Overview

The Employment Standards regulation will expand Ontario's labour pool by ensuring people with disabilities are welcomed and supported within all workplaces. Employment standards will assist organizations with employment recruitment, providing accessible information, plans for emergencies, individual accommodation, return to work, performance management, and career development and redeployment.

Recruitment, Assessment and Selection

BrightPath Kids Corp will make every reasonable effort to accommodate job applicants who have disabilities. BrightPath Kids Corp will notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, BrightPath Kids Corp will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.

When making offers of employment, BrightPath Kids Corp will inform the successful candidate of its policies for accommodating employees with disabilities.

Accessible Formats and Communication Supports for Employees

Upon a request from an employee with a disability, BrightPath Kids Corp will consult with the



employee to provide or arrange for the provision of accessible formats and communication supports for the following:

1. Information needed to perform their job; and
2. Information that is generally available to all employees.

Documented Individual Accommodation Plans

BrightPath Kids Corp maintains a written process for the development of documented individual accommodation plans for employees with disabilities. The plan will include, information regarding accessible formats and communications supports provided, Information on how accommodation can be achieved and protection of privacy. In addition, the plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided.

Plans and Processes

Any department within BrightPath Kids Corp that utilizes performance management tools, or provides career development and advancement to their employees, will respect the accessibility needs of their employees with disabilities when developing these processes. Every department within BrightPath Kids Corp will provide a tailored workplace emergency response plan or information for employees with disabilities, if their disability makes it necessary.

Return to Work Process

BrightPath Kids Corp will maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process will outline the steps Bright Path Kids will take to facilitate the return to work process and will include documented individual accommodation plan as part of the process.

Contact Us:

If you have any questions or concerns about this policy or its related procedures, please contact:

Marnie Falkiner
Human Resources Director
416 640-9631

Accessible formats of this document are available upon request.

This policy and its related procedures will be reviewed as required in the event of legislative change



AODA – Accessible Customer Service Policy

Purpose & Scope

Accessibility for Ontarians with Disabilities Act (AODA). Providing Goods and Services to People with Disabilities: BrightPath is committed to excellence in serving all our visitors, and customers including people with disabilities.

10.1 Policy - Revised

Assistive Devices

BrightPath recognizes that some people with disabilities use assistive devices in order to access or benefit from BrightPath's services. We will use our best efforts to accommodate all assistive devices. If necessary, BrightPath will use alternate methods to provide service to people with disabilities in a manner that takes their disability into consideration. BrightPath will ensure that designated associates are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

BrightPath welcomes people with disabilities and their service animals. Certified service animals are allowed on the parts of our premises that are open to the public. If necessary, for the safety of all animals present, BrightPath will use alternate methods to provide service to people with disabilities in a manner that takes their disability into consideration and provides a safe environment for their service animals.

Support Persons

BrightPath recognizes that some individuals with disabilities rely on support persons for assistance while accessing services. An individual with a disability who is accompanied by a support person will be allowed to enter into our premises together with the support person and will not be prevented from having access to the support person while on the premises. When necessary to protect the health or safety of an individual with a disability, BrightPath may require an individual with a disability to be accompanied by a support person when on the premises.

Notice of Temporary Disruption

BrightPath will make every effort to notify visitors with disabilities of any planned or



unexpected disruption to services or facilities. This notice will include information on the reasons for the disruption, the expected length of the disruption and a description of alternative facilities or services, if available. Where practical, this information will be posted on the premises.

Training for BrightPath employees

BrightPath provides training to all its associates regarding the provision of excellent service to individuals with disabilities. BrightPath also commits to provide this training to all new associates within 90 days of their start date.

Feedback Process

BrightPath welcomes feedback from visitors with disabilities so that we can ensure we are meeting their needs. Those who wish to provide feedback can do so by:

- Hard copy - forms are available from Human Resources; and
- Verbally – Our Receptionist can assist you in completing the form.

Any concerns will be addressed and responded to within 72 hours.

Modifications to this or other Policies

We are committed to developing customer service policies that respect and promote the dignity and independence of visitors with disabilities, and also ensure equal access to our services for all. Any BrightPath policy that does not meet these criteria will be modified or removed. No changes shall be made to this policy without considering the impact on our visitors with disabilities.

COMPLIANCE

The Center Director or Office Manager is responsible for ensuring their staff complete the AODA certification training within 90 days of hire. On-line training will be provided.

CONTACT - Questions regarding this policy should be directed to your immediate Supervisor, or the Human Resources Director.





POLICY:	Customer Service Standard (AODA)
Effective Date:	February 18, 2014
Most Recent Revision:	November 10, 2018

SCOPE

This policy applies to all employees in the province of Ontario.

POLICY

BrightPath Kids Corp. is committed to excellence in serving all customers including people with disabilities.

Exceptions to this policy may be made only with the approval of the Director, Human Resources

PROCEDURE

BrightPath Kids Corp has an expectation of providing excellent customer service to all current and potential customers from each and every employee.

Assistive Devices

We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on all parts of our premises that are open to the public, except where prohibited by law in our food preparation facilities.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Fees will be charged for support persons where applicable (i.e. field trip admission, etc.). Advance notice will be provided.

We will notify customers of this through a notice posted on our premises.



Notice of Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, BrightPath Kids Corp. will notify customers promptly. The clearly posted notice will include information about the reason for disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be posted on the front door of the learning centre as well as at the Reception Desk so it is easily found.

Training for Staff

BrightPath Kids Corp. will provide training to employees, volunteers and others who deal with the public on their behalf.

Training will be provided to new staff within six weeks of commencement of employment as part of the new employee orientation program. Staff will also be trained when changes are made to the plan.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- BrightPath Kids Corp.'s plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use the assistive devices (e.g. wheelchair lifts, TTY, etc.) available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing BrightPath Kids Corp.'s services.

Training records will be kept indicating the number of employees trained and the date training was provided.

Feedback Process

We encourage our customers who wish to provide any feedback to BrightPath Kids Corp. on this policy to the Director, Human Resources via email or verbally via telephone. The Director Human Resources will respond to the customer within 7 business days.

Any feedback provided will be kept on file by the Director, Human Resources.

Modifications to This or Other Policies

BrightPath Kids Corp is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of BrightPath Kids Corp that does not respect or promote the dignity and independence of people with disabilities will be modified or removed.

FORMS

Customer Service Feedback Form



Customer Service Feedback Form

Thank you for visiting BrightPath Kids! We value all of our customers and strive to meet everyone's needs.

Please tell us the date and location of your visit:

Date: _____ Location: _____

1. Were you satisfied with the customer service we provided you?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

2. Was our customer service provided to you in an accessible manner?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

3. Did you experience any problems accessing our goods and services?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

Contact Information (optional)

Name: _____ Phone Number: _____

Email: _____

Thank-you,
Management



Notification of Service Disruption Form

In the event of planned or unplanned service disruptions (e.g. main entrance is blocked, handicapped door isn't working), complete the following form to record actions taken by BrightPath Kids.

1. Services that are disrupted or unavailable:

2. Reason for the disruption:

3. Anticipated duration of the disruption:

4. If applicable, other options that are available:

5. If applicable, Companies or individuals notified to resolve service disruption:

Notification Requirements:

Required	Area	Date Completed
<input type="checkbox"/>	All entrances	
<input type="checkbox"/>	Location of service disruption	
<input type="checkbox"/>	Website	
<input type="checkbox"/>	Other:	
<input type="checkbox"/>	Other:	
<input type="checkbox"/>	Other:	

BrightPath Kids Corp's AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

This 2012 to 2025 accessibility plan outlines the policies and actions that BrightPath Kids Corp will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11.

Statement of commitment:

BrightPath Kids Corp believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Plan:

Customer Service Standard		
Accessibility Requirement	Accessibility strategy for implementation	Compliance Date
Plan and Implementation	<ul style="list-style-type: none"> Create Accessible Customer Service policy and procedures review and update as required 	JANUARY 01, 2012
	<ul style="list-style-type: none"> Training and onboard employees with AODA customer Service Standard module 	
	<ul style="list-style-type: none"> Provide employees with emergency and public safety information in available formats 	
Responsible Authority	<ul style="list-style-type: none"> Human Resources Team, Centre Directors 	
General Requirements		
Accessibility Requirement	Establishment of accessibility policies	Compliance Date
Plan and Implementation	<ul style="list-style-type: none"> Create Accessibility Policy 	JANUARY 01, 2012
	<ul style="list-style-type: none"> Implement and maintain a multi-year accessibility plan to outline the organization's strategy to prevent and remove barriers and meet requirements under the regulation 	
	<ul style="list-style-type: none"> Provide employees with disabilities with individualized emergency information when necessary 	
Responsible Authority	<ul style="list-style-type: none"> Human Resources Team 	
Accessibility Requirement	Establishment of accessibility policies	Compliance Date
Plan and Implementation	<ul style="list-style-type: none"> Develop in house training for all staff and volunteers on the IAS Regulation and the Human Rights Code Ensure that all new and existing staff members are trained in accordance with AODA Customer Service Standards. The Staff will be required to sign the completion agreement upon finishing the training which they will be submitting to their respective supervisors 	JANUARY 01, 2012

	<ul style="list-style-type: none"> • Provide in house training for all staff and volunteers on the Integrated Accessibility Standards Regulation and the Human Rights Code • Training new hires and updating the existing training materials implementing feedback 	
Responsible Authority	<ul style="list-style-type: none"> • Centre Directors 	
Information and Communication Standards		
Accessibility Requirement	Feedback Process	Compliance Date
Plan and Implementation	<ul style="list-style-type: none"> • The Speak up Policy, AODA policy, Feedback form • The Speak Up Policy includes alternative communication methods for persons with disability to access • All emails, memos and newsletters comply with AODA standards of digital communication requirements. • Feedback form available on Website is compliant with AODA standards of digital communication requirements • Revised and updated periodically 	JANUARY 01, 2015
Responsible Authority	<ul style="list-style-type: none"> • Health, Safety and Compliance Manager 	
Accessibility Requirement	Accessible formats and communication support	Compliance Date
Plan and Implementation	<ul style="list-style-type: none"> • The Speak up Policy, AODA policy, Feedback form • The Speak Up Policy includes alternative communication methods for persons with disability to access • All emails, memos and newsletters comply with AODA standards of digital communication requirements • Feedback form available on Website is compliant with AODA standards of digital communication requirements • Revised and updated periodically 	JANUARY 01, 2016
Responsible Authority	<ul style="list-style-type: none"> • Health, Safety and Compliance Manager • Human Resources Team 	
Accessibility Requirement	Emergency procedures, plan or public safety information	Compliance Date
Plan and Implementation	<ul style="list-style-type: none"> • Fire Safety Training • BrightPath Kids Corp to provide the existing emergency and public safety information available in accessible formats upon request. We will also provide employees with disabilities with individualized emergency information when necessary • Update the policies as per requirements • Revised and updated periodically 	JANUARY 01, 2012
Responsible Authority	<ul style="list-style-type: none"> • Centre Directors 	
Accessibility Requirement	Educational and training resources or materials	Compliance Date
Plan and Implementation	<ul style="list-style-type: none"> • Onsite and Online Training Programs, New Hire Training, AODA training 	JANUARY 01, 2016

	<ul style="list-style-type: none"> Onsite and Online Trainings Programs have accessible formats available upon request AODA training materials are available in accessible formats upon request Revised and updated periodically 	
Responsible Authority	<ul style="list-style-type: none"> Health Safety and Compliance Manager, Centre Directors 	
Accessibility Requirement	Accessible websites and web content	Compliance Date
Plan and Implementation	<ul style="list-style-type: none"> The Official BrightPath Kids Corp Website, Emails, Memos and Newsletters The Official BrightPath Kids Corp Website, Emails, Memos and Newsletters comply with conform with the international Web Content Accessibility Guidelines (WCAG) 2.0 Revised and updated periodically 	JANUARY 01, 2012
Responsible Authority	<ul style="list-style-type: none"> Marketing Department 	
Accessibility Requirement	Training to educators	Compliance Date
	<ul style="list-style-type: none"> 1.Continue to ensure that all new and existing staff members are trained in accordance with AODA Customer Service Standards. The Staff will be required to sign the completion agreement upon finishing the training which they will be submitting to their respective supervisors 2.Assign all managers with in the organizations to track and ensure that their departments follow the training requirements 3.Develop and implement a tracking system to ensure that all staff has received the appropriate level of training Revised and updated periodically 	JANUARY 01, 2012
Responsible Authority	<ul style="list-style-type: none"> Health, Safety and Compliance Manager 	
Employment Standard		
Accessibility Requirement	Recruitment, assessment and selection processes, Performance management process and Return to Work	Compliance Date
Plan and Implementation	<ul style="list-style-type: none"> BrightPath Kids is committed to fair and accessible employment practices Early Childhood Education Centres deal with providing services to one of the vulnerable sectors – Children between the ages of 6 weeks to 6 years. Taking into consideration the specific recruitment requirements, all accommodations possible will be made available to people with disabilities during recruitment and assessment process when the employee is hired. Performance Management, Career Development and Employee Transfer process: <ul style="list-style-type: none"> 1. Annual review process includes “Performance Evaluation Form” which is available in accessible format upon request. 2. Solicit input from staff when developing career development plan that will take into consideration any accessibilities needs 3. Consider any accessibilities needs in planning a transfer for an 	JANUARY 01, 2016

	<div>employee</div> <div><ul style="list-style-type: none">Return to work policy includes the accommodation plans to help employees who are on leave due to a disability. Managers will be implementing the accommodation plan to help employees with disabilities who request it.</div>	
	<div><ul style="list-style-type: none">Revised and updated periodically</div>	
Responsible Authority	<div><ul style="list-style-type: none">Human Resources Team, Centre Directors</div>	
Design of Public Spaces Standard		
Accessibility Requirement	Recruitment, assessment and selection processes, Performance management process and Return to Work	Compliance Date
Plan and Implementation	<div><ul style="list-style-type: none">Outdoor play spacesOff Street Parking</div>	JANUARY 01, 2017
	<div><ul style="list-style-type: none">BrightPath Kids Corp in the Ontario Centres infrastructures complies Accessibilities Standards for the Design of Public Spaces.The outdoor play spaces have sensory components: SandGround surfaces are stable to avoid injuriesParking spaces have allocated accessible parking spots</div>	
	<div><ul style="list-style-type: none">Revised and updated periodically</div>	
	Responsible Authority	
Transportation Standard		
Accessibility Requirement	Not applicable for BrightPath Kids Corp	Compliance Date

Organization category [Business / non-profit](#) | Number of employees range [50+](#)
 Filing organization legal name [BrightPath Kids Corp](#)
 Filing organization business number (BN9) [844406462](#)

Fields marked with an asterisk (*) are mandatory.

B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility

Additional accessibility requirements apply if you are:

- [a municipality](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [a library board](#)

C. Accessibility compliance report questions

Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

Make your employment practices accessible

1. Does your organization notify its employees and the public about the availability of accommodations during the recruitment process? *
- ☒ Yes ☐ No

[Read O. Reg. 191/11 s.22 - 24: Recruitment](#)

[Learn more about your requirements for question 1](#)

Comments for question 1 [Early Childhood Education Centres: Deal with providing services to vulnerable sector \(Children aged 6 weeks to 6 years\) - the specific recruitment requirements are mandatory and all available accommodations are communicated by the Centre Directors.](#)

2. Does your organization provide employees with updated information about its policies to support employees with disabilities? *
- ☒ Yes ☐ No

[Read O. Reg. 191/11 s.25: Informing employees of supports](#)

[Learn more about your requirements for question 2](#)

Comments for question 2 [Early Childhood Education Centres - our HR Department, and Centre Directors send updated information to the employees at each of their respective centres about specific policies to support employees with disabilities.](#)

3. When requested, does your organization provide employees with disabilities information in an accessible format or with communication supports? *
- ☒ Yes ☐ No

[Read O. Reg. 191/11 s.26: Accessible formats and communication supports for employees](#) [Learn more about your requirements for question 3](#)

Comments for question 3 [Information is communicated by Center Directors, Area Managers and HR from Head Office through: emails, memos, ADP employee portal website, bulletin boards at the centres, staff meetings and one on one conversation.](#)

4. Does your organization prepare individualized workplace emergency response information for employees with disabilities? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s.27: Workplace emergency response information](#)

[Learn more about your requirements for question 4](#)

Comments for question 4 [We identify employees with disabilities and provide emergency response information for the individuals, - emergency response for fire safety during fire drills.](#)

Make new or redeveloped public spaces accessible

5. Since January 1, 2017, has your organization constructed new or redeveloped existing recreational trails that you intend to maintain? * ☐ Yes ☒ No

(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV.1: Design of Public Spaces Standards- Definitions](#)

[Learn more about your requirements for question 5](#)

- 5.a. Did your organization consult with the public and persons with disabilities prior to constructing new or redeveloping existing recreational trails as outlined in the s.80(8) of the Integrated Accessibility Standards Regulation (IASR)? * ☐ Yes ☐ No

[Read O. Reg. 191/11 s.80\(8\): Consultation, recreational trails](#)

[Learn more about your requirements for question 5.a](#)

Comments for question 5.a

- 5.b. Does your organization ensure that its new or redeveloped recreational trails meet the technical requirements as outlined s.80(9) of the IASR? * ☐ Yes ☐ No

[Read O. Reg. 191/11 s.80\(9\): Technical requirements for trails](#)

[Learn more about your requirements for question 5.b](#)

Comments for question 5.b

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6. Since January 1, 2017, has your organization constructed new or redeveloped existing beach access routes that you intend to maintain? * ☐ Yes ☒ No

(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV.1: Design of Public Spaces Standards- Definitions](#)

[Learn more about your requirements for question 6](#)

- 6.a. Does your organization ensure that its new or redeveloped beach access routes meet the technical requirements as outlined in IASR s.80(10)? * ☐ Yes ☐ No

[Read O. Reg. 191/11 s.80\(10\): Technical requirements for beach access routes](#)

[Learn more about your requirements for question 6.a](#)

Comments for question 6.a

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7. Do your new or redeveloped recreational trail and/or beach access routes include boardwalks? * ☐ Yes ☐ No

(if Yes, you will be required to answer additional questions)

- 7.a. Where new or redeveloped recreational trails and/or beach access routes have a boardwalk, does the boardwalk meet the technical requirements as outlined in s.80(12) of the IASR? * ☐ Yes ☐ No

[Read O. Reg. 191/11 s.80\(12\): Boardwalks](#)

[Learn more about your requirements for question 7.a](#)

Comments for question 7.a

8. Do your new or redeveloped recreational trails and/or beach access routes include ramps? * ☐ Yes ☐ No
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 s.80\(13\): Ramps](#)

[Learn more about your requirements for question 8](#)

8.a. Where new or redeveloped recreational trails and/or beach access routes have a ramp, does the ramp meet the technical requirements as outlined in s.80(13) of the IASR? * ☐ Yes ☐ No

[Read O. Reg. 191/11 s.80\(13\): Ramps](#)

[Learn more about your requirements for question 8.a](#)

Comments for
question 8.a

9. Since January 1, 2017, has your organization constructed new or redeveloped existing outdoor public use eating areas that you intend to maintain? * ☐ Yes ☒ No
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 s.80\(17\): Outdoor public use eating areas, general requirements](#)

[Learn more about your requirements for question 9](#)

9.a. Does your organization ensure that where they construct or redevelop outdoor public use eating areas that they meet the requirements as outlined in s.80(17) of the IASR? * ☐ Yes ☐ No

[Read O. Reg. 191/11 s.80\(17\): Outdoor public use eating areas, general requirements](#) [Learn more about your requirements for question 9.a](#)

Comments for
question 9.a

10. Since January 1, 2017, has your organization constructed new or redeveloped existing outdoor play spaces that you intend to maintain? * ☐ Yes ☒ No
(if Yes, you will be required to answer additional questions)

10.a. When constructing new or redeveloping existing outdoor play spaces, did your organization consult with the public and persons with disabilities on the needs of children and caregivers as outlined in s.80(19) of the IASR? * ☐ Yes ☐ No

[Read O. Reg. 191/11 s.80\(19\): Outdoor play spaces, consultation requirements](#)

[Learn more about your requirements for question 10.a](#)

Comments for
question 10.a

10.b. Did your organization incorporate accessibility features when constructing a new or redeveloping an existing play space as outlined in s.80(20a) of the IASR? * ☐ Yes ☐ No

[Read O. Reg. 191/11 s.80\(20a\): Outdoor play spaces, accessibility in design](#)

[Learn more about your requirements for question 10.b](#)

Comments for
question 10.b

10.c. Does your organization's new or redeveloped play spaces have a firm ground surface as outlined in s.80(20b) of the IASR? * ☐ Yes ☐ No

[Read O. Reg. 191/11 s.80\(20b\): Outdoor play spaces, accessibility in design](#)

[Learn more about your requirements for question 10.c](#)

Comments for
question 10.c

11. Since January 1, 2017, has your organization constructed new or redeveloped existing exterior paths of travel that you intend to maintain? * ☐ Yes ☒ No
(if Yes, you will be required to answer additional questions)

11.a. Where applicable, do your newly constructed or redeveloped exterior paths of travel meet the technical and general requirements as outlined in s.80(21) – 80(31) of the IASR? * ☐ Yes ☐ No

[Read O. Reg. 191/11 s. 80\(21\) - 80\(31\): Exterior Paths of Travel](#)

[Learn more about your requirements for question 11.a](#)

Comments for
question 11.a

12. Since January 1, 2017, has your organization constructed new or redeveloped existing off-street parking facilities that you intend to maintain? * ☐ Yes ☒ No
(if Yes, you will be required to answer additional questions)

12.a. When constructing new or redeveloping off-street parking facilities that you intend to maintain, do you ensure that the off-street parking facilities meet the accessibility requirements as outlined in s.80(32) – 80(37) of the IASR? * ☐ Yes ☐ No

[Read O. Reg. 191/11 s.80\(32\) - 80\(37\): Accessible Parking](#)

[Learn more about your requirements for question 12.a](#)

Comments for
question 12.a

13. Since January 1, 2017, has your organization constructed a new or replaced an existing service counter? * ☐ Yes ☒ No
(if Yes, you will be required to answer additional questions)

13.a. Does your organization ensure that new or redeveloped service counters meet the technical requirements as outlined in s.80(41) of the IASR? * ☐ Yes ☐ No

[Read O. Reg. 191/11 s. 80\(41\): Service counters](#)

[Learn more about your requirements for question 13.a](#)

Comments for
question 13.a

14. Since January 1, 2017, has your organization constructed new fixed queuing guides? * ☐ Yes ☒ No
(if Yes, you will be required to answer additional questions)

14.a. Does your organization ensure that new fixed queuing guides for obtaining services meet the technical requirements as outlined in s.80(42) of the IASR? * ☐ Yes ☐ No

[Read O. Reg. 191/11 s.80\(42\): Fixed queuing guides](#)

[Learn more about your requirements for question 14.a](#)

Comments for
question 14.a

15. Since January 1, 2017, has your organization constructed new or redeveloped existing waiting areas? * ☐ Yes ☒ No
(if Yes, you will be required to answer additional questions)

15.a. Does your organization ensure that new or developed fixed seating waiting areas meet the technical requirements as outlined in s.80(43) of the IASR? * ☐ Yes ☐ No

[Read O. Reg. 191/11 s.80\(43\): Waiting areas](#)

[Learn more about your requirements for question 15.a](#)

Comments for
question 15.a

16. Does your organization's public spaces have accessible elements in place as required under the Design of Public Spaces Standard of the IASR? * ☒ Yes ☐ No
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV. 1: Design of public spaces standards](#)

[Learn more about your requirements for question 16](#)

16.a. Does your organization's multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order as outlined in s.80(44) of the IASR? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s.80\(44\): Maintenance of accessible elements](#)

[Learn more about your requirements for question 16.a](#)

Comments for
question 16.a



17. Other than the requirements cited in the above questions, is your organization complying with all other requirements in effect under the Integrated Accessibility Standards Regulation? *

☒ Yes

☐ No

[Read O. Reg. 191/11: Integrated Accessibility Standards](#)

[Learn more about your requirements for question 17](#)

Comments for
question 17

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