

**SECTION 12: AODA – INTEGRATED ACCESSIBILITY
STANDARDS REGULATION (IASR) POLICIES**

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AODA - Integrated Accessibility Standards Regulation (IASR) Customer Service Policy

Purpose

This policy is intended to meet the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 for the Employment Standard set forth under the Accessibility for Ontarians with Disabilities Act, 2005. This policy applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Boys and Girls Club of London shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

Assistive Device – Is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – The term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Guide Dog – Is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – an animal is a service animal for a person with a disability if:

1. the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or

2. the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - A member of the College of Audiologists and Speech-Language Pathologists of Ontario;
 - A member of the College of Chiropractors of Ontario;
 - A member of the College of Nurses of Ontario;
 - A member of the College of Occupational Therapists of Ontario;
 - A member of the College of Optometrists of Ontario;
 - A member of the College of Physicians and Surgeons of Ontario;
 - A member of the College of Physiotherapists of Ontario;
 - A member of the College of Psychologists of Ontario; or
 - A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Service Dog – As reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Policy

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. General Requirements
- B. The Provision of Goods and Services to Persons with Disabilities;
- C. The Use of Assistive Devices
- D. The Use of Guide Dogs, Service Animals and Service Dogs
- E. The Use of Support Persons
- F. Notice of Service Disruptions
- G. Customer Feedback
- H. Notice of Availability and Format of Required Documents

A. General Requirements

General requirements that apply across all of the five (5) standards (information and communication, employment, transportation, design of public spaces, and customer service) are outlined as follows.

Establishment of Accessibility Policies and Plans

Boys and Girls Club of London has developed, implemented and will maintain policies governing how it will achieve accessibility through these requirements.

Boys and Girls Club of London has included a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents are publicly available in an accessible format, upon request.

Boys and Girls Club of London has established, implemented, and will maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

Boys and Girls Club of London will review and update its accessibility plan once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement Boys and Girls Club of London's accessibility plan. This status report will be posted on our website. If requested, the report shall be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

Boys and Girls Club of London 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.

Training Requirements

Boys and Girls Club of London will provide training for its employees and volunteers regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing Boys and Girls Club of London's policies, and all other persons who provide goods, services or facilities on behalf of Boys and Girls Club of London.

Training Provisions

Regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the Customer Service Standards.
- A review of the Ontario Human Rights Code as they pertain to individuals with disabilities
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal; or
 - require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Boys and Girls Club of London's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule

Boys and Girls Club of London will provide training to new employees, volunteers (including Board Members), agents and/or contractors within 15 days from their start date. Revised training will be provided in the event of changes to legislation, procedures, policies, and/or practices.

Record of Training

Certification/record of completed training include completion date, will be retained in the employee's personal file.

B. The Provision of Goods and Services to Persons with Disabilities

Boys and Girls Club of London will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;

- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.

C. The Use of Assistive Devices

Customer's Own Assistive Device(s)

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Boys and Girls Club of London.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

D. Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

Food Service Areas

A customer with a disability that is accompanied by guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Other types of service animals are not permitted into food service areas due to the *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*.

Exclusion Guidelines

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) Boys and Girls Club of London will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Applicable Laws

The *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pit bulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Boys and Girls Club of London may request verification from the customer.

Care and Control of the Animal:

The customer who is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Boys and Girls Club of London will make all reasonable efforts to meet the needs of all individuals.

E. The Use of Support Persons

If a customer with a disability is accompanied by a support person, Boys and Girls Club of London will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations Boys and Girls Club of London will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

Admission Fees

Where Boys and Girls Club of London requires a support person to accompany a person with a disability, and where the person with a disability has agreed to the accompaniment, Boys and Girls Club of London will not charge the support persons any fees or fares.

F. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Boys and Girls Club of London. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Boys and Girls Club of London's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

Notification Options

When disruptions occur Boys and Girls Club of London will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Boys and Girls Club of London website;
- contacting customers with appointments;
- verbally notifying customers when they are making a reservation or appointment;
or
- by any other method that may be reasonable under the circumstances.

G. Customer Feedback

Boys and Girls Club of London shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available by posting a notice on the reception area and our website. Alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Submitting Feedback

Customers can submit feedback to:

Attn: Chris Harvey, CEO

184 Horton Street
London, ON N6B 1K8

Email: info@bgclondon.ca
Tel: 519-434-9115 ext. 259

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to any Boys and Girls Club of London employee. Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

H. Notice of Availability and Format of Documents

Boys and Girls Club of London shall notify customers that the documents related to the Customer Service Standards are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Boys and Girls Club of London, the Boys and Girls Club of London's website and/or any other reasonable method.

Administration

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

Attn: Chris Harvey, CEO
184 Horton Street
London, ON N6B 1K8
Email: info@bgclondon.ca
Tel: 519-434-9115 ext. 259

This policy and its related procedures will be reviewed as required in the event of legislative changes, or changes to company procedures.

AODA – Integrated Accessibility Standards Regulation (IASR) Employment Policy

Purpose

This policy is intended to meet the requirements of the [Integrated Accessibility Standards, Ontario Regulation 191/11](#) for the Employment Standard set forth under the [Accessibility for Ontarians with Disabilities Act, 2005](#). This policy applies to the provision of accessible employment services for persons with disabilities.

All employment services provided by Boys and Girls Club of London shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

Accessible Formats– Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Kiosk – An interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one (1) or more services or products.

Performance Management – Activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.

Redeployment – The reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

Policy

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. General Requirements
- B. Recruitment, Assessment and Selection
- C. Accessible Formats and Communication Supports for Employees

- D. Workplace Emergency Response Information
- E. Documented Individual Accommodation Plans
- F. Performance Management and Career Development and Advancement
- G. Return to Work
- H. Redeployment
- I. Review

A. General Requirements

General requirements that apply across all of the five (5) standards (information and communication, employment, transportation, design of public spaces, and customer service) are outlined as follows.

Establishment of Accessibility Policies and Plans

Boys and Girls Club of London has developed, implemented and will maintain policies governing how it will achieve accessibility through these requirements.

Boys and Girls Club of London has included a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents are publicly available in an accessible format, upon request.

Boys and Girls Club of London has established, implemented, and will maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

Boys and Girls Club of London will review and update its accessibility plan once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement Boys and Girls Club of London's accessibility plan. This status report will be posted on our website. If requested, the report shall be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

Boys and Girls Club of London 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.

Training Requirements

Boys and Girls Club of London will provide training for its employees and volunteers regarding the IASR and the Ontario Human Rights Code as they pertain to individuals

with disabilities. Training will also be provided to individuals who are responsible for developing Boys and Girls Club of London's policies, and all other persons who provide goods, services or facilities on behalf of Boys and Girls Club of London.

Boys and Girls Club of London will provide training to new employees, volunteers (including Board Members), agents and/or contractors within 15 days from their start date. Revised training will be provided in the event of changes to legislation, procedures, policies, and/or practices.

Record of Training

Certification/record of completed training include completion date, will be retained in the employee's personal file.

B. Recruitment, Assessment and Selection

Boys and Girls Club of London will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, Boys and Girls Club of London will consult with the applicant and provide or arrange for suitable accommodation.

Successful applicants will be made aware of Boys and Girls Club of London's policies and supports for accommodating people with disabilities.

C. Accessible Formats and Communication Supports for Employees

Boys and Girls Club of London will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.

If an employee with a disability requests it, Boys and Girls Club of London will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform his/her job; and
- Information that is generally available to all employees in the workplace.

Boys and Girls Club of London will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

D. Workplace Emergency Response Information

Where required, Boys and Girls Club of London will create individual workplace emergency response information for employees with disabilities. This information will

take into account the unique challenges created by the individual's disability and the physical nature of the workplace, and will be created in consultation with the employee.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; and/or
- Boys and Girls Club of London reviews general emergency response policies.

E. Documented Individual Accommodation Plans

Boys and Girls Club of London will ensure that our website and all web content published after January 1, 2012, conform to the Web Content Accessibility Guidelines (WCAG) 2.0 and will refer to the schedule set out in the IASR for specific compliance deadlines.

Boys and Girls Club of London must also develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans should include specific elements, including:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- The ways that an employer can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved;
- The ways that an employee can request the participation of a representative from their bargaining agent or other representative from the workplace (if the employee is not represented by a bargaining agent) for the creation of the accommodation plan;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated and how it should be done;
- The way in which the reasons for the denial of an individual accommodation plan will be provided to the employee; and
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

The individual accommodation will also:

- Include information regarding accessible formats and communication supports upon request;
- Where needed, include individualized workplace emergency response information; and
- Outline all other accommodation provided.

F. Performance Management and Career Development and Advancement

Boys and Girls Club of London will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.

Individual accommodation plans will be consulted, as required.

G. Return to Work

Boys and Girls Club of London will develop and implement return to work processes for employees who are absent from work due to a disability and require disability-related accommodation(s) in order to return to work.

The return to work process will outline the steps Boys and Girls Club of London will take to facilitate the employee's return to work and shall use documented individual accommodation plans (as described in section 28 of the regulation).

H. Redeployment

The accessibility needs of employees with disabilities will be taken into account in the event of redeployment.

Individual accommodation plans will be consulted, as required.

I. Review

This policy will be reviewed regularly to ensure that it is reflective of Boys and Girls Club of London's current practices as well as legislative requirements.

AODA – Integrated Accessibility Standards Regulation (IASR) Information and Communications Policy

Purpose

This policy is intended to meet the requirements of the [Integrated Accessibility Standards, Ontario Regulation 191/11](#) for the Information and Communications Standard set forth under the [Accessibility for Ontarians with Disabilities Act, 2005](#). This policy applies to the provision of information and communications services and materials for people with disabilities.

All information and communications materials and services provided by Boys and Girls Club of London shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

Accessible Formats– Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready– An electronic or digital format that facilitates conversion into an acceptable format.

Kiosk – An interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one (1) or more services or products.

Policy

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. General Requirements
- B. Feedback Process
- C. Accessible Formats and Communication Supports
- D. Emergency Procedures, Plans or Public Safety Information
- E. Accessible Websites and Web Content
- F. Exceptions
- G. Review

A. General Requirements

General requirements that apply across all of the five (5) standards (information and communication, employment, transportation, design of public spaces, and customer service) are outlined as follows.

Establishment of Accessibility Policies and Plans

Boys and Girls Club of London has developed, implemented and will maintain policies governing how it will achieve accessibility through these requirements.

Boys and Girls Club of London has included a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents are publicly available in an accessible format, upon request.

Boys and Girls Club of London has established, implemented, and will maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

Boys and Girls Club of London will review and update its accessibility plan once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement Boys and Girls Club of London's accessibility plan. This status report will be posted on our website. If requested, the report shall be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

Boys and Girls Club of London 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.

Training Requirements

Boys and Girls Club of London will provide training for its employees and volunteers regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing Boys and Girls Club of London's policies, and all other persons who provide goods, services or facilities on behalf of Boys and Girls Club of London.

Boys and Girls Club of London will provide training to new employees, volunteers (including Board Members), agents and/or contractors within 15 days from their start date. Revised training will be provided in the event of changes to legislation, procedures, policies, and/or practices.

Record of Training

Certification/record of completed training include completion date, will be retained in the employee's personal file.

B. Feedback Process

Boys and Girls Club of London will ensure that all feedback processes (both internal and external) are made accessible to clients/customers or employees, upon request.

In accordance with the customer service standards, Boys and Girls Club of London will make known the availability of accessible feedback formats.

C. Accessible Formats and Communication Supports

Unless deemed unconvertible, Boys and Girls Club of London will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

Boys and Girls Club of London will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

Boys and Girls Club of London will make the availability of accessible formats and communication supports publicly known.

D. Emergency Procedures, Plans or Public Safety Information

Boys and Girls Club of London will ensure that all publicly available safety and emergency information (e.g. evacuation procedures, floor plans etc.) is provided in an accessible format or with appropriate communication supports, upon request.

E. Accessible Websites and Web Content

Boys and Girls Club of London will ensure that our website, and where applicable web content, conforms to the Web Content Accessibility Guidelines (WCAG) as outlined in the IASR, and will refer to the legislation for specific compliance deadlines and requirements.

F. Exceptions

The Information and Communications Standard does not apply to:

- Products and product labels;

- Unconvertible information or communications; or
- Information that the organization does not control either directly or indirectly through a contractual relationship.

Unconvertible Information or Communications

If it is determined, in consultation with the requesting party, that information or communications are unconvertible, Boys and Girls Club of London will ensure that the individual who made the request is provided with an explanation and a summary of the information.

Boys and Girls Club of London will classify information or communications as unconvertible where:

- It is not technically practicable to convert; or
- The technology required to make the conversion is not readily available.

G. Review

This policy will be reviewed regularly to ensure that it is reflective of Boys and Girls.

AODA – Integrated Accessibility Standards Regulation (IASR) Design of Public Spaces Policy

Purpose

This policy is intended to meet the requirements of the [Integrated Accessibility Standards, Ontario Regulation 191/11](#) for the Design of Public Spaces Standard set forth under the [Accessibility for Ontarians with Disabilities Act, 2005](#). This policy applies to removing barriers in two (2) areas:

- Buildings; and
- Public spaces.

Definitions

Accessible Formats– Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Beach Access Routes – Routes that are constructed for public pedestrian use that provide access to public beaches from off-street parking facilities, recreational trails, exterior paths of travel and amenities.

Environmental Mitigation – Activities that are intended to address any negative effects on the environment caused by the standard.

Environmental Restoration – Activities that will benefit the environment.

Exterior Paths of Travel – Refers to sidewalks and walkways designed and constructed for pedestrian travel and intended to provide a functional route from Point A to Point B, rather than a recreational experience.

Kiosk – An interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one (1) or more services or products.

Recreational Trail – A public pedestrian trail intended for recreational and leisure purposes.

Redeveloped – A planned significant alteration to a public space. It does not include maintenance activities, environmental mitigation or environmental restoration.

General Principles

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. General Requirements
- B. Recreational Trails and Beach Access Routes
- C. Outdoor Public Use Eating Areas

- D. Outdoor Play Spaces
- E. Exterior Paths of Travel
- F. Off-Street Accessible Public Parking
- G. Obtaining Services
- H. Maintenance
- I. Exceptions
- J. Review

A. General Requirements

General requirements that apply across all of the five (5) standards (information and communication, employment, transportation, design of public spaces, and customer service) are outlined as follows.

Establishment of Accessibility Policies and Plans

Boys and Girls Club of London has developed, implemented and will maintain policies governing how it will achieve accessibility through these requirements.

Boys and Girls Club of London has included a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents are publicly available in an accessible format, upon request.

Boys and Girls Club of London has established, implemented, and will maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

Boys and Girls Club of London will review and update its accessibility plan once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement Boys and Girls Club of London's accessibility plan. This status report will be posted on our website. If requested, the report shall be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

Boys and Girls Club of London 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.

Training Requirements

Boys and Girls Club of London will provide training for its employees and volunteers regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing Boys and Girls Club of London's policies, and all other persons who provide goods, services or facilities on behalf of Boys and Girls Club of London.

Boys and Girls Club of London will provide training to new employees, volunteers (including Board Members), agents and/or contractors within 15 days from their start date. Revised training will be provided in the event of changes to legislation, procedures, policies, and/or practices.

Record of Training

Certification/record of completed training include completion date, will be retained in the employee's personal file.

C. Outdoor Public Use Eating Areas

Boys and Girls Club of London is committed to ensuring that any newly constructed and/or redeveloped outdoor public use eating areas have a minimum 20% of tables that are made accessible in accordance with the Integrated Accessibility Standards, section 80.17.

D. Outdoor Play Spaces

Consultation

Prior to constructing or redeveloping an outdoor play space, Boys and Girls Club of London shall consult on the needs of children and caregivers with disabilities with the public and persons with disabilities.

Accessibility in Design

Boys and Girls Club of London will ensure that any new or redesigned outdoor play spaces incorporate various accessibility features (e.g. sensory and active play components) into their design and are constructed in accordance with the requirements outlined in the Integrated Accessibility Standards, section 80.20.

E. Exterior Paths of Travel

To ensure the health and safety of all pedestrians, any newly constructed or redeveloped exterior paths of travel will meet, and where possible exceed, the technical requirements of the Integrated Accessibility Standards, section 80.23, and where applicable, sections 80.24 – 80.28.

Consultation on Rest Areas

Prior to constructing or redeveloping rest areas on exterior paths of travel, Boys and Girls Club of London shall consult on the needs of children and caregivers with disabilities with the public and persons with disabilities.

F. Off-Street Accessible Public Parking

Types of Spaces and Access Aisles

Boys and Girls Club of London will ensure that any newly constructed or redeveloped off-street parking facilities provide the following two (2) types of parking spaces available for persons with disabilities:

- Type A – Parking space with a minimum width of 3.4 m; and
- Type B – Standard parking space with a minimum width of 2.4 mm.

Access aisles will be provided for all accessible parking spaces and will meet the requirements of the *Integrated Accessibility Standards*, [section 80.35](#).

Minimums

Boys and Girls Club of London will ensure that any newly constructed or redeveloped off-street parking facility meets, and where possible exceeds, the required number of accessible parking spaces based on the size of the lot. The number of accessible spaces will be aligned with the requirements specified in the *Integrated Accessibility Standards*, [section 80.36](#).

Signage

Boys and Girls Club of London will ensure that the proper signage is provided for each accessible parking space. Type A parking spaces will have signage indicating van accessibility.

G. Obtaining Services

Service Counters

When constructing or replacing any service counters, Boys and Girls Club of London will ensure that at least one (1) counter is made accessible in accordance with the *Integrated Accessibility Standards*, [section 80.41](#).

Fixed Queuing Guides

When constructing new fixed queuing guides, Boys and Girls Club of London will ensure that they are made accessible to people with various disabilities in accordance with the *Integrated Accessibility Standards*, [section 80.42](#).

Waiting Areas

When constructing or redeveloping an existing waiting area, Boys and Girls Club of London will ensure that a minimum of 3% of the seating is made accessible. Boys and Girls Club of London will ensure that there will be at least one (1) accessible seat.

H. Maintenance

Boys and Girls Club of London shall ensure that our multi-year accessibility plan addresses:

- Preventive and emergency maintenance procedures for the accessible elements in public spaces; and
- Procedures for temporary disruptions to accessible elements.

I. Exceptions

There may be times where it is not possible for Boys and Girls Club of London to meet all technical requirements as outlined within legislation. In these instances, Boys and Girls Club of London will strive to meet the requirements to the fullest extent to allow for accessible use with particular constraints as addressed in legislation.

J. Review

This policy will be reviewed regularly to ensure that it is reflective of Boys and Girls Club of London's current practices as well as legislative requirements.