



Fairy Glen Day Care Centre Inc. Multi-Year Accessibility Plan

Updated: October 2024

Purpose

This plan outlines the steps Fairy Glen Day Care Centre will take to improve accessibility for people with disabilities, in line with the requirements of the Integrated Accessibility Standards Regulation (IASR), Ontario Regulation 191/11.

Commitment

Fairy Glen is dedicated to providing a barrier-free environment where everyone can maintain independence and dignity. We follow the Accessibility for Ontarians with Disabilities Act (AODA) and its regulations to meet the needs of people with disabilities in a timely manner.

Questions or Feedback

If you have any questions or concerns about our accessibility policies or this plan, you can contact our Head Office or provide feedback using the following methods:

Online/Email: Visit our website at www.fairyglendaycare.com and download the feedback form. Submit the form to contactus@fairyglendaycare.com

Mail: Mail your feedback form to:
3-1380 Hopkins St.
Whitby, ON
L1N 2C3

About the Multi-Year Plan

This plan is ongoing and will be reviewed and updated on an ongoing basis. Many of the actions we have taken are listed as “complete/ongoing” because they require continuous attention.

What is Accessibility?



2024-2029 Multi-Year Accessibility Plan – General Requirements

Accessibility Policies

Status: Complete/Ongoing

Compliance Date: October 22, 2024

- We have created and publicly posted a commitment to accessibility.
- Policies on how we achieve accessibility are available on our website with accessible formats available upon request.
- All policies were reviewed and updated October 2024.

Multi-Year Accessibility Plan

Status: Complete/Ongoing

Compliance Date: January 1, 2024

- This plan is reviewed every five (5) years and is available online and at all of our locations.
- The latest review was on October 22, 2024

Training in IASR and Human Rights Code

Status: Complete/Ongoing

Compliance Date: October 2024

- All staff, students, volunteers, and contractors are training in the Ontario Human Rights Code and accessibility standards.
- Training is included during orientation and updated as needed.

Information and Communication Standards

Feedback Process

Status: Complete/Ongoing

Compliance Date: October 22, 2024

- A feedback process is in place for customers and is available online, via email, or by mail.

Accessible Formats and Communication Supports

Status: Complete/Ongoing

Compliance Date: October 22, 2024

- We provide accessible formats and communication support upon request, at no cost.

Emergency Procedures

Status: Complete/Ongoing

Compliance Date: October 2024

- Our emergency planning forms allow employees to request accommodation for emergency procedures and we create individualized plans as needed.

Accessible Websites and Web Content

Status: Complete/Ongoing

Compliance Date: January 2021

- Our website complies with WCAG 2.0 Level AA for accessibility.

Employment Standards

Recruitment and Hiring

Status: Complete/Ongoing

Compliance Date: October 2024

- All job postings inform applicants of accommodation options.
- Accommodations are available at all stages of the hiring process, including interviews.

Supporting Employees

Status: Complete/Ongoing

Compliance Date: October 22, 2024

- Employees are informed of accommodation policies during onboarding.
- Any requests for accessible formats or communication support are handled promptly.

Individual Accommodation Plans

Status: Complete/Ongoing

Compliance Date: January 1, 2021

- We have a clear process for developing and documenting individual accommodation plans.
- Employees are involved in creating their plans and their privacy is protected.

Return to Work Process

Status: Complete/Ongoing

Compliance Date: October 22, 2024

- We have a process in place to support employees returning to work after a disability related absence.

Performance Management and Career Development

Status: Complete/Ongoing

Compliance Date: January 1, 2016

- We ensure that performance management and career development processes take accessibility needs into account.

Customer Service Standards

Customer Service Policies

Status: Complete/Ongoing

Compliance Date: January 1, 2021

- We have policies in place for providing services to people with disabilities, including:
 - Service animals and support people
 - Temporary service disruptions
 - Accessible customer service training for all employees
 - Feedback processes

This document provides an overview of how Fairy Glen is committed to accessibility. The plan is regularly reviewed and updated to ensure continued compliance and improvement.