



Multi-Year Accessibility Plan

December 31, 2023

This 2023-28 accessibility plan outlines the actions that Kinark Child and Family Services (Kinark) has taken and will continue to take to improve opportunities for people with disabilities.

Introduction

The 2023-2028 Multi-Year Accessibility Plan (MYAP) outlines goals and initiatives that reaffirm Kinark Child and Family Services' commitment to creating an accessible and diverse community of staff, volunteers, clients, families, and community partners. This renewed plan is guided by the goals and direction established in Kinark's Strategic Plan, with a clear commitment to creating inclusive and respectful workspaces, delivering culturally responsive services, and implementing recommendations from our equity audit.

Kinark is committed to the identification, removal and prevention of accessibility barriers. By doing so, we will provide an accessible environment in which employees, clients, and visitors with disabilities can access Kinark's sites and information in a way that meets their individual needs. Kinark is equally committed to supporting our staff and volunteers through advice, policies, tools, resources, and governance structures that promote an inclusive workplace and support employees in delivering accessible goods, services, and facilities.

Statement of Commitment

Kinark is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner. We will maintain this commitment by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

With the support of the President and CEO, and at the direction of the Kinark Executive Team, an implementation team has been established to review and execute an annual work plan related to Kinark's commitment to accessible services and upcoming compliance requirements. The team will convene in June of each year and the plan will be reviewed and updated (if required) by January 1st of each year.

Past Achievements to Remove and Prevent Barriers:

Customer Service

1. We have committed to accessible customer service by developing an Accessible Customer Service Policy, which includes the following elements:
 - Assistive Devices
 - Service animals
 - Support persons
 - Notice of temporary disruption in services
 - Training
 - Feedback process

This policy has been posted on our website and is available in a format that takes into account the person's disability.

2. We have provided (and continue to support) training to staff, volunteers, students, and contractors via a web-based training program. The training objectives include understanding of the Ontario Human Rights Code, the requirements of the AODA customer service standards, how to interact and support people with disabilities and how to remove barriers to accessibility.
3. We have launched a Diversity, Equity, and Inclusion (DEI) plan with the following activities completed:
 - Equity Audit
 - Training in Human Rights for all leaders
 - Education focused on foundational DEI concepts with all leaders and Board of Directors
 - Development of department/program DEI action plans outlining actions to support the implementation of our equity audit recommendations
 - Enhanced communication re: DEI (e.g., annual DEI Townhalls)
4. In the development of new Kinark sites and review of existing sites, accessibility has been integrated into the planning and implementation through consultation with staff (and others as required) so that barriers can be identified and removed:
 - Doorways and hallways are wheelchair accessible; hallways allow for someone to stand beside the individual in a wheelchair or accessibility device.
 - Waiting areas have adequate space for accessibility and seating arrangements are not fixed to allow for making space as required.
 - Finish standards for walls, doors, and floors include high contrast features between horizontal and vertical planes. Flooring materials are slip resistant.
 - All offices have an accessible/gender neutral bathroom with automatic doors.

- Front doors all have automatic button access.
 - Admin counters have been lowered to create accessibility and open welcoming environments.
 - Wall mounted devices such as hand sanitizer stations are at a height that is accessible.
 - Ergonomic desks can be lowered or heightened to accommodate staff.
 - Durham has installed automatic door openers in staff areas (for future consideration for all offices).
 - Lighting in Peterborough and Durham is 90% dimmable. Bulbs have all been changed to LED to support eye health.
 - Doorknobs have been changed to leavers for easier access than knobs (Peterborough / Durham).
 - All staff areas are planned out to ensure that there is no clutter; floors and walkways are clear and measured out for accessibility to ensure that a person in a wheelchair can easily move through the office without difficulties.
 - All offices have family/wheelchair parking in front of the building.
 - All offices are on bus routes.
 - In our Warden office outdoor space, 50% of the tables are AODA compliant and the client playground features elements that engage kids with a wide range of abilities and has a surface that is firm and stable for ease of use with mobility devices.
5. We have submitted our 2023 compliance report to the Ministry for Seniors and Accessibility.

Employment

6. We remain committed to providing employees with disabilities with individualized emergency response information, when necessary, through employee accommodation plans.

Strategies and Actions for 2023-2028

Year	<u>Commitment</u> Kinark will:	Actions and target date:
2023 and ongoing	<p>Customer Service</p> <p>Provide people with disabilities the same respect, access to services and service benefits as others</p>	<p>Ongoing</p> <ol style="list-style-type: none"> 1. Provide web-based training program for staff, volunteers, students, and contractors on an ongoing basis 2. Review and update the <i>Integrated Accessibility Standards policy</i> as required
Ongoing	<p>Training</p>	<p>Ongoing</p> <ol style="list-style-type: none"> 1. Maintain a self-directed training program to include the requirements of Integrated Accessibility Standards Regulation and its requirements, and Ontario Human Rights Code (as it relates to people with disabilities) and integrated with orientation practices
Ongoing	<p>General</p> <p>Take the following steps to prevent and remove accessibility barriers</p>	<p>2023 and ongoing:</p> <ol style="list-style-type: none"> 1. Prevent and remove specific barriers as required 2. Update this plan annually 3. File this plan with the Ontario government as required

Year	<u>Commitment</u> Kinark will:	Actions and target date:
<p>2023-2024</p> <p>Ongoing</p>	<p><i>Information and Communications - Website</i></p> <p>Make information accessible for people with disabilities and meet their communication needs</p>	<p>2023-2024</p> <p>Update the Kinark website to conform to the WCAG 2.0 Level AA requirements, such as:</p> <ul style="list-style-type: none"> • Text size alternatives • Alt text descriptions • Close captioning for Kinark developed videos • Audio controls • Use of colour/colour contrast • Keyboard accessibility • Navigation instructions and predictability • Follow code development guidelines <p>Ongoing</p> <p>Review WCAG 2.0 Level AAA requirements and work to update website when possible</p> <p>Update brand guidelines to ensure colour contrast passes WCAG 2.0 AA compliance for all colour combinations</p>
<p>Ongoing</p>	<p><i>Information and Communications - Supports</i></p> <p>Provide accessible formats and communications supports upon request</p>	<p>Ongoing</p> <ol style="list-style-type: none"> 1. Consult with people (staff and clients) with disabilities to determine their information and communication needs on an as-needed basis 2. Provide training and education to staff about how to provide information in accessible formats, as required 3. Review and update any relevant policies related to communication supports to any person

Year	<u>Commitment</u> Kinark will:	Actions and target date:
Ongoing	<p>Employment Practices</p> <p>Have fair and accessible employment practices</p>	<p>Employee accommodation plans:</p> <ol style="list-style-type: none"> 1. Review and update (if required) People and Culture policies to develop a process for individual accommodation plans and return-to-work policies for employees who have been absent due to a disability 2. Implement the policy and procedure <p>Recruitment and Hiring:</p> <ol style="list-style-type: none"> 3. Review and update (if required) Human Resources recruitment policies and practices to accommodate people with disabilities (when requested) during the recruitment and assessment process 4. Implement the policy and procedure <p>Performance Management</p> <ol style="list-style-type: none"> 5. Review and update (if required) Human Resource performance management, career development and redeployment processes to accommodate employees with a disability 6. Implement the policy and procedures
Ongoing	Build Environment	<ol style="list-style-type: none"> 1. Assess requirements when new builds are being considered

For more information

For more information on this accessibility plan, please contact our Head Office at:

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Accessible formats of this document are available upon request.