



## **AODA Integrated Accessibility Standards Regulation**

Kinder Kampus is committed to meeting the accessibility needs of individuals with disabilities in a timely manner and providing an obstacle free environment for our employees, volunteers, students on placements, job applicants, customers and visitors to our agency. At Kinder Kampus we respect and follow through with the requirements of the Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act.

We will ensure Kinder Kampus complies with the accessibility legislation by providing policies, procedures, equipment, training for employees and volunteers and students on placement. We will review and update these policies and procedures as required. We are committed to Kinder Kampus being accessible to all individuals.

According to AODA legislation, Disability is defined as the following:

- 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, including diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impairment, muteness or speech impairment, 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 a 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.

### **INTENT**

This policy is to meet the requirements of the Integrated Accessibility Standards, Ontario Regulation for the information and communications Standard set forth under the Accessibility for Ontarians with Disabilities Act. This policy applies to the provision of information and communication services and materials for people with disabilities.

Kinder Kampus is committed to meeting the information and communication of all individuals with disabilities. All information and communications materials and services provided by Kinder Kampus provide equal opportunity.



## **General Requirements**

General requirements that apply to Kinder Kampus under the Integrated Accessibility Standards Regulations are as follows.

## **Accessibility Policies and Plans**

Kinder Kampus will develop, implement and maintain policies governing how it will achieve accessibility through these requirements. Kinder Kampus will include a statement of its commitment to meeting the accessibility of individuals with disabilities as quickly as possible in its policies. This will be provided through documentation in the Kinder Kampus policies and procedure making these publicly available, in an accessible format upon request.

## **Training Requirements**

Kinder Kampus will provide training for employees, volunteers and other staff in regards to the Ontario accessibility laws and the Ontario Human Rights code as it relates to individuals with disabilities. Our staff and volunteers upon employment will review together we are one (CDRCP) working together – the code of the AODA as part of our onboarding.

## **Accessible Formats and Communication Supports**

Kinder Kampus will provide all publicly available information in accessible formats and communication supports for persons with disabilities in an appropriate time manner and at no additional cost for the individual upon request. Kinder Kampus will determine their information and communication needs, and take into account the persons accessibility needs based on individual requests. Kinder Kampus will notify the public on the accessibility formats and communication supports available.

## **Feedback Process**

Kinder Kampus will ensure that the process in place for receiving and responding to feedback, if any, are accessible to individuals with disabilities by providing or arranging for accessible formats and communications supports, upon request. Kinder Kampus will notify the public about of the availability of these accessible formats.

## **Employment Standard Policy**

### **Statement of Commitment to Accessibility**

Kinder Kampus is committed to meeting the accessibility needs of people with disabilities in a timely manner and providing an obstacle-free environment for our employees, volunteers, students on placement, job applicants, customers and visitors, who enter our premises, access to our information and or services. We respect and uphold the requirements of the Integrated Accessibility Standards Regulation for Customer Service, Information and Communications, Employment and Transportation set forth under the Accessibility for Ontarians with Disabilities Act.



Kinder Kampus is committed to ensuring our organization's compliance with accessibility legislation by incorporating policies, procedures, equipment requirements, training for employees and volunteers and students on placement, and the best practices. We will review these policies and practices as required. Our commitment to making Kinder Kampus accessible to everyone includes integration of accessibility within our policies, procedures, programs and training.

According to AODA legislation,

**Disability is defined as:**

- 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, including diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impairment, muteness or speech impairment, 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 a 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.

**Barrier/Obstacle can be defined as:**

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

**Intent**

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. This policy applies to the provision for accessible employment services for people with disabilities.

All employment services provided shall follow the principals of dignity independence, integration and equal opportunity.

**Guidelines**

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

- General Requirements
- Recruitment, Assessment and Selection



- Accessible Format and Communication supports for Employees
- Workplace Emergency Response Information
- Documented Individual Accommodation Plans
- Plans and Processes
- Return to work

### **General Requirements**

General requirements that apply to Kinder Kampus under the Integrated Accessibility Standards Regulations are as follows:

### **Establishment of Accessibility Policies and Plans**

Kinder Kampus will develop, implement and maintain policies regarding how it will achieve accessibility through these requirements. We are responsible for including a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. This will be achieved through documentation on our policies and ensuring these documents are publicly available, in an accessible format upon request.

Kinder Kampus will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove obstacles and meet its requirements under the IASR regulation. We will review and update accessibility plan once every five years and it will establish, review and update its accessibility plans in consultation with persons with disabilities or an advisory committee.

### **Providing or Acquiring Goods and Services, or Facilities**

Kinder Kampus will incorporate accessibility criteria and features when providing or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

### **Training Requirements**

Kinder Kampus will provide training for its employees, students on placement and volunteers regarding the IASR and the Ontario Human Rights Code.

### **Recruitment, Assessment and Selection**

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

Kinder Kampus will notify all successful applicants of the policies and supports for accommodating people with disabilities.

## **Accessible Formats and Communication Supports for Employees**

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

- Information needed in order to perform their job; and
- Information that is generally available to all employees in the workplace

Kinder Kampus will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

## **Workplace Emergency Response Information**

Where required, we will provide a tailored workplace emergency response plan or information for employees with disabilities. The plan will take into account the unique challenges created by the individuals disability and the physical nature of the workplace, and will be created in consultation with the employee.

## **Employee Notification**

Kinder Kampus shall inform its employees of policies used to support its employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability. Such information will be provided as follows:

- A new employees as soon as practicable after they begin their employment;
- To existing employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

## **Documented Individual Accommodation Plans**

Kinder Kampus will also have in place written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans will include specific elements, including:

- The manner 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 manner in which an employer can request an evaluation by an outside medical expert, of other experts to determine if accommodation can be achieved, or how it can be achieved.
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan will be reviewed or updated and the manner in which it will be done;
- If the individual accommodation plan is denied, the manner in which the reasons for the denial 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.



## **Plans for Processes**

Kinder Kampus will utilize performance management tools and provide career development and advancement to employees, respecting the accessibility needs of its employees with disabilities when developing these processes and making decisions related to career development and advancement.

## **Return to Work**

Kinder Kampus has a return-to-work process in place for employees who are absent from work due to disability, and require disability-related accommodations in order to return to work. The return-to-work process includes an outline of the steps Kinder Kampus will take to facilitate the employee's return-to-work and use documented individual accommodation plans. If necessary, we will take into account the accessibility needs of the employees with disabilities.

## **Return-to-work due to Illness or Disability**

Kinder Kampus will provide a fair and consistent process that facilitates a safe return-to-work following an injury, illness, or disability consistent with the Employment Standards Act, Occupational Health and Safety Act, and other related legislation.

The goal of the Return-to-work process is to assist disabled, injured and ill employees to make an early and safe return to their regular duties as a temporary measure.

Modified duties will be determined based on accommodation that recognizes the unique circumstances of each case.

## **Procedure**

### **Roles and Responsibilities**

#### **The Program Supervisor is responsible for:**

- Meeting with the returning employee on a regular basis to review and discuss any concerns the employee may have.
- Reviewing and completing a plan to identify suitable work and develop a return-to-work process for the employee.

#### **The Employee will be responsible for:**

- Assisting the Kinder Kampus supervisor to identify suitable, fiscally feasible work consistent with functional abilities and actively participate in developing a return-to-work plan.
- Advising any involved health care professionals of the Return-to-work Process and availability of modified duties.
- Communicate any difficulties or concerns regarding work duties with the supervisor.
- Maintaining contact on a regular basis with the supervisor, communicating any medical updates.



- Obtaining and completing any necessary documentation required by Kinder Kampus.
- Ensuring rehabilitation activities are continued while on modified duty, to be arranged during non-work hours whenever possible.
- Obtaining a letter from a physician stating you are able to return to work.

**The Return-to-work process will be considered complete when the employee:**

- a.) Returns to their regular job at full capacity
- b.) Returns to full functional capacity supported by functional ability information
- c.) Is unable to identify suitable, available work
- d.) Is permanently placed in alternative work

**Accessible Customer Service Standard Policy**

**General Intent**

Kinder Kampus is committed to developing policies, practices, and procedures that provide accessible quality services to its families and their children. Services will be provided to clients with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity.

In compliance with the requirements of the Customer Service Standard included in the Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, Kinder Kampus is committed to providing services in a way that is accessible to all customers.

The policies and procedures will apply to all services that are delivered by Kinder Kampus including services delivered in person, by telephone, electronically, visually, orally or by written context.

**Core Principles**

Kinder Kampus will ensure that the policy and procedures are consistent with our values.

Kinder Kampus provides services to children and their families including many children with disabilities. Every reasonable effort will be made to ensure the following:

- The service will be provided in a manner that respects the dignity and independence of individuals with disabilities.
- The provision of services to individuals with disabilities will be integrated to enable clients with a disability to participate in the programs offered.
- Children with disabilities are able to participate in our services.



## **Accessible Customer Service Plan**

### **Communication**

Kinder Kampus is committed to making every effort in communicating with individuals with disabilities in a different or alternative way that takes into consideration their disability.

### **Use of Assistive Devices**

An Assistive Device is any device used by an individual with a disability to help with daily living. Assistive devices include products such as wheelchairs, walkers, white canes and electronic communication devices.

People with disabilities may enter our premise with the assistive device unless not allowed by law. If the device is not allowed by law, the person will be so advised and alternate options will be explored. If barriers to the use of an assistive device exist at any premises, these barriers, where reasonably possible, will be removed.

### **Support Persons**

A support person assists a person with a disability with communication, mobility, personal care or medical needs as they access the services of Kinder Kampus.

A support person may be an individual chosen by, and paid by, the parent of the child with a disability, to provide services or assistance with communication, mobility, personal care, behavioural support or medical needs. Parents with disabilities may require a support person to permit them to interact with our staff.

Kinder Kampus may require a person with a disability to be accompanied by a support person where it is necessary to protect the health and safety of the person with a disability or the health or safety of others on the premises. Kinder Kampus will consult with the individual to understand their needs and will consider all accommodation options.

### **Service Animals**

A Service Animal is an animal that is being used because of a person's disability and that is either readily apparent or is supported by a letter from a regulated health care provider (physician, nurse, psychologist, audiologist, psychotherapist, chiropractor or optometrist). All service animals must have proof of inoculations/vaccinations required under the childcare and Early Years act. A service animal can only be excluded from access to the premises where this is required by law. Examples include the Health Protection and Promotion Act and the Food Safety and Quality Act. The former Act prohibits service animals in places where food is prepared, processed or handled.

Where there is a risk to the health and safety of another person as a result of the presence of a service animal, consideration must be given to options available prior to the exclusion of a service animal. An example would be a situation where an individual has a severe allergy to the service animal. It is our expectation that the situation be fully

examined and all measures to eliminate the risk be considered, for example, creating distance between the individual concerned or making alternative arrangements.

The use of assistive devices, support persons and service animals must be in compliance with the regulations outlined in the Child Care and Early Years act and other regional requirements.

### **Notice of Temporary Disruptions**

Kinder Kampus will notify clients and families if there is a planned or unexpected disruption to the center or service persons. Disruptions could include snow days due to inclement weather, school lock downs, the relocation of the center due to construction. The notice will be posted at the entrance of the applicable premises as well as being provided verbally, electronically or in person as applicable. The notice will include the following information:

- That a facility or service is unavailable
- The anticipated duration of the disruption
- The reason for the disruption
- Alternative facilities or services, if available.

### **Feedback Procedure**

In accordance with the Accessibility for Ontarians with Disabilities Act, Kinder Kampus has established a feedback process which allows individuals to provide feedback on perceived obstacles, including how to ask for assistance.

Feedback may be submitted in a variety of ways including in person, by phone, in writing or electronically. All inquiries will be reviewed and responded to within 3-5 business days after receiving the feedback form.

Feedback forms will be posted on the bulletin board upon entry to the center, or available upon request from the supervisor. Feedback forms should be submitted to the supervisor.

### **Training**

Kinder Kampus will provide initial and ongoing training to its staff, as required under the Accessibility for Ontarians with Disabilities Act. This also includes volunteers, and individuals who provide a goods or services on behalf of the center, to develop the required skills that will assist them in providing excellent customer service to individuals with disabilities.

### **Training will include:**

- An overview of the Accessibility for Ontarians with Disabilities Act, and the requirements of 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 equipment or devices available to Kinder Kampus, that are provided to individuals with disabilities so that they can access goods or services.
- Training specific to each individual with a disability who is accessing Kinder Kampus Services.

## **Access and Equity Policy**

- Parents, staff and community partners are integral to a successful inclusive and equity process.
- We will always, and will always have an inclusive program.
- Kinder Kampus responds to the individual needs of each child and provides the conditions and interventions needed to help the child succeed.
- All children are supported equitably through the identification and removal of discriminatory obstacles where possible, that limit the child's ability to achieve their full potential.
- Kinder Kampus promotes a sense of belonging, contributing to every child's sense of well-being.
- All children, families and Kinder Kampus staff will be treated with respect.
- All children have the right to be cared for that allows for their needs to be met and allows them to grow and develop to their fullest potential.
- Families have the equitable access to our programs.
- Kinder Kampus, procedures and practices reflect and comply with the Ontario Human Rights code and Accessibility of Ontarians with Disabilities Act.
- Communication with families are sensitive, inclusive and non-discriminatory.

### **Policy Statement:**

At Kinder Kampus we believe that every child deserves a safe, warm and caring environment. A place where children are respected, and understood and obstacles are removed that prevent children from actively participating. Kinder Kampus is committed to fostering each child's self-esteem and feelings of self worth and value through positive care giving and stimulating programming that will promote their emotional, physical, social and intellectual growth and development.

Every child is entitled to be given the opportunity to develop personal responsibility and social skills, to learn to problem-solve and to learn about the uniqueness of others. Each child is recognized as a unique individual who brings his or her own gifts to the program and deserves to be given encouragement and space to try new things, explore new ideas and develop their own creativity.

Children enrolled at Kinder Kampus and their parents, are expected to demonstrate respectful and responsible attitudes towards other children, staff, volunteers, equipment and the center. Actions which could endanger themselves or others, including physical or verbal abuse or violent actions, fighting, or abusive language are not permitted.

Please refer to the Kinder Kampus withdrawal Policy for further information.



**Accountability**

- This policy will be reviewed with all staff annually and staff will sign to demonstrate they have read, will abide, and understand the policy.
- Reference to the Access and Equity Policy will be included in the Parent Handbook.

**Kinder Kampus Feedback Form for Accessibility Services**

Name: \_\_\_\_\_

Contact Information:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Comments / Concerns / Request:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Kinder Kampus will provide accessible formats and communication supports upon request, at no cost to the person requesting them.

If you have any questions or concerns, please contact the supervisor:

Deborah Beckett KK1 – (905) 567-1111 [deboarah@kinderkampuson.ca](mailto:deboarah@kinderkampuson.ca) or  
Elaine Steele KK3 – (905) 567-5780 [elaine@kinderkampuson.ca](mailto:elaine@kinderkampuson.ca)



## **Hiring Process Accommodation Policy**

Kinder Kampus welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

During the hiring process job applicants will be informed if selected for an interview that accommodations will be provided.

If an applicant or successful candidate requests an accommodation, a discussion will take place regarding their needs, and adjustments will be made to support them when required.

