

Strong Start® Charitable Organization Accessibility Policy

Contents

Statement of organizational commitment.....	1
Training.....	1
Procurement	1
Self-service kiosks.....	2
Information and communications	2
Employment.....	2
Design of Public Spaces.....	2
Changes to existing policies.....	3

Statement of organizational commitment

Strong Start® Charitable Organization is committed to creating an inclusive and accessible environment for persons with disabilities in a way that maintains and respects their dignity and independence. We will do so by preventing and removing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario’s accessibility laws.

Training

We are committed to training employees and volunteers in Ontario’s accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We will train our employees and volunteers on accessibility as it relates to their specific roles.

Procurement

We will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-serve kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

Self-service kiosks

We will incorporate accessibility features and consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Information and communications

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

We will notify employees, potential hires and the public that accommodations will be made during recruitment and hiring, as requested.

We will notify employees that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees working with our program partners to ensure accessibility when necessary and/or appropriate.

Where needed, we will provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees. Note: This only applies to organizations that already have these processes in place.

Design of Public Spaces

Note: This section may not apply to all organizations.

We will meet accessibility laws when building or making major changes to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas

- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off-street parking
- Accessible on-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

We will put procedures in place to prevent service disruptions to our accessible parts of our public spaces.

Changes to existing policies

We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

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Approved by Chief Executive Officer, June 30, 2021.

Approved by Strong Start Board, October 5, 2021.