



BEACONS' EARLY LEARNING HAVEN
"Nurturing Minds, Shaping Futures"

Accessibility Policies and Multi-Year Plan

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MEMO TO ALL STAFF

To All Beacons' Early Learning Haven Staff:

Accessibility Policies Overview

Commitment to Accessibility: At Beacons' Early Learning Haven, we are dedicated to fostering an inclusive environment. We align with the Accessibility for Ontarians with Disabilities Act (AODA) by identifying, removing, and preventing barriers to accessibility in all our services, facilities, and employment practices.

MEMO TO ALL STAFF

The AODA aims to make Ontario more accessible by removing barriers for individuals with disabilities. As a service provider, Beacons' Early Learning Haven is committed to ensuring equal access for all. To support this commitment, we have implemented key policies and procedures that all staff must follow:

- **Review & Acknowledge:** All staff must review the Accessibility Policy and sign the Acknowledgment Form.
- **Training Documentation:** Centre Directors are responsible for documenting staff training and forwarding records to Human Resources.
- **Service Disruptions:** Notices must be posted for any anticipated disruptions to accessibility services.
- **Documentation Requests:** Families requesting AODA documentation should be directed to Human Resources.
- **Feedback:** Any accessibility-related feedback should be forwarded to Human Resources immediately.

For questions or assistance, please contact us at admin@beaconsearlylearninghaven.ca.

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Accessible Customer Service Policy

Introduction: Beacons' Early Learning Haven is committed to delivering accessible services to all clients, including those with disabilities. This policy outlines our approach to ensuring that our services are inclusive, in accordance with the AODA.

Key Policy Elements:

1. **Communication:** We communicate with clients in ways that consider their disabilities, offering accessible formats when necessary.
2. **Assistive Devices:** Clients and visitors can use their assistive devices on our premises. Staff are trained to assist with these devices as needed.
3. **Service Animals & Support Persons:** Service animals are allowed in our facilities, and support persons may accompany clients with disabilities at no extra charge.
4. **Service Disruptions:** If accessibility services are disrupted, notices will be posted promptly, providing information about the disruption, its duration, and alternatives.
5. **Staff Training:** All staff receive training on how to provide accessible customer service, including interaction techniques, assistive devices, and handling service disruptions.

Conclusion: We are dedicated to continuously improving our services to ensure they remain accessible to all clients.

Employment Standards Policy

Introduction: Our Employment Standards Policy demonstrates Beacons' Early Learning Haven's commitment to creating an accessible and inclusive work environment. We ensure that all employment stages, from recruitment to career development, are accessible to individuals with disabilities.

Key Policy Elements:

1. **Recruitment:** All job postings include a statement about accommodation availability. We ensure candidates with disabilities are aware of how to request accommodations.
2. **Selection & Assessment:** Accommodations are provided upon request during the selection process, ensuring fairness for all candidates.
3. **Accessible Formats & Communication:** Employees with disabilities can access workplace information in accessible formats as needed.

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4. **Performance Management & Development:** We consider accessibility needs during performance evaluations and career development opportunities.
5. **Return to Work:** We develop individualized return-to-work plans for employees returning from disability-related leave.
6. **Procurement:** Our procurement practices ensure that any goods, services, and facilities purchased are accessible to all.
7. **Feedback Mechanism:** We regularly review and respond to feedback on accessibility in our employment practices.

Conclusion: Beacons' Early Learning Haven is committed to fostering an inclusive work environment where accessibility remains a priority.

Contact Information:

Operations and People Solutions Manager
admin@beaconsearlylearninghaven.ca
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Monitoring and Compliance Plan

Introduction: Our Monitoring and Compliance Plan ensures that Beacons' Early Learning Haven adheres to AODA standards through regular reviews, audits, and continuous improvement.

Key Elements:

1. **Reporting:** We submit all required AODA compliance reports as per prescribed timelines, documenting our adherence to standards.
2. **Audits:** Regular audits of our facilities, services, and digital platforms help us assess compliance and identify areas for improvement.
3. **Training:** Staff training on AODA standards is mandatory, reviewed annually, and includes updates on legislation and best practices.
4. **Feedback Review:** We actively seek feedback on our accessibility practices, ensuring that all input is reviewed and addressed promptly.
5. **Continuous Improvement:** We incorporate new accessibility standards, best practices, and technological advancements into our operations.

Conclusion: Beacons' Early Learning Haven is committed to maintaining and improving its accessibility practices and ensuring compliance with AODA standards.

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Multi-Year Accessibility Plan

Introduction: Our Multi-Year Accessibility Plan outlines Beacons' Early Learning Haven's strategy for improving accessibility in compliance with the Integrated Accessibility Standards Regulation (IASR) under the AODA.

Plan Overview: This plan details our phased approach to enhancing accessibility across customer service, employment, communication, and physical spaces.

Year-by-Year Breakdown:

Year 1:

- **Accessibility Audit:** Conduct a comprehensive audit of our facilities, services, and digital platforms.
- **Immediate Improvements:** Implement necessary changes based on audit findings.
- **Staff Training:** Launch mandatory accessibility training for all staff.

Year 2:

- **Communication Enhancements:** Improve communication practices and finalize individualized accommodation plans.
- **Facility Upgrades:** Upgrade signage and accessibility features to ensure compliance with AODA standards.

Year 3:

- **Policy Review:** Review and update all accessibility-related policies.
- **Assistive Technologies:** Introduce new assistive technologies and gather stakeholder feedback.

Year 4:

- **Digital Accessibility:** Ensure all online resources meet WCAG standards.
- **Facility Enhancements:** Complete any remaining physical accessibility upgrades.

Year 5:

- **Evaluation and Renewal:** Evaluate the effectiveness of accessibility initiatives and update the plan based on progress.

Monitoring and Review: The Operations and People Solutions Manager will review this plan annually to ensure continuous progress and compliance with AODA standards.

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Conclusion: Beacons' Early Learning Haven is dedicated to creating an inclusive environment. This Multi-Year Accessibility Plan ensures that our facilities, services, and employment practices are accessible to everyone.

Forms and Notifications

1. **Customer Service Feedback Form:** Collects feedback on the accessibility of our customer service.
2. **Notification of Service Disruption Form:** Notifies clients and staff of any disruptions to accessibility services.
3. **Documents Available Notice:** Inform clients that AODA-related documents are available upon request.
4. **Accessibility Training Acknowledgment Form:** Confirms that staff have received and understood accessibility training.
5. **Record of Training Spreadsheet:** Maintains a record of all staff training related to accessibility.

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