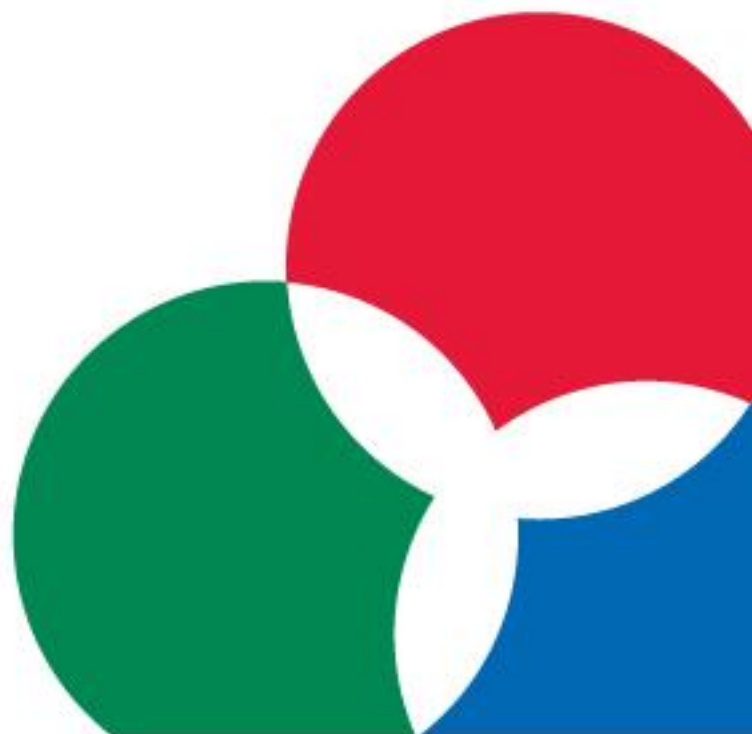


2014-2019 Multi-Year Accessibility Plan

**ONTARIO
SCIENCE
CENTRE**

An agency of the
Government of Ontario



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Ontario Science Centre Multi-Year Accessibility Plan

Introduction

The 2014-2019 Multi-Year Accessibility Plan outlines the Ontario Science Centre's ongoing and future strategies for identifying and removing barriers to accessibility. The plan provides a framework and direction that supports and strengthens our commitment and efforts in accordance with the [Ontarians with Disabilities Act, 2001 \(ODA\)](#) and the Accessibility for Ontarians with Disabilities Act (AODA).

We will continue to train and provide resources for our staff and volunteers to deliver a service that meets the needs of people with disabilities, the Accessibility Standards for Customer Service and the Integrated Accessibility Standards Regulation.

We will review and update this plan at least every five years.

Statement of Commitment

As an Agency of the Government of Ontario, the Ontario Science Centre is committed to being an inclusive, accessible and engaging cultural attraction for all. We understand the importance of ensuring accessibility for our employees and the public we serve. We are committed to meeting the needs of people with disabilities. We will continue to review our practices and policies, and engage staff, visitors and clients to improve accessible service delivery.

Accessibility Standards for Customer Service

The Ontario Science Centre is committed to delivering exceptional customer service that meets the needs of people with disabilities. In order to achieve this, we have implemented the following measures:

Assistive Devices

We ensure that staff is trained and familiar with various assistive devices that may be used by visitors, clients and employees with disabilities while accessing our site and services.

Communication

We maintain a workplace and visitor environment that is mindful and respectful of those with disabilities, and train staff to communicate and interact with sensitivity towards all visitors and clients.

Disruption of Services

The Ontario Science Centre will provide visitors and clients with notice in the event of a planned or unexpected disruption to our services on site and/or on our website, as appropriate. The notice will include information about the reason for the disruption, its anticipated duration (if available) and a description of alternate facilities or services.

Service Animals and Support Persons

We welcome people with disabilities who are accompanied by a service animal. We ensure that all staff, volunteers and others working with the public are trained in how to interact with people with disabilities and their service animals.

We also welcome people with disabilities who are accompanied by a Support Person. A Support Person accompanying a visitor with a disability will be granted free admission to the Ontario Science Centre upon making declaration or through the presentation of a recognized Accessibility Card, such as an Easter Seals Disability Travel Card or Access 2 Entertainment Card.

Telephone Services

We provide accessible telephone services for our visitors and clients. We train staff to communicate over the telephone in plain language, and to speak clearly and slowly.

Website

We are committed to making our public website compliant with applicable Web Content Accessibility Guidelines (WCAG). By updating it with new resources and accessible content as it becomes available, we provide visitors with access to the information they need.

Please contact us if there are materials that you are having difficulty accessing, and we will work with you to provide the information in a format that meets your needs.

Integrated Accessibility Standards Regulation

The Integrated Accessibility Standards Regulation establishes the accessibility standards for information and communication, employment, transportation and the design of public spaces.

Accessible Emergency Information

The Ontario Science Centre has implemented a comprehensive emergency response plan for employees and on-site service providers. Employees with disabilities are requested to self-

identify if they require assistance to evacuate in the event of an emergency. Managers are required to work with these employees to create individualized emergency evacuation procedures.

We provide visitors and clients with publically-available emergency information in an accessible format upon request.

Employment

The Ontario Science Centre follows fair and accessible employment practices.

Recruitment and Selection Process

Ontario Science Centre job ads adhere to ministry accessibility guidelines. Ads are written in plain language and include information for applicants on how to request accommodation or assistance. Our Human Resources staff responds to requests from applicants in a timely manner.

We notify applicants selected to participate in the interview process that accommodations are available upon request. Any form of accommodation is made in consultation with the applicant.

New employees are provided with information on our employee accommodation processes.

Return to Work Process

The Ontario Science Centre has developed and implemented a process for creating individual accommodation and return-to-work plans for employees that have been absent due to a disability. These plans are developed based on information provided by the employee and the employee's medical practitioner.

Feedback Processes

The Ontario Science Centre reviews feedback processes annually to ensure feedback is accessible and meeting visitor needs.

We provide a number of ways for the public to provide feedback on our programs and services:

- Through our website
- By telephone/Bell Relay
- By mail
- In person to front-line staff and management

Once feedback is received, it is directed to the appropriate person, assessed and responded to in a timely manner. If you would like to receive a response via a particular channel, such as email or telephone, please specify your preference when you leave your comment.

Information and Communications

The Ontario Science Centre is committed to meeting the communication needs of people with disabilities. We take the following steps to ensure information is made accessible upon request:

- Consult with the person making the request to determine the suitability of the accessible format or communication support.
- Follow best practices and guidelines set out by the Ontario Public Service (OPS) for creating accessible documents.
- Provide or arrange for the provision of accessible formats and communication supports in a timely manner.

Procurement

The Ontario Science Centre is committed to integrating accessibility considerations into its procurement policies, procedures and practices except where it is not feasible to do so. An explanation will be provided upon request when it is decided not to incorporate accessibility features.

Training

The Ontario Science Centre provides training to managers, staff and volunteers regarding Ontario's accessibility laws and the Ontario Human Rights Code as it relates to people with disabilities. Accessibility training is provided for the specific duties of employees, volunteers and other staff members.

Websites and Web Content

The Ontario Science Centre is taking steps to ensure its website and content conform to WCAG 2.0 Level AA standards by January 1, 2021.

In 2013, we began to assess and address accessibility on our website. This includes accessible image descriptions, descriptive hyperlinks and on-line forms field labelling. AODA content training was also provided to web content editors. In 2014, a technical project team was created to tackle issues of a more global nature such as accessible navigation and site-wide template design. This work is ongoing.

Design of Public Spaces

The Ontario Science Centre meets the Accessibility Standards for the Design of Public Spaces when building new or making major modifications to public spaces.

Public spaces include:

- Recreation trails
- Outdoor space and paths of travel such as sidewalks, ramps, stairs

- Accessible parking
- Washrooms
- Service-related elements such as service counters and queuing lines
- Exhibition halls and indoor spaces such as retail and food service outlets
- Auditorium, theatre, studio and classroom space

The following measures are in place:

- Extra wide parking spaces
- Automatic doors at the Main, Group/School, Security and other Entrances
- Lowered service counters at the Box Office and Membership Desk for easy access to visitors using mobility devices
- Elevator access to each floor
- Special Needs, Family and All-Gender washrooms
- Safe Areas of Refuge in the event of an emergency