



## **Accessibility for Ontarians with Disabilities Act (AODA) Multi-Year Accessibility Plan**

This Multi-Year Accessibility Plan describes how Burlington Gymnastics Club will continue to develop the accessibility of its services and facilities over the next five years. It is based on our commitment to date, incorporates the requirements of the Accessibility for Ontarians with Disabilities Act and outlines our approach to compliance with Ontario's accessibility legislation.

### **Table of Contents**

#### **Section One: Introduction and Background Information**

Introduction	1
Statement of Commitment	2

#### **Section Two: Accessibility at Burlington Gymnastics Club**

Accessibility Plan	2
Preventing and Removing Barriers	2

#### **Section Three: Strategies and Actions Planned for 2015/2016 – 2021**

Customer Service	3
Information and Communications	4
Employment	5
Design of Public Spaces	7
Training	8

#### **Section One: Introduction and Background Information**

##### **Introduction**

Burlington Gymnastics Club is a not-for-profit corporation governed by a volunteer Board of Directors and has been recognized for excellence in the training of Artistic and Rhythmic gymnastics in a safe and positive environment and encouraging learning and development of the whole child. It has also developed one of the largest recreation programs in Canada. Gymnasts train at the Recreational or Competitive level from beginner to National ability.

## **Statement of Commitment**

Burlington Gymnastics Club strives to meet the needs of its employees, customers, volunteers, and athletes with disabilities and is continuously working to remove and prevent barriers to accessibility. The organization is committed to contributing to making Ontario an accessible province for all Ontarians by satisfying the requirements outlined by the Accessibility for Ontarians with Disabilities Act.

In order to facilitate this commitment, our multi-year accessibility plan was developed and outlines the steps Burlington Gymnastics Club is taking to satisfy Ontario's accessibility laws and to improve upon opportunities for persons with disabilities. It will be reviewed and updated regularly to document and identify progress made in increasing accessibility of our goods, services, and facilities.

## **Section Two: Accessibility at Burlington Gymnastics Club**

### **Accessibility Plan**

The *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA"), develops, implements, and enforces accessibility standards on goods, services, facilities, accommodation, employment, buildings, structures, and premises in order to achieve accessibility for Ontarians with disabilities. The purpose of this Act is to benefit all Ontarians by reaching an accessible Ontario by January 1, 2025.

The Integrated Accessibility Standards Regulation (IASR) was created under the Accessibility for Ontarians with Disabilities Act to increase accessibility across Ontario by establishing and enforcing accessibility standards for information and communications, employment, transportation, as well as public space design.

Burlington Gymnastics Club is committed to ensuring equal access and participation for persons with disabilities. We believe in integration and equality and are committed to meeting the needs of all employees and customers with disabilities in a timely manner by making appropriate accommodations. We will continue to do so by removing and preventing barriers to accessibility and working towards full compliance with all standards under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

### **Preventing and Removing Barriers**

Burlington Gymnastics Club is committed to creating an inclusive, comfortable environment by treating all individuals in a way that allows them to maintain dignity and independence at all times. In order to uphold this commitment, our multi-year plan seeks new, feasible ways to prevent and remove barriers to accessibility for persons with disabilities.

Often, barriers to accessibility for persons with disabilities include Physical/Architectural, Attitudinal, Informational/Communication, Systemic, and Technological barriers. Our multi-year plan provides a procedure to recognize, prevent, and remove such barriers in order to create an accessible and accommodating environment.

In order to better understand and become aware of these barriers to accessibility, Burlington Gymnastics Club will continue to gather feedback from the public, customers, employees and volunteers. This feedback allows us to continuously address concerns, make appropriate accommodations, improve upon existing accessible features, and introduce new initiatives to increase accessibility.

### Section Three: Strategies and Actions

#### Customer Service

Burlington Gymnastics Club is committed to providing accessible customer service in a manner that respects the dignity and independence of customers with disabilities by providing goods and services to those requiring accommodations with the same high quality and timeliness as others.

Action(s)	Target Compliance Date	Strategy	Responsibility
Emergency and Public Safety <ul style="list-style-type: none"> <li>· Emergency and public safety information will be made accessible upon request</li> <li>· Review and update as required</li> </ul>	Jan. 1, 2012	<ul style="list-style-type: none"> <li>· Review current information and available formats</li> <li>· Convert existing information into various accessible formats</li> <li>· Inquire about options for providing new accessible formats</li> <li>· Notify all staff about policy to provide accessible formats upon request</li> </ul>	Board of Directors
Create a Policy <ul style="list-style-type: none"> <li>· Create an accessibility policy outlining how goods and services will be provided to persons with disabilities</li> <li>· Post the accessibility policy on website and provide an accessible format, upon request</li> <li>· Review and update as required</li> </ul>	Jan. 1, 2015	<ul style="list-style-type: none"> <li>· Collaborate with all employees to develop an integrated policy</li> <li>· Ensure that the most updated version of the policy is made available in accessible formats upon requested</li> </ul>	Board of Directors

## Information and Communications

Burlington Gymnastics Club strives to communicate with persons with disabilities in methods that take into account individual needs and provide the appropriate accommodations needed in order to ensure that all provided information is accessible. We are committed to working to achieve the most effective and efficient access to information for all.

Action(s)	Target Compliance Date	Strategy	Responsibility
<p>Website Content and Accessibility</p> <ul style="list-style-type: none"> <li>All new websites and website content will meet Web Content Accessibility Guidelines (WCAG) 2.0, Level A – increasing to WCAG 2.0 Level AA by January 1, 2021 with the exceptions of criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions)</li> </ul>	Ongoing until Jan. 1, 2021	<ul style="list-style-type: none"> <li>Assess accessibility of existing website and all website content</li> <li>Ensure that web developers and designers are aware of and work within IASR accessibility requirements</li> </ul>	Board of Directors
<p>Feedback Processes</p> <ul style="list-style-type: none"> <li>Ensure that existing processes of receiving and responding to feedback are effective and carried out</li> <li>Make existing feedback methods accessible upon request</li> </ul>	Jan. 1, 2016	<ul style="list-style-type: none"> <li>Review current feedback systems and available formats</li> <li>Convert existing systems into various accessible formats</li> <li>Establish a procedure for responding to requests for feedback methods in alternate formats</li> <li>Review and update processes as required</li> </ul>	Board of Directors
<p>Accessible Formats and Communication Supports</p> <ul style="list-style-type: none"> <li>To the extent practicable, provide or arrange for the provision of accessible formats and communication supports to persons with disabilities upon request</li> </ul>	Jan. 1, 2016	<ul style="list-style-type: none"> <li>Review existing available formats</li> <li>Review process for responding to accessibility requests</li> <li>Convert existing information into various accessible formats</li> </ul>	Board of Directors

<ul style="list-style-type: none"> <li>· Consult with individual making request to ensure the effectiveness and suitability of accessible format</li> <li>· Notify the public that the organization will, upon request, provide accessible formats and communication supports for persons with disabilities</li> </ul>		<ul style="list-style-type: none"> <li>· Research and identify suppliers for new accessible formats</li> <li>· Make a public statement on website stating the availability of accessible formats and communication supports</li> </ul>	
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## Employment

Burlington Gymnastics Club is committed to fair and accessible employment practices. We will take the necessary steps to notify the public as well as employees that, when requested, accommodations for persons with disabilities will be made throughout the recruitment and employment processes.

Action(s)	Target Compliance Date	Strategy	Responsibility
Recruitment, Assessment and Selection <ul style="list-style-type: none"> <li>· Notify public, employees, and potential candidates with disabilities that accommodations can be made in recruitment and assessment processes</li> <li>· If applicant requests accommodation, consult with applicant to arrange for suitable action to accommodate</li> </ul>	Jan. 1, 2016	<ul style="list-style-type: none"> <li>· Review and update current recruitment processes to ensure that barriers are prevented and accessibility accommodations are available</li> <li>· Continue to ensure that applicants are notified that accommodation is available upon request by making public statements on website and all job postings</li> </ul>	Board of Directors
Informing Employees of Supports <ul style="list-style-type: none"> <li>· Inform current and new employees of our policies for accommodating employees with disabilities</li> <li>· Ensure that employees are notified when</li> </ul>	Jan. 1, 2016	<ul style="list-style-type: none"> <li>· Continue to inform employees that accommodation is available upon request</li> <li>· Notify all employees and volunteers when policies regarding accommodation change</li> </ul>	Board of Directors

policies/procedures regarding accommodation change			
Individual Accommodation Plans · Documented individual accommodation plans will be created for employees with disabilities	Jan. 1, 2016	<ul style="list-style-type: none"> <li>· Develop and implement a process for the development of documented Individual Accommodation Plans</li> <li>· Provide regular review and updates to Individual Accommodation Plans</li> <li>· Ensure a high level of privacy</li> <li>· Update process as required</li> </ul>	Board of Directors
Workplace Emergency Response Information · Provide Individualized Emergency Workplace Information to employees with disabilities when necessary	Jan. 1, 2016	<ul style="list-style-type: none"> <li>· Develop and implement a procedure for the development of Individualized Emergency Workplace Response Information for accommodation for employees with disabilities</li> <li>· Ensure that the process includes a method to obtain consent from the employee requiring individualized information to share the information with other employees designated to provide assistance in the event of an emergency</li> </ul>	Board of Directors
Return to Work Processes · Develop and provide a return to work process for employees who have been absent from work due to a disability	Jan. 1, 2016	<ul style="list-style-type: none"> <li>· Review current return to work procedure</li> <li>· Continue to update and document return to work processes, individualizing plans to employees requiring accommodation</li> </ul>	Board of Directors
Performance Management, Career Advancement, and Redeployment · Consider the accessibility	Jan. 1, 2016	<ul style="list-style-type: none"> <li>· Review and update existing performance review procedures to ensure that accessibility features are</li> </ul>	Board of Directors

and needs of employees with disabilities when conducting performance reviews, offering career advancement, or redeployment		well incorporated and available <ul style="list-style-type: none"> <li>· Track career progression of individuals with disabilities</li> <li>· Ensure training administered with career advancement is developed with accessibility features and formats</li> </ul>	
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### Design of Public Spaces

Burlington Gymnastics Club is committed to providing an accessible physical environment by meeting accessibility laws when building or making major changes to public spaces. We will put in place procedures to prevent service disruptions to the accessible parts of our public spaces.

Action(s)	Target Compliance Date	Strategy	Responsibility
Service Counters and Waiting Areas <ul style="list-style-type: none"> <li>· All newly constructed or redeveloped indoor and outdoor service counters and waiting areas will be made accessible and conform in accordance with the provisions of the IASR</li> </ul>	Jan. 1, 2017	<ul style="list-style-type: none"> <li>· Assess accessibility of existing service counters and waiting areas to identify possible barriers</li> <li>· Consult with designers and contractors when new service counters and waiting areas are made to ensure the prevention or correction of such barriers</li> </ul>	Board of Directors
Parking <ul style="list-style-type: none"> <li>· All newly constructed or redeveloped on-street and off-street parking will be made accessible in accordance with the provisions of the IASR</li> </ul>	Jan. 1, 2017	<ul style="list-style-type: none"> <li>· Identify existing possible barriers to accessibility regarding parking at Burlington Gymnastics Club's facilities</li> <li>· Consult the requirements outlined by the IASR when new parking is constructed to ensure that accessibility regulations are met</li> </ul>	Board of Directors
Paths of Travel <ul style="list-style-type: none"> <li>· All newly constructed or redeveloped outdoor paths</li> </ul>	Jan. 1, 2017	<ul style="list-style-type: none"> <li>· Assess existing paths of travel to ensure that they are in accordance with the</li> </ul>	Board of Directors

<p>intended for travel will be made accessible in accordance with the provisions of the IASR</p> <ul style="list-style-type: none"> <li>· Accessible paths of travel will be maintained regularly and as required</li> </ul>		<p>requirements of the IASR or identify possible barriers</p> <ul style="list-style-type: none"> <li>· When new paths of travel are constructed or existing paths are modified, consult the requirements outlined by the IASR to prevent or correct such barriers</li> </ul>	
<p>Maintenance</p> <ul style="list-style-type: none"> <li>· Accessible parts of public spaces will be maintained both regularly and as required</li> <li>· When accessible parts of public spaces are not available for use due to maintenance, the public will be notified about the disruption and temporary accessible accommodations will be made in accordance with the provisions of the IASR</li> </ul>	Jan. 1, 2017	<ul style="list-style-type: none"> <li>· Develop a procedure to regularly inspect accessible parts of public spaces</li> <li>· When accessible parts of public spaces are not available, signs and other methods of public notice will be used to inform about the disruption</li> <li>· Before accessible parts are made unavailable due to maintenance, temporary accommodations will be planned, tested, and implemented for the duration of maintenance</li> </ul>	Board of Directors

## Training

We are committed to training staff and volunteers in Ontario's accessibility laws and the Ontario Human Rights Code as it applies to persons with disabilities. Employees and volunteers will also be trained on accessibility standards as they pertain to their specific roles.

Action(s)	Target Compliance Date	Strategy	Responsibility
<p>Accessible Customer Service Training</p> <ul style="list-style-type: none"> <li>· All employees and volunteers who interact with customers, persons who participate in developing policies, and persons who provide goods, services or</li> </ul>	Jan. 1, 2015	<ul style="list-style-type: none"> <li>· Review current Accessible Customer Service training and ensure that it includes information regarding the Accessibility of Ontarians with Disabilities Act, the Customer Service Standard, Burlington Gymnastics Club's policy on</li> </ul>	Board of Directors

<p>facilities on behalf of Burlington Gymnastics Club will be provided with accessible customer service training developed in accordance with the IASR</p> <ul style="list-style-type: none"> <li>· Written records of training dates and individuals who received training will be maintained</li> </ul>		<p>providing accessible customer service</p> <ul style="list-style-type: none"> <li>· Update training and training procedures as required</li> <li>· Continue to train employees as our accessible customer service policy changes</li> <li>· Research new accessible formats to deliver training</li> </ul>	
<p>Accessible Work Training</p> <ul style="list-style-type: none"> <li>· All employees and volunteers, persons involved in developing policies, and persons who provide goods, services or facilities on behalf of Burlington Gymnastics Club will be provided with training outlining the accessibility standards relevant to individual work responsibilities, the Ontario Human Rights Code as it relates to persons with disabilities, and when changes are made to accessibility policies</li> <li>· Written records of training dates and individuals who received training will be maintained</li> </ul>	Jan. 1, 2015	<ul style="list-style-type: none"> <li>· Review current training and ensure that it thoroughly covers accessibility standards regarding employment, information and communications, transportation, and design of public spaces</li> <li>· Ensure that current training includes the Ontario Human Rights Code as it relates to persons with disabilities</li> <li>· Update training and training procedures as required</li> <li>· Continue to train employees as accessibility policies change</li> <li>· Research new accessible formats to deliver training</li> </ul>	Board of Directors

### For More Information

For additional information on this accessibility plan or to provide feedback, please contact:

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