



## **2015 PROGRESS REPORT MULTI YEAR ACCESSIBILITY PLAN 2012-2017**

### **INTRODUCTION**

Science North strives to provide goods, services and facilities that are accessible to persons with disabilities. Our multi-year Accessibility Plan serves as a road map to help us meet our obligations and remove barriers to accessibility. Science North will report annually on the progress of our plan, will review and update the plan at least once every five years and will ensure the plan is posted on our website and made available in alternative formats upon request.

This document provides an update on the work undertaken in 2015 towards meeting the requirements in the Integrated Accessibility Standards Regulation (IASR). This document responds to section 4(3) (a) of the IASR which requires obligated organizations to prepare an annual status report on the progress achieved on their multi-year accessibility plan.

### **ACCESSIBILITY COMPLIANCE COMMITTEE**

Science North Accessibility Compliance Committee is responsible to develop the Centre's multi-year Accessibility Plan and to ensure the actions set out in the Plan are implemented, working in conjunction with the designated individuals or units responsible to lead each initiative.

On an ongoing basis, the Accessibility Compliance Committee monitors legislative changes to the Act and its regulations, and as required, will incorporate those changes into the Science Centre's Accessibility Plan.

### **IASR COMPLIANCE ACTIVITIES FOR 2015**

Science North has undertaken a number of initiatives to respond to the requirements of the IASR. The IASR requirements and the initiatives undertaken to address them are as follows:

## **PART 1 – GENERAL REQUIREMENTS**

<b>REQUIREMENT</b>	<b>ACTIONS</b>
Develop accessibility policies, including a statement of organizational commitment. Make policies publically available.	<ul style="list-style-type: none"> <li>✓ Statement of organizational commitment incorporated into multi-year Accessibility Plan.</li> <li>✓ Accessibility Policy posted on Science North website.</li> </ul>
Develop a multi-year accessibility plan. Report annually on the multi-year accessibility plan.	<ul style="list-style-type: none"> <li>✓ Science North Multi-Year Accessibility Plan 2012-2017 approved and posted on Science North website.</li> <li>✓ 2015 progress report developed and will be posted on Science North's website.</li> </ul>
Submit accessibility compliance report in accordance with prescribed schedule	<ul style="list-style-type: none"> <li>✓ The next required compliance report will be submitted prior to the deadline date of December 31, 2015.</li> </ul>
Integrate accessibility in procuring or acquiring goods, services and facilities, as well as procuring or acquiring self-serve kiosks.	<ul style="list-style-type: none"> <li>✓ Training/reference documents created to assist in training initiatives: <ul style="list-style-type: none"> <li>○ "Procurement of Accessible Goods, Services &amp; Facilities"</li> <li>○ "Accessible Self-Serve Kiosks".</li> </ul> </li> <li>✓ Procurement Handbook updated to include new requirements for incorporating accessibility criteria and features.</li> <li>✓ Procurement documents including the following identify accessibility requirements: <ul style="list-style-type: none"> <li>• Procurement policy</li> <li>• Instructions to Bidders</li> <li>• Purchase Order standard terms and conditions</li> </ul> </li> <li>✓ Procurement &amp; Contracts Officer</li> </ul>

	<p>will consider and include appropriate accessibility criteria in all RFX.</p> <ul style="list-style-type: none"> <li>✓ Requirement integrated into procurement training program for new staff.</li> <li>✓ Process for procuring or acquiring a self-serve kiosk is set out in the “Accessible Self-Serve Kiosk” reference document. Process includes requirement that the proposed kiosk be approved first by the Senior Manager, Sales &amp; Visitor Services or Senior Manager, Operations.</li> </ul>
<p>Provide training on the IASR and Human Rights Code to employees, volunteers or persons who participate in developing policies, and others who provide goods/services/facilities on behalf of Science North.</p>	<ul style="list-style-type: none"> <li>✓ Training on IASR requirements completed by all staff through online training module.</li> <li>✓ Additional in-house training on specific topic areas covered by the IASR scheduled to be undertaken early in 2016.</li> <li>✓ Training and proof of training on IASR requirements will be incorporated in on-boarding process including individual training and formal review at orientation</li> <li>✓ Suppliers providing services on behalf of Science North are now required to submit certification that their staff receive training in accordance with the requirements of the Customer Service and IAS regulations.</li> </ul>

**PART II – INFORMATION AND COMMUNICATION STANDARDS**

<b>REQUIREMENT</b>	<b>ACTIONS</b>
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<p>Upon request, provide accessible formats and communication supports for persons with disabilities. Notify the public about the availability of accessible formats and communications supports.</p>	<ul style="list-style-type: none"> <li>✓ New reference document created, entitled "Making Information Accessible for People With Disabilities".</li> <li>✓ Public notification regarding availability of accessible formats posted to website and added to phone line messaging.</li> <li>✓ Accessible formats messaging will be added to marketing messages where practical.</li> </ul>
<p>Ensure any new websites and web content on new websites comply with:</p> <ul style="list-style-type: none"> <li>• WCAG 2.0 Level A by Jan 1, 2014</li> <li>• WCAG 2.0 Level AA by Jan 1, 2021</li> </ul>	<ul style="list-style-type: none"> <li>✓ As the existing Science North website pre-dates the introduction of the IASR, the IASR requirements do not apply as it relates to meeting WACG 2.0 Level A standards.</li> <li>✓ Improvements completed in 2015 to Science North website include closed captioning of all website videos to assist persons with hearing disabilities.</li> <li>✓ Science North will develop a new website which will meet or exceed the WCAG 2.0 level AA guidelines no later than the January 2021 deadline date for compliance with AA guidelines.</li> </ul>

### **PART III – EMPLOYMENT STANDARDS**

<b>REQUIREMENT</b>	<b>ACTIONS</b>
<p>This section of the Regulation includes requirements related to:</p> <ul style="list-style-type: none"> <li>• Recruitment, assessment and selection</li> <li>• Accessible formats and communication supports for employees</li> <li>• Workplace emergency</li> </ul>	<ul style="list-style-type: none"> <li>✓ Job ads have been adjusted to include statement that Science North is an inclusive workplace and that accommodation is available upon request in all aspects of Science North's selection process.</li> <li>✓ Policies related to recruitment, selection, professional</li> </ul>

<p>response</p> <ul style="list-style-type: none"> <li>• Return to work processes</li> <li>• Performance management, career development and redeployment</li> </ul>	<p>development, performance management, and deployment were updated to reflect requirements of the Employment Standard and posted on-line.</p> <ul style="list-style-type: none"> <li>✓ Mandatory training implemented, with additional on-going training sessions as new employees come on board. Proof of training automatically generated upon successful completion of training program.</li> <li>✓ A program of “reminders” of AODA requirements set to periodically be sent to employees.</li> <li>✓ Science North’s AODA Accommodation Policy incorporated into documentation sessions and Science North’s Bluecoat Handbook was updated to reflect the Accommodation Policy</li> <li>✓ Internal accommodation process (emergency evacuation procedures, recruiting and selection, accommodation in work and return to work) revised and formalized.</li> <li>✓ Forms, etc. for Individual accommodation plans developed and posted on-line</li> </ul>
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**ADDITIONAL ACCESSIBILITY INITIATIVES UNDERTAKEN IN 2015**

While not directly related to the requirements of the IASR, during 2015 a number of initiatives were undertaken to improve accessibility to Science North’s facilities by the Science Centre’s staff and visitors.

**Construction of a new ticketing/sales centre**

Science North replaced an out-dated sales centre that lacked accessibility and ergonomic features. The new sales centre includes workstations that provide ample space for persons in a wheelchair (both employees and visitors), and have various ergonomic features. All work tools are easily accessible and within reach for staff, eliminating the need to stand or bend. New wireless headsets, adjustable keyboards, monitor attachments, and adjustable shelving and drawers were included in the design thereby removing an assortment of barriers. The new sales centre's design, equipment and tools facilitate easier job performance for people with hearing, mobility and manual dexterity disabilities and reiterate an inclusive environment.

### **Installation of automatic door openers**

To assist employees and visitors with mobility and physical strength limitations, automatic door openers were installed at the entrance/exit door leading to/from the employee parking lot, and at both of two men's and women's public washroom doors.

### **Improvements to staff entrance**

The accessibility of a staff entrance (leading to/from the employee parking lot) was improved with the installation of a ramp which eliminated a physical barrier faced by staff with mobility limitations.