



Accessibility Policy for the Customer Service Standard under AODA

Accessibility Policy

Windermere Kids is committed to developing and implementing policies, practices, and procedures that provide accessible quality services to employees, clients, and their children. Services will be provided to clients with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity.

Refer to Appendix B Windermere Campus Accessibility Plan Summary for the current accessibility plan for the Windermere Kids location. This summary outlines the remedial measures and current accessibility plans by Windermere Campus of Runnymede United Church and their Windermere Runnymede Accessibility Project (WRAP).

Windermere Kids is dedicated to ensuring all programs and services are accessible to clients and their children in accordance with Ontario Regulation 429.07 Accessibility Standards for Customer Services.

Windermere Kids will endeavor to ensure that the Policy and related practices and procedures are consistent with the following four (4) core principles:

- i. **Dignity** - Persons with a disability must be treated as valued clients as deserving of service as any other customer.
- ii. **Equality of Opportunity** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.
- iii. **Integration** - Wherever possible, persons with a disability should benefit from our services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- iv. **Independence** – Services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.



Windermere Kids provides services to all children and their families including those with disabilities. Every effort will be made to ensure the following:

- The service will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of services to clients with disabilities, and others will be integrated unless an alternative measure is necessary if architecture is possible, whether temporarily or permanently, to enable clients with a disability to participate in the services offered by Windermere Kids.

1. Communication

- Windermere Kids is committed to communicating with clients with disabilities in different or alternative ways that take into consideration their disability.
- Ensuring written and media information is available using accessible formats. (signs, program information, forms, website etc.)
- Staff will be trained on how to interact and communicate with clients with disabilities in a manner that is respectful of a client's dignity and independence.
- Alternative methods of communication will be provided as requested. Staff will be trained to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly.

2. Use of Assistive Devices & Service Animals

Assistive Devices and/or service animals may be used by clients to assist in accessing services at Windermere Kids.

- All service animals must have proof of inoculations/vaccinations required under the Child Care and Early Years Act.



- Staff and volunteers will be properly trained in how to interact with clients with disabilities who are accompanied by a service animal and/or an assistive device.
- Staff and volunteers will be trained on how to use equipment or devices that may help with the provision of child care services. (wheelchairs, mobility aids, computers with accessible features, medical devices etc.)
- The use of such items must be in compliance with the regulations outlined in the Child Care and Early Years Act and (municipal or regional) requirements.

3. Support Persons

Support persons may be used by clients to assist in accessing services at Windermere Kids.

- Windermere Kids may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.
- Windermere Kids will consult with the person with a disability to determine if a support person is required.
- Support Persons must comply with Windermere Kids policies and have a Vulnerable Sector Check and proof of vaccinations.
- Staff and volunteers will be properly trained in how to interact with clients with disabilities who are accompanied by a support person.

4. Notice of Temporary Disruptions

Windermere Kids will notify clients if there is a planned or unexpected disruption of a facility or service persons with a disability to access our services. The notice will be posted at the entrance of the applicable premises and as well as being provided



verbally, electronically or in person as applicable. The notice will include the following information:

- That a facility or service is unavailable.
- The anticipated duration of the disruption.
- The reason for the disruption.
- Alternative facilities or services, if available.

5. Feedback Procedure

AODA requires Organizations to implement a feedback method that allows clients to provide feedback on perceived barriers, including how to ask for assistance.

- Windermere Kids welcomes and accepts feedback in a variety of ways including in person, by telephone, in writing or electronically.
- Feedback forms are available at the main office of the centre. Feedback forms will be shared with WARP as necessary.
- Our feedback protocol requires Windermere Kids to respond to all client inquiries within 5 business days in the preferred format regarding possible accommodations/solutions.

6. Training and Records

Windermere Kids will provide training on the AODA Customer Service Standard and Human Rights including ongoing training as required under the Act. This policy applies to all employees, students, and volunteers as well as to those persons charged with developing this policy and related procedures and practices.

A. Content of Training

Training will include:

- i. A review of the purpose of the Act and requirements of the Standard.



- ii. Understanding the OHRC and how the code interacts with the AODA
- iii. A review of the policies.
- iv. How to interact and communicate with persons with various types of disabilities.
- v. How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- vi. How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.
- vii. What to do if a person with a disability is having difficulty accessing our premises and/or services.
- viii. How to work with persons with a disability to find the best solution for them.
- ix. As policies are revised, employees, students, and volunteers will be made aware.
- x. Windermere Kids Director/Assistant Director will keep a record of the training which will include the name of the person and the date they were trained.

B. Timing of Training

Training will be provided prior to commencing employment, and whenever there are changes to policies.

C. Documenting Training

- Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance with the requirements of the Act

The above policies and procedures will apply to all services that are delivered by Windermere Kids including services delivered in person, by telephone, electronically, visually, orally or by written materials.

All Accessibility Policies of Windermere Kids are available to our clients. Alternative formats are available upon request.



APPENDIX B



This is a summary of the Accessibility Plan for the Windermere Campus of Runnymede United Church (RUC), for use by Windermere Kids Inc.

Accessibility Audit

An Accessibility Audit was commissioned by the leadership of Windermere United Church for their church buildings in August 2018. This audit was performed by Accessibility Professionals of Toronto. Windermere United Church did not have the resources or money to undertake the recommendation remediations. In 2023, Windermere United Church merged into Runnymede United Church.

Windermere Runnymede Accessibility Project (WRAP)

In November 2023, Runnymede formed the **Windermere Runnymede Accessibility Project (WRAP)**. A team of four is leading a prioritization of accessibility projects for the Runnymede Campus and Windermere Campus of RUC. The majority of the completed remediation work to date has been at the Runnymede Campus in 2024 and 2025, because it is the main church services location.

Windermere Accessibility Issues

The audit identified 221 individual items at the Windermere Campus. We prioritized them by category and identified the following areas of focus:

1. Accessible access - External ramp and internal lift or elevator
2. Accessible washroom
3. Accessibility remediations (handrails, door levers, tactile warnings, signage, trip hazards,)

1. WC External Ramp and Internal Lift or Elevator

In 2024, we commissioned a \$5,000 construction project feasibility study for an external ramp and internal elevator for Windermere Campus. The project has not been approved due to the high cost (over \$400,000) and the likely collateral impact on building and tenant operations. This project would have provided access to the sanctuary and main office floor of WC but not the basement but this was felt a necessary constraint.

We are exploring in early 2026 a different approach that will replace the elevator proposal with an internal lift, which might reduce cost and operations impact sufficiently for us to proceed.

2. Accessible Washroom



The external ramp/lift project included the costs of renovating an internal washroom to be accessible. We have not separated this project from the external accessibility since the need is limited without external access.

Once we have external accessibility, we will proceed with the expanded and renovated washroom with full accessibility.

3. Internal Remediations

We have identified eight areas for internal remediations in the following categories:

- a) Handrails (add, improve)
- b) Door levers (replacing knobs)
- c) Tactile warnings (add)
- d) Signage (accessible)
- e) Floor trip hazards (fixes)
- f) Stair risers and treads (fixes)
- g) Door openers (add)
- h) Furniture (type, arrangements)

We are doing remediations at the RC for (a) handrails, (b) door levers, (c) tactile warnings and (d) signage. Once done in 2025, we will begin this work at WC. We will then tackle the remaining items.

Windermere Priority Improvement Plan

High Priority Items

1. Ensure frontline staff are trained in Advanced Accessible Customer Service; including security, maintenance/cleaning and administrative personnel.
2. Create an accessible entrance to the sanctuary or at least create a method of enabling accessibility.
3. Petition the city for on street accessible parking
4. All items where a liability issue is identified, and/or the church is exposed to unnecessary risk (glass wall indicators, surface and stair contrast, tactile warning indicators, head height barriers, etc.).
5. Create a fully accessible washroom
6. Accessible signage items relevant to entrances, washrooms, stairwells, elevator landing plates, instructions, amenities and emergency information.

Priority Items

1. Relocate emergency items such as first aid kits and defibrillators to an accessible location.



2. Barriers which can be removed through on-site maintenance and diligence (i.e. overhead obstacles, relocation of fixtures such as portable garbage cans ensuring clear routes of travel, monitoring outdoor surfaces, etc).
3. Ensure inclusive seating areas in all public spaces.
4. Any improvements listed as no or low-cost solutions.