



Helping Hands Daycare
Multi-Year Accessibility Plan

2026

Introduction

Helping Hands Daycare is committed to providing a barrier-free environment for our clients, employees, job applicants, suppliers, and visitors. We respect and promote the dignity and independence of people with disabilities. We are dedicated to meeting the requirements of the AODA and will proactively prevent and remove accessibility barriers in our workplace and services.

We are committed to excellence in serving all customers, including people with disabilities, and will carry out our functions in the following ways:

- **Communication:** We will communicate with people with disabilities in ways that take into account their disability.
- **Assistive Devices:** We will ensure our staff are trained and familiar with various assistive devices we provide or that we allow on our premises.
- **Service Animals:** We welcome people with disabilities and their service animals on the parts of our premises that are open to the public.
- **Support Persons:** People with disabilities who are accompanied by a support person will be allowed to have that person accompany them on our premises.
- **Notice of Temporary Disruption:** In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will notify customers promptly. This notice will include the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

We are committed to fair and accessible employment practices. We will accommodate employees with disabilities during the recruitment, assessment, and hiring processes, as well as in the development of individual accommodation plans and return-to-work policies.

We will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities upon request. We will consult with the person making the request to determine their specific information or communication needs. Additionally, we are committed to making our public websites and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG).

Helping Hands Daycare will provide training on the requirements of the accessibility standards referred to in the Integrated Accessibility Standards Regulation (IASR) and on the Human Rights Code as it pertains to people with disabilities. Training will be provided to all employees,

volunteers, individuals who participate in developing our policies, and all other persons who provide goods, services, or facilities on behalf of our organization.

We welcome feedback on how we provide accessible goods and services. Feedback can be submitted by:

- Email: info@helpinghandsdaycare.ca
- Phone: Please call any of our locations

Individuals providing feedback can expect to receive a response within 5 business days. This policy will be reviewed and updated regularly to ensure it continues to meet AODA legislative requirements

Our Approach

Our approach to accessibility seeks to remove administrative barriers and believes accessibility and accommodations are not a one-size-fits-all solution. We work directly with the individuals or families seeking accommodations to try to find workable solutions within the confines of a heavily regulated/restrictive environment like childcare.

Our Successes

Throughout our 37+ years in operation, Helping Hands Daycare has accommodated countless families and staff. As noted above, our approach is tailored to individual needs. From a facilities standpoint, Helping Hands Daycare continues to build, retrofit, and maintain facilities that provide accessible access.

Moving Forward

As a family business, we succeed when our families, educators, and children in our care succeed. As such, we will:

- Continue to work directly with those requiring accommodations to come up with plans that work for all parties.
- Continue to train staff to understand our collective duties and responsibilities under the Accessibility for Ontarians with Disabilities Act (AODA).
- Continue to welcome educators and families of all abilities and backgrounds.
- Continue to build, retrofit, and maintain facilities that provide accessible access.

For more information on this multi-year accessibility plan, please contact:

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Copies of this report can be found at www.helpinghandsdaycare.ca