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</table>
To All Ontario Staff:

The AODA was designed to make Ontario more accessible by identifying, removing and preventing barriers for persons with disabilities. The Customer Service Standard is the first of five to be introduced. This standard applies to all people and organizations that provide services to the public. The goal is to ensure that people with disabilities are given the same access to service and level of customer service as everyone else.

To ensure compliance with the Act, we have prepared the documents listed below and outlined the requirements on your part.

<table>
<thead>
<tr>
<th>Document</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy regarding Accessibility</td>
<td>All staff must read and sign Acknowledgement Form</td>
</tr>
</tbody>
</table>
| Record of Training Spreadsheet | • Centre Director to record staff names when Acknowledgement Form is completed.  
                                  • Forward completed forms to Human Resources.  
                                  • Forward Record of Training Spreadsheet to Human Resources by December 19th. Human Resources must report training compliance by centre before year end.  
                                  • Continue to complete Record of Training as new staff are hired. |
| Notification of Service Disruption | To be posted on the front door if there is any anticipated disruption to accessibility – e.g. automatic door isn’t working |
| Documents Available Notice | If any families ask for AODA documentation, they should be given the notice and asked to contact Human Resources. |
| Record of Customer Feedback | This will be maintained by Human Resources. Should there be any feedback regarding a Centre’s accessibility, please contact Human Resources. |

Should you have any questions, please contact HR@brightpathkids.com

November 18, 2014
BrightPath Kids Corp’s Accessible Employment Standards Policy

INTENT

This policy, which has been established in compliance with Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the Accessibility for Ontarians with Disabilities Act, 2005, aligns with BrightPath’s commitment to treat all employees in a way that respects their dignity and independence. This policy applies to the provision of accessible employment services for people with disabilities.

SCOPE

This policy shall apply to every person who deals with members of the public on behalf of BrightPath Kids Corp

Requirements

General requirements that apply across two standards, Information and Communications and Employment are outlined as follows:

Commitment

BrightPath Kids Corp is committed to treating all employees in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements in accordance with the Accessibility for Ontarians with Disabilities Act. BrightPath Kids Corp has developed policies governing how it will achieve accessibility through these requirements.

BrightPath Kids Corp will develop, maintain and document a Multi-Year Accessibility Plan outlining the company’s strategy to meet requirements under the IASR regulation. The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years and will be posted on the company’s websites. An accessible format of this document will be created upon request.

Accessible Formats and Communication Support

Upon request, BrightPath Kids Corp will provide, or arrange for the provision of, accessible formats and communication supports for persons with disabilities in a timely manner, considering the person’s accessibility needs due to disability. BrightPath Kids Corp will consult with the person making the request in determining the suitability of an accessible format or communication support.

Training Employees and Volunteers
BrightPath Kids Corp will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the Human Rights Code as it pertains to persons with disabilities to all its employees, volunteers and students. BrightPath Kids Corp will keep a record of the training provided.

**Procuring or Acquiring Goods and Services, or Facilities**

BrightPath Kids Corp will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

**Feedback**

BrightPath Kids Corp will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

**Employment Standards Overview**

The Employment Standards regulation will expand Ontario’s labour pool by ensuring people with disabilities are welcomed and supported within all workplaces. Employment standards will assist organizations with employment recruitment, providing accessible information, plans for emergencies, individual accommodation, return to work, performance management, and career development and redeployment.

**Recruitment, Assessment and Selection**

BrightPath Kids Corp will make every reasonable effort to accommodate job applicants who have disabilities. BrightPath Kids Corp will notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, BrightPath Kids Corp will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that considers the applicant’s accessibility needs due to disability.

When making offers of employment, BrightPath Kids Corp will inform the successful candidate of its policies for accommodating employees with disabilities.

**Accessible Formats and Communication Supports for Employees**

Upon a request from an employee with a disability, BrightPath Kids Corp will consult with the
employee to provide or arrange for the provision of accessible formats and communication supports for the following:

1. Information needed to perform their job; and
2. Information that is generally available to all employees.

**Documented Individual Accommodation Plans**

BrightPath Kids Corp maintains a written process for the development of documented individual accommodation plans for employees with disabilities. The plan will include, information regarding accessible formats and communications supports provided, Information on how accommodation can be achieved and protection of privacy. In addition, the plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided.

**Plans and Processes**

Any department within BrightPath Kids Corp that utilizes performance management tools, or provides career development and advancement to their employees, will respect the accessibility needs of their employees with disabilities when developing these processes. Every department within BrightPath Kids Corp will provide a tailored workplace emergency response plan or information for employees with disabilities, if their disability makes it necessary.

**Return to Work Process**

BrightPath Kids Corp will maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process will outline the steps Bright Path Kids will take to facilitate the return to work process and will include documented individual accommodation plan as part of the process.

**Contact Us:**
If you have any questions or concerns about this policy or its related procedures, please contact:

Marnie Falkiner  
Human Resources Director  
416 640-9631  
Accessible formats of this document are available upon request.  
This policy and its related procedures will be reviewed as required in the event of legislative change.
AODA – Accessible Customer Service Policy

Purpose & Scope
Accessibility for Ontarians with Disabilities Act (AODA). Providing Goods and Services to People with Disabilities: BrightPath is committed to excellence in serving all our visitors, and customers including people with disabilities.

10.1 Policy - Revised

Assistive Devices
BrightPath recognizes that some people with disabilities use assistive devices in order to access or benefit from BrightPath’s services. We will use our best efforts to accommodate all assistive devices. If necessary, BrightPath will use alternate methods to provide service to people with disabilities in a manner that takes their disability into consideration. BrightPath will ensure that designated associates are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our services.

Communication
We will communicate with people with disabilities in ways that take into account their disability.

Service Animals
BrightPath welcomes people with disabilities and their service animals. Certified service animals are allowed on the parts of our premises that are open to the public. If necessary, for the safety of all animals present, BrightPath will use alternate methods to provide service to people with disabilities in a manner that takes their disability into consideration and provides a safe environment for their service animals.

Support Persons
BrightPath recognizes that some individuals with disabilities rely on support persons for assistance while accessing services. An individual with a disability who is accompanied by a support person will be allowed to enter into our premises together with the support person and will not be prevented from having access to the support person while on the premises. When necessary to protect the health or safety of an individual with a disability, BrightPath may require an individual with a disability to be accompanied by a support person when on the premises.

Notice of Temporary Disruption
BrightPath will make every effort to notify visitors with disabilities of any planned or
unexpected disruption to services or facilities. This notice will include information on the reasons for the disruption, the expected length of the disruption and a description of alternative facilities or services, if available. Where practical, this information will be posted on the premises.

Training for BrightPath employees
BrightPath provides training to all its associates regarding the provision of excellent service to individuals with disabilities. BrightPath also commits to provide this training to all new associates within 90 days of their start date.

Feedback Process
BrightPath welcomes feedback from visitors with disabilities so that we can ensure we are meeting their needs. Those who wish to provide feedback can do so by:
• Hard copy - forms are available from Human Resources; and
• Verbally – Our Receptionist can assist you in completing the form.

Any concerns will be addressed and responded to within 72 hours.

Modifications to this or other Policies
We are committed to developing customer service policies that respect and promote the dignity and independence of visitors with disabilities, and also ensure equal access to our services for all. Any BrightPath policy that does not meet these criteria will be modified or removed. No changes shall be made to this policy without considering the impact on our visitors with disabilities.

COMPLIANCE
The Center Director or Office Manager is responsible for ensuring their staff complete the AODA certification training within 90 days of hire. On-line training will be provided.

CONTACT - Questions regarding this policy should be directed to your immediate Supervisor, or the Human Resources Director.
SCOPE

This policy applies to all employees in the province of Ontario.

POLICY

BrightPath Kids Corp. is committed to excellence in serving all customers including people with disabilities.

Exceptions to this policy may be made only with the approval of the Director, Human Resources

PROCEDURE

BrightPath Kids Corp has an expectation of providing excellent customer service to all current and potential customers from each and every employee.

Assistive Devices
We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication
We will communicate with people with disabilities in ways that take into account their disability.

Service Animals
We welcome people with disabilities and their service animals. Service animals are allowed on all parts of our premises that are open to the public, except where prohibited by law in our food preparation facilities.

Support persons
A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Fees will be charged for support persons where applicable (i.e. field trip admission, etc.). Advance notice will be provided.

We will notify customers of this through a notice posted on our premises.
Notice of Disruption
In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, BrightPath Kids Corp. will notify customers promptly. The clearly posted notice will include information about the reason for disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be posted on the front door of the learning centre as well as at the Reception Desk so it is easily found.

Training for Staff
BrightPath Kids Corp. will provide training to employees, volunteers and others who deal with the public on their behalf.

Training will be provided to new staff within six weeks of commencement of employment as part of the new employee orientation program. Staff will also be trained when changes are made to the plan. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- BrightPath Kids Corp.’s plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use the assistive devices (e.g. wheelchair lifts, TTY, etc.) available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing BrightPath Kids Corp.’s services.

Training records will be kept indicating the number of employees trained and the date training was provided.

Feedback Process
We encourage our customers who wish to provide any feedback to BrightPath Kids Corp. on this policy to the Director, Human Resources via email or verbally via telephone. The Director Human Resources will respond to the customer within 7 business days.

Any feedback provided will be kept on file by the Director, Human Resources.

Modifications to This or Other Policies
BrightPath Kids Corp is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of BrightPath Kids Corp that does not respect or promote the dignity and independence of people with disabilities will be modified or removed.

FORMS

Customer Service Feedback Form
Customer Service Feedback Form

Thank you for visiting BrightPath Kids! We value all of our customers and strive to meet everyone’s needs.

Please tell us the date and location of your visit:
Date: ___________________________  Location: ___________________________

1. **Were you satisfied with the customer service we provided you?**
   - [ ] Yes
   - [ ] No
   - [ ] Somewhat

   Comments
   __________________________________________________________
   __________________________________________________________

2. **Was our customer service provided to you in an accessible manner?**
   - [ ] Yes
   - [ ] No
   - [ ] Somewhat

   Comments
   __________________________________________________________
   __________________________________________________________

3. **Did you experience any problems accessing our goods and services?**
   - [ ] Yes
   - [ ] No
   - [ ] Somewhat

   Comments
   __________________________________________________________
   __________________________________________________________

Contact Information (optional)
Name: ___________________________  Phone Number: _______________________
Email: ___________________________

Thank-you,
Management
Notification of Service Disruption Form

In the event of planned or unplanned service disruptions (e.g. main entrance is blocked, handicapped door isn’t working), complete the following form to record actions taken by BrightPath Kids.

1. Services that are disrupted or unavailable:

2. Reason for the disruption:

3. Anticipated duration of the disruption:

4. If applicable, other options that are available:

5. If applicable, Companies or individuals notified to resolve service disruption:

Notification Requirements:

<table>
<thead>
<tr>
<th>Required</th>
<th>Area</th>
<th>Date Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>All entrances</td>
<td></td>
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<tr>
<td></td>
<td>Location of service disruption</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Website</td>
<td></td>
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<tr>
<td></td>
<td>Other:</td>
<td></td>
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<td></td>
<td>Other:</td>
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<tr>
<td></td>
<td>Other:</td>
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</table>
BrightPath Kids Corp’s AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

This 2012 to 2025 accessibility plan outlines the policies and actions that BrightPath Kids Corp will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11.

Statement of commitment:

BrightPath Kids Corp believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Plan:

<table>
<thead>
<tr>
<th>Customer Service Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Accessibility Requirement</strong></td>
</tr>
<tr>
<td>Plan and Implementation</td>
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<td></td>
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<tr>
<td>Responsible Authority</td>
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<table>
<thead>
<tr>
<th>General Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Accessibility Requirement</strong></td>
</tr>
<tr>
<td>Plan and Implementation</td>
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<td></td>
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<tr>
<td>Responsible Authority</td>
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</table>

<table>
<thead>
<tr>
<th>Accessibility Requirement</th>
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</thead>
<tbody>
<tr>
<td><strong>Accessibility Requirement</strong></td>
</tr>
<tr>
<td>Plan and Implementation</td>
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</tbody>
</table>
• Provide in-house training for all staff and volunteers on the Integrated Accessibility Standards Regulation and the Human Rights Code

• Training new hires and updating the existing training materials implementing feedback

**Responsible Authority**

• Centre Directors

### Information and Communication Standards

<table>
<thead>
<tr>
<th>Accessibility Requirement</th>
<th>Feedback Process</th>
<th>Compliance Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Plan and Implementation</strong></td>
<td>• The Speak up Policy, AODA policy, Feedback form</td>
<td>JANUARY 01, 2015</td>
</tr>
<tr>
<td></td>
<td>• The Speak Up Policy includes alternative communication methods for persons with disability to access</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• All emails, memos and newsletters comply with AODA standards of digital communication requirements</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Feedback form available on Website is compliant with AODA standards of digital communication requirements</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Revised and updated periodically</td>
<td></td>
</tr>
<tr>
<td><strong>Responsible Authority</strong></td>
<td>• Health, Safety and Compliance Manager</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Accessibility Requirement</th>
<th>Accessible formats and communication support</th>
<th>Compliance Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Plan and Implementation</strong></td>
<td>• The Speak up Policy, AODA policy, Feedback form</td>
<td>JANUARY 01, 2016</td>
</tr>
<tr>
<td></td>
<td>• The Speak Up Policy includes alternative communication methods for persons with disability to access</td>
<td></td>
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<td></td>
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<tr>
<td></td>
<td>• Revised and updated periodically</td>
<td></td>
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<tr>
<td><strong>Responsible Authority</strong></td>
<td>• Health, Safety and Compliance Manager</td>
<td></td>
</tr>
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<td></td>
<td>• Human Resources Team</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Accessibility Requirement</th>
<th>Emergency procedures, plan or public safety information</th>
<th>Compliance Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Plan and Implementation</strong></td>
<td>• Fire Safety Training</td>
<td>JANUARY 01, 2012</td>
</tr>
<tr>
<td></td>
<td>• BrightPath Kids Corp to provide the existing emergency and public safety information available in accessible formats upon request. We will also provide employees with disabilities with individualized emergency information when necessary</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Update the policies as per requirements</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Revised and updated periodically</td>
<td></td>
</tr>
<tr>
<td><strong>Responsible Authority</strong></td>
<td>• Centre Directors</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accessibility Requirement</th>
<th>Educational and training resources or materials</th>
<th>Compliance Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Plan and Implementation</strong></td>
<td>• Onsite and Online Training Programs, New Hire Training, AODA training</td>
<td>JANUARY 01, 2016</td>
</tr>
<tr>
<td>Accessibility Requirement</td>
<td>Responsible Authority</td>
<td>Compliance Date</td>
</tr>
<tr>
<td>----------------------------</td>
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<td>-----------------</td>
</tr>
<tr>
<td>Onsite and Online Trainings Programs have accessible formats available upon request</td>
<td>Health Safety and Compliance Manager, Centre Directors</td>
<td></td>
</tr>
<tr>
<td>AODA training materials are available in accessible formats upon request</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revised and updated periodically</td>
<td></td>
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</tbody>
</table>

### Accessibility Requirement

<table>
<thead>
<tr>
<th>Plan and Implementation</th>
<th>Accessible websites and web content</th>
<th>Compliance Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Official BrightPath Kids Corp Website, Emails, Memos and Newsletters</td>
<td>The Official BrightPath Kids Corp Website, Emails, Memos and Newsletters comply with conform with the international Web Content Accessibility Guidelines (WCAG) 2.0</td>
<td>JANUARY 01, 2012</td>
</tr>
<tr>
<td></td>
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<tr>
<td>Responsible Authority</td>
<td>Marketing Department</td>
<td></td>
</tr>
</tbody>
</table>

### Accessibility Requirement

<table>
<thead>
<tr>
<th>Plan and Implementation</th>
<th>Training to educators</th>
<th>Compliance Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Continue to ensure that all new and existing staff members are trained in accordance with AODA Customer Service Standards. The Staff will be required to sign the completion agreement upon finishing the training which they will be submitting to their respective supervisors</td>
<td></td>
<td>JANUARY 01, 2012</td>
</tr>
<tr>
<td>2. Assign all managers with in the organizations to track and ensure that their departments follow the training requirements</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Develop and implement a tracking system to ensure that all staff has received the appropriate level of training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revised and updated periodically</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Responsible Authority</td>
<td>Health, Safety and Compliance Manager</td>
<td></td>
</tr>
</tbody>
</table>

### Employment Standard

<table>
<thead>
<tr>
<th>Plan and Implementation</th>
<th>Recruitment, assessment and selection processes, Performance management process and Return to Work</th>
<th>Compliance Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>BrightPath Kids is committed to fair and accessible employment practices</td>
<td></td>
<td>JANUARY 01, 2016</td>
</tr>
<tr>
<td>Early Childhood Education Centres deal with providing services to one of the vulnerable sectors – Children between the ages of 6 weeks to 6 years. Taking into consideration the specific recruitment requirements, all accommodations possible will be made available to people with disabilities during recruitment and assessment process when the employee is hired.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Performance Management, Career Development and Employee Transfer process:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Annual review process includes “Performance Evaluation Form” which is available in accessible format upon request.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Solicit input from staff when developing career development plan that will take into consideration any accessibilities needs</td>
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<td></td>
</tr>
<tr>
<td>3. Consider any accessibilities needs in planning a transfer for an</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Return to work policy includes the accommodation plans to help employees who are on leave due to a disability. Managers will be implementing the accommodation plan to help employees with disabilities who request it.

- Revised and updated periodically

**Responsible Authority**
- Human Resources Team, Centre Directors

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### Design of Public Spaces Standard

<table>
<thead>
<tr>
<th>Accessibility Requirement</th>
<th>Recruitment, assessment and selection processes, Performance management process and Return to Work</th>
<th>Compliance Date</th>
</tr>
</thead>
</table>
| **Plan and Implementation** | - Outdoor play spaces  
- Off Street Parking  
- BrightPath Kids Corp in the Ontario Centres infrastructures complies Accessibilities Standards for the Design of Public Spaces.  
- The outdoor play spaces have sensory components: Sand  
- Ground surfaces are stable to avoid injuries  
- Parking spaces have allocated accessible parking spots | JANUARY 01, 2017 |
| **Responsible Authority** | - Human Resources Team, Centre Directors | |

### Transportation Standard

<table>
<thead>
<tr>
<th>Accessibility Requirement</th>
<th>Not applicable for BrightPath Kids Corp</th>
<th>Compliance Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsible Authority</strong></td>
<td>- Human Resources Team, Centre Directors</td>
<td></td>
</tr>
</tbody>
</table>

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\[15\]
Organization category **Business / non-profit**

Number of employees range 50+

Filing organization legal name **BrightPath Kids Corp**

Filing organization business number (BN9) **844406462**

Fields marked with an asterisk (*) are mandatory

**B. Understand your accessibility requirements**

Before you begin your report, you can learn about your accessibility requirements at [ontario.ca/accessibility](http://ontario.ca/accessibility).

Additional accessibility requirements apply if you are:

- **a municipality**
- **an education institution (e.g., school board, college, university or school)**
- **a producer of education material (e.g., textbooks)**
- **a library board**

**C. Accessibility compliance report questions**

**Instructions**

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

**Make your employment practices accessible**

1. Does your organization notify its employees and the public about the availability of accommodations during the recruitment process? *

   **Read O. Reg. 191/11 s.22 - 24: Recruitment**

   Early Childhood Education Centres: Deal with providing services to vulnerable sector (Children aged 5 weeks to 6 years) - the specific recruitment requirements are mandatory and all available accommodations are communicated by the Centro Directors.

   **Comments for question 1**

2. Does your organization provide employees with updated information about its policies to support employees with disabilities? *

   **Read O. Reg. 191/11 s.25: Informs employees of supports**

   Early Childhood Education Centres - our HR Department, and Centre Directors send updated information to the employees at each of their respective centres about specific policies to support employees with disabilities.

   **Comments for question 2**

3. When requested, does your organization provide employees with disabilities information in an accessible format or with communication supports? *

   **Read O. Reg. 191/11 s.26: Accessible formats and communication supports for employees**

   Information is communicated by Center Directors, Area Managers and HR from Head Office through: emails, memos, ADP employee portal website, bulletin boards at the centres, staff meetings and one on one conversation.

   **Comments for question 3**
4. Does your organization prepare individualized workplace emergency response information for employees with disabilities? *

Read O. Reg. 191/11 s.27: Workplace emergency response information

Comments for question 4: We identify employees with disabilities and provide emergency response information for the individuals. - emergency response for fire safety during fire drills.

5. Since January 1, 2017, has your organization constructed new or redeveloped existing recreational trails that you intend to maintain? *

Read O. Reg. 191/11 Part IV.1: Design of Public Spaces Standards - Definitions

5.a. Did your organization consult with the public and persons with disabilities prior to constructing new or redeveloping existing recreational trails as outlined in the s.80(8) of the Integrated Accessibility Standards Regulation (IASR)? *

Read O. Reg. 191/11 s.80(8): Consultation recreational trails

Comments for question 5.a

5.b. Does your organization ensure that its new or redeveloped recreational trails meet the technical requirements as outlined s.80(9) of the IASR? *

Read O. Reg. 191/11 s.80(9): Technical requirements for trails

Comments for question 5.b

6. Since January 1, 2017, has your organization constructed new or redeveloped existing beach access routes that you intend to maintain? *

Read O. Reg. 191/11 Part IV.1: Design of Public Spaces Standards - Definitions

6.a. Does your organization ensure that its new or redeveloped beach access routes meet the technical requirements as outlined in IASR s.80(10)? *

Read O. Reg. 191/11 s.80(10): Technical requirements for beach access routes

Comments for question 5.a

7. Do your new or redeveloped recreational trail and/or beach access routes include boardwalks? *

Read O. Reg. 191/11 s.80(12): Boardwalks

Comments for question 7.a
3. Do your new or redeveloped recreational trails and/or beach access routes include ramps? *
   (If Yes, you will be required to answer additional questions)
   - Yes  - No

4. Where new or redeveloped recreational trails and/or beach access routes have a ramp, does the ramp meet the technical requirements as outlined in s.80(13) of the IASR? *
   - Yes  - No

5. Comments for question 3.a

9. Since January 1, 2017, has your organization constructed new or redeveloped existing outdoor public use eating areas that you intend to maintain? *
   (If Yes, you will be required to answer additional questions)
   - Yes  - No

10. Does your organization ensure that where they construct or redevelop outdoor public use eating areas that they meet the requirements as outlined in s.80(17) of the IASR? *
   - Yes  - No

11. Since January 1, 2017, has your organization constructed new or redeveloped existing exterior paths of travel that you intend to maintain? *
   (If Yes, you will be required to answer additional questions)
   - Yes  - No

12. Where applicable, do you newly constructed or redeveloped exterior paths of travel meet the technical and general requirements as outlined in s.80(21) - 80(31) of the IASR? *
   - Yes  - No

Comments for question 11.a
12. Since January 1, 2017, has your organization constructed new or redeveloped existing off-street parking facilities that you intend to maintain? *
   (if Yes, you will be required to answer additional questions)
   ![Yes/No options for question 12](image)

   12.a. When constructing new or redeveloping off-street parking facilities that you intend to maintain, do you ensure that the off-street parking facilities meet the accessibility requirements as outlined in s.80(32) – 80(37) of the IASR? *
   ![Yes/No options for question 12.a](image)

   Read Q. Req. 191/11 s 80(32) – 80(37) Accessible Parking
   Learn more about your requirements for question 12.a

   Comments for question 12.a

13. Since January 1, 2017, has your organization constructed a new or replaced an existing service counter? *
   (if Yes, you will be required to answer additional questions)
   ![Yes/No options for question 13](image)

   13.a. Does your organization ensure that new or redeveloped service counters meet the technical requirements as outlined in s.80(41) of the IASR? *
   ![Yes/No options for question 13.a](image)

   Read Q. Req. 191/11 s. 80(41) Service counters
   Learn more about your requirements for question 13.a

   Comments for question 13.a

14. Since January 1, 2017, has your organization constructed new fixed queuing guides? *
   (if Yes, you will be required to answer additional questions)
   ![Yes/No options for question 14](image)

   14.a. Does your organization ensure that new fixed queuing guides for obtaining services meet the technical requirements as outlined in s.80(42) of the IASR? *
   ![Yes/No options for question 14.a](image)

   Read Q. Req. 191/11 s.80(42) Fixed queuing guides
   Learn more about your requirements for question 14.a

   Comments for question 14.a

15. Since January 1, 2017, has your organization constructed new or redeveloped existing waiting areas? *
   (if Yes, you will be required to answer additional questions)
   ![Yes/No options for question 15](image)

   15.a. Does your organization ensure that new or developed fixed seating waiting areas meet the technical requirements as outlined in s.80(43) of the IASR? *
   ![Yes/No options for question 15.a](image)

   Read Q. Req. 191/11 s.80(43) Waiting areas
   Learn more about your requirements for question 15.a

   Comments for question 15.a

16. Does your organization’s public spaces have accessible elements in place as required under the Design of Public Spaces Standard of the IASR? *
   (if Yes, you will be required to answer additional questions)
   ![Yes/No options for question 16](image)

   Read Q. Req. 191/11 Part IV. 1. Design of publicspaces standards
   Learn more about your requirements for question 16

   16.a. Does your organization’s multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order as outlined in s 80(44) of the IASR? *
   ![Yes/No options for question 16.a](image)

   Read Q. Req. 191/11 s 80(44) Maintenance of accessible elements
   Learn more about your requirements for question 16.a

   Comments for question 16.a
17. Other than the requirements cited in the above questions, is your organization complying with all other requirements in effect under the Integrated Accessibility Standards Regulation?  

- Yes  
- No  

Read O. Reg. 151/11: Integrated Accessibility Standards  
Learn more about your requirements for question 17

Comments for question 17