

Ontario Science Centre Multi-Year Accessibility Plan - 2019 Annual Status Report

As an Agency of the Government of Ontario, the Ontario Science Centre is committed to being an inclusive and engaging cultural attraction for all. We understand the importance of ensuring accessibility for our employees and the public we serve, and are committed to ensuring services are delivered in alignment with our [vision, mission, purpose and ambition](#), and the principles of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA): dignity, independence, integration, and equal opportunity.

The Ontario Science Centre is compliant with all legislated standards under the AODA and the Integrated Accessibility Standards Regulation (IASR) required by 2019. These activities include:

- Written accessibility policies and a statement of commitment communicated on our website.
- A multi-year accessibility plan for 2014-2019, posted on our website.
- Training for existing staff and all new staff on the IASR and the Human Rights Code as it pertains to persons with disabilities.
- A process to receive and respond to feedback on how services are provided to persons with disabilities, and ensuring that feedback processes are accessible to persons with disabilities.
- Availability of accessible formats and communication supports for persons with disabilities, upon request.
- Ensuring that accommodation is available throughout the recruitment process, and communicating this to staff and the general public.
- Ensuring that employees are aware of employment accommodation policies, including a comprehensive process for developing individualized employment accommodation plans.
- Policies, practices and procedures regarding the use of service animals on the premises.
- Compliance with all applicable requirements for the design of public spaces standard under the IASR.
- Continuation of monthly [Sensory Friendly Saturday](#) programming in partnership with the Geneva Centre for Autism. This program is delivered to the general public and geared towards individuals on the autism spectrum.
- Written exhibit information is kept between 3 - 6 feet reading height, and is assessed for contrast, legibility, and text size, in alignment with internal accessible design considerations.

- Availability of rear window captioning in the OMNIMAX theatre to assist customers who are hearing impaired.

In furthering our commitment to accessibility, we also undertook the following activities in 2019:

- Training delivered to staff on accessible graphic design practices, and resources shared on how to develop accessible documents.
- Updates of online educational program descriptions are underway to include descriptions of sensory experiences (i.e. loud noises, flashing lights etc) with a target completion date of January 31, 2020.
- Upgrades of available gender-neutral restrooms to include assistance buttons and grab bars.
- Installation of automatic door openers in certain staff areas to improve access.
- Review of accessibility elements with respect to visual impairment as it relates to wayfinding, guide maps, audio tours, and supplementary content (in progress, to be completed in 2020).
- Review of website elements to ensure compliance with the Web Content Accessibility Guidelines (WCAG). Note: a website redesign is underway and is expected to be implemented before the January 1, 2021 deadline for full compliance with WCAG 2.0.
- Review of existing communication practices (phone, e-mail, fax, call relay, TTY) and customer service policies to ensure they are appropriately meeting accessibility needs.

A fulsome list of our accessibility policies and practices can be found on our [Accessibility Page](#).

In early 2020, the Ontario Science Centre will be consulting with people with disabilities in the development of our 2020-2025 Multi-Year Accessibility Plan to ensure that our future accessibility goals meet the diverse needs of our customers, and are appropriately aligned with the principles of AODA.