



Ontario Science Centre Multi-Year Accessibility Plan – 2024 Annual Status Report

As an Agency of the Government of Ontario, the Ontario Science Centre (OSC) 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 [Who We Are statement](#) and the principles of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA): dignity, independence, integration, and equal opportunity.

The OSC released a Multi-Year Accessibility Plan for the period of 2020-2025. This plan aligned with commitments outlined in the previous Multi-Year Accessibility Plan, was developed in consultation with persons with disabilities, and posted on our website.

The building at 770 Don Mills Road closed to the public in June 2024, with staff transitioning out of the building by the end of October 2024. Beginning in November 2024, the organization continued the delivery of its programs and services across two satellite locations at CF Sherway Gardens and Harbourfront Centre, including various pop-up locations. These satellite locations are situated within facilities owned and managed by external landlords. Accessibility updates for these worksites, as well as for the former location at 770 Don Mills Road, are outlined below.

We remain committed to fulfilling our obligations under the AODA by assessing the accessibility features of each site, communicating identified barriers to landlords, and ensuring that all policies, procedures, training and service-delivery practices within our control remain accessible. The Ontario Science Centre continues to comply with all legislated requirements under the AODA and the Integrated Accessibility Standards Regulation (IASR), both at our physical locations and through our virtual programming.

We continue to commit to the following:

- Ensuring all recreational and school programs, as well as all hosted documents and videos on our WCAG 2.0-compliant website, meet accessibility standards.
- Designing marketing materials that meet AODA standards.
- Prioritizing AODA considerations when consulting with external clients on the development of new exhibits and programs.
- Fabricating new exhibitions that are fully accessible.



- Consulting with teachers and caregivers prior to individual program delivery to ensure that accommodations are made to improve student participation.
- Ensuring all new staff complete mandatory OPS AODA training as part of the onboarding process.
- Reviewing admission booking processes to ensure they meet accessibility standards.
- When necessary, posting public notice of disruption regarding facilities accessed by persons with disabilities.
- Improving access with automatic door openers installed at multiple entrances.

In 2024, the organization made significant progress across its sites to enhance accessibility and inclusion. Highlights include:

770 Don Mills Road

Education & Public Programming

- Led an inclusion and accessibility training session for Educator staff, facilitated by a self-identified intern with a disability. A copy of their thesis was shared as a reference resource.

Design of Public Spaces

- Installed gender-neutral washrooms.

Learning and Development

- Developed an internal HR Resource Hub to improve accessibility of organization-wide tools, training materials, and resources.

CF Sherway Gardens Satellite location

Wayfinding and Signage

- To improve accessibility for employees and visitors, the draping and signage originally installed at this worksite were reassessed. This included repositioning A-frames, H-frames, and other signage to ensure they did not obstruct entry or exit points and allowed clear, unobstructed movement throughout the space. In addition, the draping was kept open rather than fully extended to maintain clear and accessible pathways.



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The following commitment activities are underway for 2025:

Harbourfront Centre Satellite

Wayfinding & Signage

- Providing sensory bags filled with equipment for self-regulation, tactile input, attention focusing tools, and body awareness support items for children and visitors who may experience sensory sensitivities.

For a list of our accessibility policies and practices, please visit our [Accessibility Page](#).

For general inquiries or to request an alternate format of this plan, please email accessibility@ontariosciencecentre.ca or call 416-696-1000 (toll free 1-888-696-1110).