

DRAFT

<p>MULTI YEAR ACCESSIBILITY PLAN 2021-2026</p>

INTRODUCTION

In 2005, the Government of Ontario passed the *Accessibility for Ontarians with Disabilities Act (AODA)*, in order to make Ontario fully accessible to people with disabilities by 2025. The *Integrated Accessibility Standards Regulations (IASR)*, under the AODA, require that effective January 1, 2014, Community Living Port Colborne~Wainfleet (CLPCW) establish, implement, maintain and document a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers for people with disabilities and to meet its requirements under the IASR.

Legislation

- Ontarians with Disabilities Act, 2001
- Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- Accessibility Standards for Customer Service – Ontario Regulation 429/07
- Integrated Accessibility Standards Regulation (O.Reg 191/11)

This plan outlines CLPCW's multi-year strategy (2021-2026) to identify, prevent and remove barriers to accessibility and details how we will meet the requirements of the IASR. It also incorporates CLPCW's intentions to meet its obligations under the *Ontarians with Disabilities Act, 2001*. It describes the measures that the organization will take over the next five years, and provides a benchmark for the future. In addition, this plan:

- reviews CLPCW's recent efforts to remove and prevent barriers to accessibility;
- makes a commitment to provide an annual status report on CLPCW's implementation of the plan;
- makes a commitment to review and update the plan at least once every five years; and
- Describes how CLPCW will make this plan available to the public.

COMMITMENT STATEMENT

In fulfilling our mission, Community Living Port Colborne-Wainfleet (CLPCW) strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers. Whether a person's disability is apparent or not, everyone shall be

treated with courtesy, made to feel welcome, and have their need for accommodation respected whenever they interact with our organization.

Since the enactment of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Ontario continues to work toward making the province accessible for people with disabilities.

Integrated Accessible Standards – Ontario Regulation 191/11

This Regulation (made under the AODA) provides for a variety of Accessible Standards and time frames for organizations like CLPCW, as a non-profit and/or large organization to meet the requirement. Below is a list of Standards that CLPCW was required to have in place on or after **January 1, 2012**:

General:

- Establishment of accessibility policies
- Accessibility plans

Information and Communication Standard:

- Emergency procedures and plans
- Accessible websites and web content

Employment Standard:

- Workplace emergency response information

Accessibility Policies

Community Living Port Colborne-Wainfleet (CLPCW) remains committed to providing quality goods and services that are accessible to everyone. We believe in fostering an inclusive community by identifying and removing barriers faced by persons with disabilities. During 2011, CLPCW developed and approved an “Accessible Customer Service Policy” that went into effect

January 1, 2012. **Revised and approved by Board of Directors June 2021.** CLPCW makes every effort to ensure its policies, practices, and procedures are consistent with the following principles:

Dignity - People with disabilities are valued and as deserving of CLPCW supports and services as any other customer or stakeholder.

Independence - The capabilities of people with disabilities will be acknowledged and respected.

Integration - The provision of supports or services to people with disabilities and others will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable them to obtain, use or benefit from CLPCW's supports or services.

Equal Opportunity - Where a uniform response is inappropriate, individual needs will be taken into account when providing supports and services. This is to ensure there are no barriers to their access or participation, and that individuals are treated in a manner similar to other customers and stakeholders.

CLPCW believes that Accessibility Policies are living documents that need to be reviewed and updated regularly to reflect current practices. Toward this end CLPCW will:

- ensure these policies are reviewed annually by the Quality Enhancement Committee;

- ensure current staff and volunteers read these policies and acknowledge same, annually;
- ensure new staff & volunteers read these policies and acknowledge same, annually; and,
- ensure that the CLPCW Board reviews these policies annually.

**COMMUNITY LIVING PORT COLBORNE-WAINFLEET
STATUS REPORT ON UNDERTAKINGS
2021-2026**

The Ontario Regulation 429/10 provides for a variety of Customer Service Standards and time frames for organizations like Community Living Port Colborne-Wainfleet (CLPCW), as a non-profit and/or large organization to meet the requirement. Below is a list of Standards that CLPCW was required to have in place on or after January 1, 2012. To date following steps have been taken:

- Created, communicated, and published CLPCW's Accessible Customer Service Policy in 2011 and updated in September 2013 to include procedures for Disruption in Service, Use of Assistive Devices, Use of Service Animals and Support Persons, and, Accessibility Feedback Process internally for employees. **Revised June 2021**
- Ensured all policies and procedures are available in an alternate format upon request.
- Developed a standardized Service Disruption Notice and Facility Disruption Report/Tracking document.
- Created an internal tracking document used for all accessibility suggestions, comments, inquires and complaints.
- Accessibility requests received via phone or email handled promptly and internally.
- Customer service training (including policies and procedures) provided to all employees on how to recognize, assist, and respect people with a disability. Participants and dates of training are tracked and reported.
- All new employees are required to complete AODA Customer Service Standards training during their employment.
- CLPCW filed its OADA Self-Certified Accessibility Report with the Government of Ontario on January 4, 2013.
- June 3, 2013 CLPCW was randomly selected for a file review to confirm information from the Accessibility Report. The requested documentation was forwarded on June 4, 2013.
- In accordance with recommendations made during the File Review the Accessible Customer Service Policy was revised in September 2013.

Required legislative compliance: January 1, 2012

Next accessibility compliance report: June 2021

Accessibility Plan

During the 2013 year, CLPCW developed and approved this multi-year "Accessibility Plan" that went into effect January 1, 2014. The intent of this Plan is to outline CLPCW strategies to prevent and remove barriers to accessibility.

CLPCW will take the necessary steps to ensure that the "Accessibility Plan" is maintained, updated and reviewed annually by CLPCW Senior Management and Board of Directors.

Emergency procedures and plans

CLPCW has one service location that allow access to customers during business hours. At the entrance way to this location, CLPCW has posted Emergency Plans at the main entrance in accordance with Provincial Fire Marshall (Fire Protection & Prevention Act) and local Fire Department code regulations. Documentation includes, but is not limited to, floor plans and evacuation procedures.

All of the aforementioned Regulators require evacuation procedures that provide for individuals needing assistance. Additionally, in keeping with the AODA standards, CLPCW is prepared to provide Emergency Plan information in an accessible format or with appropriate communication support, upon request.

Accessible websites and web content

The CLPCW website has an external [Accessibility web page](#) containing accessibility feedback form and contact information for all accessibility inquires. It will also include the following documents:

- CLPCW Accessibility Plan 2021-2026
- CLPCW Accessible Customer Service Policy
- CLPCW Self-Certified Accessibility Report

Workplace emergency response information

As of June 2021 a questionnaire is included on employee annual training packages to determine if any employee requires an individual disability accommodation or plan. This process will continue with new staff recruitment and each new staff hire during orientation. A Return to Work program is also in place to assist employees as needed.

Accessible Customer Service Training

CLPCW provided training on the Accessible Customer Service Policy to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who were involved in the development and approval of customer service policies, practices and procedures.

Training is provided to each employee during their orientation or as soon as practicable after he/she is assigned the applicable duties that involve interaction with the public. Training is provided on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of supports or services to persons with a disability. Mandatory training records are kept by the Human Resources Department.

Those that received specific Accessible Customer Service training were;

- Board of Directors
- Chief Executive Officer
- Director/Managers/Coordinators/Supervisors
- Administrative/Finance Personnel
- Volunteers/Co-Op Placement Students who are volunteering with the public
- Any other employee or volunteer deemed by the Chief Executive Officer to have related interaction with the public or other third parties on behalf of CLPCW

Specific Accessible Customer Service Training included;

- i) The purposes of the Accessibility for Ontarians with Disabilities Act 2005, and the requirements of the Accessibility Standards for Customer Service.
- ii) How to interact and communicate with people with various types of disabilities taking into consideration their type of disability.
- iii) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- iv) How to use equipment or devices available on CLPCW premises or otherwise provided by CLPCW, where the person interacts with the public that may help with the provision of goods or services to a person with a disability.
- v) What to do if a person with a disability is having difficulty in accessing CLPCW goods or services.
- vi) CLPCW customer services policies, practices and procedures governing the provision of goods or services to person with disabilities.

Notice of Availability of Documents

The current Accessible Customer Service Policy document continues to be available on site and/or by request through our Administrative Offices at:

- 100 McRae Avenue, Port Colborne, ON L3K 2A8
905-835-8941 x 100

Since being approved, CLPCW has included this Policy document in various publications including newsletters and written communications to all individuals and families receiving service.

Accessibility Standard for Customer Service Report

CLPCW complied with the requirement to file an AODA related Self Certified Accessibility Report through Service Ontario using the on-line reporting tool on **January 4, 2013**.

CLPCW filed a AODA Accessibility Compliance report on **June 23, 2021**

Ontario Regulation 191/11 provides for a variety of Integrated Accessible Standards and time frames for organizations like CLPCW, as a non-profit and/or large organization to meet the requirement. Below is a list of Standards that CLPCW is required to have in place on or after **January 1, 2015**:

General:

- Training

The intent of this requirement is that all obliged organizations train employees, volunteers, all those who participate in the organizations policies, and all others who provide goods and services on behalf of

the organization, about the requirements in the Integrated Accessibility Standards Regulation, as well as the Ontario Human Rights Code as it relates to people with disabilities.

CLPCW trains all new employees since December 2015

“How May I Help You” Training Package distributed to all employees June 2021

Information and Communication Standard:

- Feedback

The intent of this requirement is that all obliged organizations have processes for receiving and responding to feedback and make them available to people with disabilities in accessible formats or with appropriate communication supports. These feedback forms are available at the front desk at 100 McRae as well as the CLPCW website under the tab- **About Us> Accessibility**.

CLPCW has included accessibility feedback questions to all employees at least once annually-added to annual training package June 2021

Ontario Regulation 191/11 provides for a variety of Integrated Accessible Standards and time frames for organizations like CLPCW, as a non-profit and/or large organization to meet the requirement. Below is a list of Standards that CLPCW has in place.

Information and Communication Standard:

- Accessible formats and communication supports

The intent of this requirement is that all obliged organizations provide information and communicate in an accessible manner about their goods, services or facilities to people with disabilities. Available on CLPCW Website under the tab- **About Us> Accessibility**.

The information must be provided in a timely manner and at a cost that is no more than the regular price charged to others.

When requested, CLPCW provides accessible formats and communication support.

Employment Standard:

- Recruitment, general
- Recruitment, assessment or selection process
- Notice to successful applicants
- Informing employees of supports
- Accessible formats and communication supports for employees
- Workplace emergency response information
- Documented individual accommodation plans
- Return to work process
- Performance management
- Career development and advancement
- Redeployment

CLPCW is current with the expectations of this Employment Standard.

