

Community Living North Grenville

ACCESSIBILITY PLAN

2016 to 2020

ACCESSIBILITY PLAN

Statement of Commitment

Community Living North Grenville believes in community participation and equal opportunity. We are committed to addressing the accessibility needs of people with disabilities, the staff, management, and volunteers in a timely manner and will do so by preventing and removing barriers to accessibility and meeting requirements under the Accessibility for Ontarians with Disabilities Act 2005(AODA). We will identify barriers individually with people we support and employees, and systematically across our service locations and will work to remove those barriers. In addition we will support persons served to fully access the broader community.

Accessibility for Ontarians with Disabilities Act 2005(AODA) consists of the following regulations:

- Customer Service Standard – Ontario Regulation 429/07
- Integrated Accessibility Standard – Ontario Regulation 191/11(which consists of Employment, Information and Communication, and Transportation)
- Built Environment Standard – Ontario Regulation 191/11

Types of Barriers

An **architectural** barrier is any physical factor that makes accessibility difficult for an individual. This may include narrow doorways, steps, bathrooms that are not physically accessible for all. Alarms that are not able to be heard or seen by individuals with hearing or sight impairments, or something as simple as the location of the furniture.

An **environmental** barrier is an item such as flickering lighting, noise levels, and fragrances that might trigger an allergic reaction.

An **attitudinal** barrier is a negative attitude that people have towards persons served. Examples of this may include attitudes of neighbours or other community members, or the lack of “person first” language used by agency staff and volunteers.

A **financial** barrier is anything that may, at an organizational level, mean that a service is restricted because of a lack of sufficient funds.

An **employment** barrier is an indication that a workplace does not provide sufficient flexibility or equipment to ensure a productive and satisfying workplace for employees.

A **communication** barrier looks at the possible absence of devices available to persons served or personnel to be able to be understood by others or obstacles that prevent that person from processing, transmitting, or interpreting information.

A **technology** barrier looks at processes that permit people to connect, communicate, entertain and learn with the rest of the world. (cellphones, facebook, internet etc).

A **transportation** barrier speaks to situations in which service recipients are unable to reach or participate fully in services because of the lack of suitable and available transportation.

A **community integration** barrier is anything that may limit an individual's ability to access their community.

Identification of Barriers

To prepare a Community Living North Grenville Accessibility plan the association utilizes several methods in which to identify accessibility barriers;

- Establish an internal accessibility committee made of service users, staff and management.
- One representative from Community Living North Grenville will sit on the municipality accessibility advisory committee. A staff will assist this representative to be successful in this role.
- Review what the association has done each year to overcome accessibility issues and ensure compliance is maintained according to the Standards of the Accessibility or Ontarians with Disabilities Act, 2005.
- Develop an accessibility survey for all locations.
- Work closely with the Community Living North Grenville Health and safety committee and environmental committee and discuss accessibility with employees to identify barriers.

Communication of Accessibility Plan

The accessibility plan will be posted on the association website. Paper copies will be posted at all program locations and will be made available to all those who may request the plan (general public).

Customer Service Standard – Ontario Regulation 429/07

Due Date	Steps to Compliance
January 2012 Complete	<ul style="list-style-type: none"> • October 2011 – Community Living North Grenville developed 1-7 Accessible Customer Service Policy to meet the Accessibility Standard for Customer Service Ontario Regulation 429/07. • November 2011 – Staff, Volunteers and the Board of Directors were trained on the Policy. Training included <ul style="list-style-type: none"> ○ The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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; ○ what to do if a person with a disability is having difficulty in accessing Community Living North Grenville’s supports and services. • New hires and volunteers are trained as identified above. • Management and the NG Accessibility Committee review this policy annually.
	<ul style="list-style-type: none"> • Dec 2012 – Completed and submitted the AODA Self Certified Accessibility Report through Service Ontario stating Community Living North Grenville had completed all requirements of the regulation and was therefore in compliance with Ontario Regulation 429/07.
January 2015	<ul style="list-style-type: none"> • Jan 2015 – New Hires continue to be trained in Customer Service Standard and 1-7 Customer Service Policy. This information is reviewed annually with all staff and management.

**Integrated Accessibility Standard – Ontario Regulation 191/11
(Employment, Information and Communication and Transportation)**

Community Living North Grenville will ensure that Emergency Response Information is available to an employee who has a disability as outlined in Regulation 191/11.

Employment – Ontario Regulation 191/11 Section 27 – Community Living North Grenville will take the following steps to ensure that any employee who may have a disability and would require an **accommodation during an emergency** has an individual accommodation plan developed:

Due Date	Steps to Compliance
January 2012 Complete	<ul style="list-style-type: none"> • February 2012 memo sent by the Executive Director notifying staff that if they have disability that requires an accommodation in an emergency situation (i.e. evacuation from a building) that they notify him directly so an individual accommodation plan can be developed. • With the employees consent, their supervisor is informed of the accommodation plan due to disability. • The Human Resource Director reviews all individual emergency accommodation plans when the employee moves to a different work location; when the employee’s overall accommodation needs are reviewed; and when the employer reviews any policies affecting accommodation plans.
January 2016	<ul style="list-style-type: none"> • Annual review of all Human Resources Policies occurs. Changes to policies affecting emergency accommodations will be identified during this process. November 2015 – The Human Resource Department has developed an Annual Employee Status Confirmation Form to be completed by each staff that includes a section for staff to self - identify if emergency response accommodation is needed.
	<ul style="list-style-type: none"> • System in place for staff to self - identify accommodations needs during an emergency which can be identified and addressed by the Human Resource Coordinator.

Community Living North Grenville will develop, implement, and maintain accessibility policies and an accessibility plan as outlined in Regulation 191/11.

General Requirement – Ontario Regulation 191/11 Section 3 – Community Living North Grenville will take the following steps to ensure **accessibility policies** are developed, implemented, and maintained:

Due Date	Steps to Compliance
January 2014 Complete	<ul style="list-style-type: none"> Community Living North Grenville developed policies 1-7 Accessible Customer Service, 2-2 Hiring Procedures, 3-7 Accommodation and Modified work program to address the Accessibility for Ontarians with Disabilities Act 2005 in its entirety. Management and The Accessibility Committee to develop, implement, and maintain policies annually. Policy revisions are reviewed annually with staff. All new hires review policies during the orientation.
January 2016	<ul style="list-style-type: none"> Process in place for annual review of policies by management and the Accessibility Committee.

General Requirement – Ontario Regulation 191/11 Section 4 – Community Living North Grenville will take the following steps to ensure an **accessibility plan** is developed, implemented, and reviewed annually:

Due Date	Steps to Compliance
January 2014 Ongoing	<ul style="list-style-type: none"> 2009 the Executive Director circulated a memo to request the development of the Community Living North Grenville Accessibility Committee (CLNGAC). 2009 - In cooperation with the Executive Director, the CLNGAC developed and approved plan. 2009 - Board of Directors approved plan. 2009 – Process in place for the CLNGAC to develop and maintain annual accessibility plan for approval by the Executive Director and Board of Directors.

Community Living North Grenville is committed to meeting the communication needs of people with disabilities.

Information and Communications – Ontario Regulation 191/11 Section 14 – Community Living North Grenville will take the following steps to make our website and its content conform to **WCAG(Web Content Accessibility Guidelines) 2.0 Level A:**

Due Date	Steps to Compliance
January 2014 Ongoing	<ul style="list-style-type: none"> December 2013 – website was updated to provide text alternatives. WCAG requirements (provide text alternatives [large print; braille; speech; symbols or plain language. 2. Audio or Video as a media alternative for text 3.Create content that can be provided in different ways. 4. Distinguishable – makes it easier for people to see and hear content. 5.Keyboard accessible – make all functionally available from keyboard without mouse use. 6. Enough time to read – time adjustments available.)
Ongoing	<ul style="list-style-type: none"> Emergency Procedures information available in alternate format upon request.

Community Living North Grenville will provide training to employee, volunteers and Board members on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

General Requirements – Training – Ontario Regulation 191/11 Section 7 – Community Living North Grenville will take the following steps to ensure **employees are provided with the training** required to meet Ontario’s accessibility laws:

Due Date	Steps to Compliance
January 2015 Ongoing	<ul style="list-style-type: none"> January 2012 – determine the specifics of training required and develop training package for staff and volunteers. February 2012 – Management will determine how the training will be done and identify costs of training. March 2012 – Mandatory Training provided to all staff, volunteers, and board members. March 2013 – ongoing provision of annual training provided.
Ongoing	<ul style="list-style-type: none"> All new employees, volunteers and Board members are provided with the AODA training.

Community Living North Grenville is committed to meeting the communication needs of people with disabilities. We will ensure feedback processes are available to meet individual communication preferences when requested.

Information and Communications – Ontario Regulation 191/11 Section 11 – Community Living North Grenville will take the following steps to ensure **existing feedback processes are accessible** to people with disabilities upon request.

Due Date	Steps to Compliance
January 2015 Ongoing	<ul style="list-style-type: none"> • June 2012- HR Form 1-9:01 complaint/feedback form developed. • January 2013– Currently we have the following feedback processes available: Suggestion boxes in administrative offices and Community Supports area; plain language satisfaction surveys for service users; ability to make documents available in other formats is available; feedback process on our website with reference to our phone number. • January 2015 – to date we have had no request for alternate formats for our existing feedback process. We remain prepared to provide as required.
Ongoing	<ul style="list-style-type: none"> • All new individuals to service are made aware of existing feedback processes.

Community Living North Grenville is committed to meeting the communication needs of people with disabilities. We will ensure that publicly available documents are offered in accessible formats upon request.

Information and Communications – Ontario Regulation 191/11 Section 12 – Community Living North Grenville will take the following steps to ensure **all publicly available information is made accessible** upon request.

Due Date	Steps to Compliance
January 2016 Ongoing	<ul style="list-style-type: none"> • January 2014 – identified all documents which are available to the public. • Ensure accessible formats are available upon request.
Ongoing	<ul style="list-style-type: none"> • All new individuals to service are made aware that all publicly available information is made accessible upon request.

Community Living North Grenville is committed to fair and accessible employment practices.

Employment – Ontario Regulation 191/11 Section 22,23,24,25,26 – We will take the following steps to notify the public and staff that, when requested, Community Living North Grenville will **accommodate people with disabilities during the recruitment and assessment processes** and when people are hired:

Due Date	Steps to Compliance
January 2016	<ul style="list-style-type: none"> • October 2015 – HRP-2-2 Hiring Procedure updated to reflect requirements. • All advertisement for both internal and external postings will be in accordance with the AOFA 2005; Integrated Accessibility Standards. • The hiring selection committee will ensure all applicants are provided the opportunity to request accommodation during the recruitment and selection process.
	<ul style="list-style-type: none"> • December 2015 – HRP-2-2 Hiring Procedure updated and re-circulated to staff. • December 2015 – Initial interview candidates are advised that Community Living North Grenville will provide upon request, accommodation to the materials and processes used in the recruitment process in accordance with AODA; Integrated Accessibility Standards. • Going forward all interview candidates will be advised of the availability of this accommodation.

General Requirement: Community Living North Grenville

Due Date	Steps to Compliance
December 31 2017	<ul style="list-style-type: none"> • File Accessibility Report.
December 31 2020	<ul style="list-style-type: none"> • File Accessibility Report.

Employment – Ontario Regulation 191/11 Section 28,29 – Community Living North Grenville will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability: (Steps to a successful accommodation plan include recognizing the need for accommodation; gathering relevant information and assessing needs; writing an individual accommodation plan; implementing; monitoring; and reviewing the plan).

Due Date	Steps to Compliance
January 1, 2016	<ul style="list-style-type: none"> • August 2013 – HRP-3-7 Modified Work Policy for return to work reviewed. • November 2015 –HRP-3-7 updated to identify the process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. • December 2015 HRP-3-7 updated policy circulated to staff.

Employment – Ontario Regulation 191/11 Section 30,31,32 – Community Living North Grenville will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account when using the performance management, career development and redeployment processes:

Due Date	Steps to Compliance
January 1, 2016	<ul style="list-style-type: none"> • November 2015 –Community Living North Grenville is committed to assist employees who may have a disability. It is therefore the policy of Community Living North Grenville to ensure that job accommodations are provided, when working conditions can be adjusted without causing undue hardship to the employer, for employees with disabilities. The Human Resource Department has developed an Annual Employee Status Confirmation Form to be completed by each staff that includes a section for staff to self - identify any accommodation needs they may have.

Community Living North Grenville is committed to meeting the communication needs of people with disabilities.

Information and Communications– Ontario Regulation 191/11 Section 14 – Community Living North Grenville will take the following steps to make **all websites and content conform to WCAG 2.0, Level AA**:

Due Date	Steps to Compliance
January 1, 2021	<ul style="list-style-type: none"> • Work with the web designer to ensure compliance with WCAG 2.0 Level AA

Accessibility at Community Living North Grenville – non-legislative

Community Living North Grenville will identify barriers individually with the people we support and systematically across the association and will work to remove those barriers. In addition we will remain committed to play an active role within our Municipality, to work in cooperation to address accessibility issues in the broader community.

Community Living North Grenville will take the following steps to prevent and remove accessibility barriers identified through individual person centered plans, and through association wide accessibility audits:

Due Date	Steps to Compliance
<p>Annual Audits ongoing -</p> <p>Process remains in place for representation</p>	<ul style="list-style-type: none"> • January 2009 – Executive Director sent memo out to all staff and individuals using services looking for people to develop the Community Living North Grenville Accessibility Committee (CLNGAC). • February 2009 – First CLNGAC was held in the board room of CLNG. Terms of Reference, purpose and process, and vision statement identified. • October 2009 - Annual home and Agency Audits began based on the following areas: <ul style="list-style-type: none"> ○ Architectural Barriers ○ Environmental Barriers ○ Attitudinal Barriers ○ Financial Barriers ○ Employment Barriers ○ Information and Communication Barriers ○ Technology Barriers ○ Transportation Barriers ○ Community Integration Barriers • Data compiled per home or program location for any possible action required. • Compiled data is discussed with the CLNGAC and brought forward to the management team and Executive Director as accessibility issues. Process includes recommendations to remove the barrier, estimated costs, timeline for completion and person responsible. • October 2009 CLNGAC submits a name as a representative to the North Grenville Municipal Accessibility Advisory Committee. • October 2010 – Quality Assurance reviewed the CARF Accreditation Standards on Accessibility and will ensure those standards are met and maintained in continued CARF Accreditation processes.

- 2014 – Quality Assurance Coordinator added a statement to the annual Self Directed Support Plan for individuals receiving service – “That all Persons live in a state of dignity, share in all elements of living in the community, and have the opportunity to participate effectively.”
- October 2015 – The CLNGAC remains active and meets on a regular basis.
- October 2015 – Annual home and agency audits continue to occur.
- October 2015 – The committee continues to compile data from audits and bring forward accessibility results, issues and concerns to the Management Team and Executive Director.
- August 2016 review and all home and environmental checklists completed by committee.
- June 29, 2016 – the Committee members completed annual training in Accessible Customer Service.

For more information on the Community Living North Grenville Accessibility Plan please contact:

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Community Living North Grenville Accessibility Policies (HR1-7,2-2,3-7) are available upon request. These policies and the accessibility plan are available in accessible format upon request.