

Community Living North Grenville

Multiyear Accessibility Plan 2024

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, inclusive of service users, employees, visitors, 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 across our service locations and will work to remove those barriers. In addition we will support service users 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

Accessibility Goals

Community Living North Grenville is dedicated to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility through advocacy, work, and as available resources allow.

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 not able to be heard or seen by individuals with hearing or sight impairments, or something as basic 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. (cell phones, social media, 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 for Ontarians with Disabilities Act, 2005
- Develop an accessibility survey for all locations on an annual basis to enable stakeholder input
- Work closely with the Community Living North Grenville Health and Safety Committee as they do regular work place inspection to address barriers
- The accessibility committee to review the multiyear accessibility plan
- The accessibility plan will be reviewed and approved by the Executive Director and Board of Directors and remain part of Board Governance (CLNG policy 4.2)

Information and Communication

Community Living North Grenville is committed to meeting the communication needs of people with disabilities and will consult with the person to determine an alternate format that will remove the barrier to information and communication. It will be understood that the agency will ensure all publicly available information is made accessible upon request. (Regulation 191/11 Section 12) All information, navigation, and mobility tools on the agency website are user friendly. Text on the website can be zoomed to 200% for accessible reading. (Regulation 191/11 Section 14)

Training

The agency will provide training and awareness to service users, employees, volunteers and other stakeholders as appropriate regarding:

- The multiyear accessibility plan and the accessibility committee
- IMS training for Best Practice – accessible and welcome service delivery (Regulation 191/11 Section 7)
- Policies: GA-07 Accessible Customer Service; HA-09 Employee Assistance Program; HA-11 Accommodation and Modified Work; F-20 Affiliation Funds (Regulation 191/11 Section 3)
- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Feedback

Any feedback requested from Community Living North Grenville will respond to the person and their communication needs. (Regulation 191/11 Section 11)

If the agency is requesting feedback information (i.e. signature to confirm policy review, survey responses, or workplace questionnaires) from service users, employees, visitors, etc. the information given and received will be provided in an accessible format as required.

Employment

Community Living North Grenville is committed to fair and accessible employment practices. The agency will continually review employment processes to identify any barriers to employment for people with disabilities through: (Regulation 191/11 Section 22, 23, 24, 25, 26)

- Recruitment, assessment and hiring processes
- Return to work policies for employees that have been absent due to a disability
- The accessibility needs of employees with disabilities are taken into account when using performance management, career development and job changes (Regulation 191/11 Section 30,31,32)
- Methods to prevent and remove other accessibility barriers identified.
- Ensuring employees with disabilities are accommodated by having individualized emergency response information as necessary. (Regulation 191/11 Section 27)

Accommodation Plans

Community Living North Grenville will follow a process for developing individual accommodation and return to work plans for employees that have been absent due to disability. Steps to a successful return to work includes recognizing the need for accommodation; gathering relevant information and accessing needs; preparing an individual accommodation plan; implementing, monitoring and reviewing the plan.(Regulation 191/11 Section 28,29)

Design of Public Spaces

Community Living North Grenville is committed to meeting the Ontario Building Code requirements and the Accessibility Standards for the design of public spaces when building or making major modifications to owned spaces used by the public. Agency public spaces include:

- Sidewalks, ramps, curb ramps
- Accessible off street parking
- Service counters and waiting areas

Multiyear Accessibility Plan Review and Update

The plan will be reviewed by the agency's accessibility committee annually in conjunction with the location accessibility surveys and forwarded to the Executive Director for approval.

Distribution and Publication of the Multiyear Accessibility Plan

The Multiyear Accessibility Plan will be available to all employees and service users as posted within the agency's resources. Also available in additional formats, as requested through the Accessible Committee or Administration Office.

For more information on the Accessibility Plan please contact:

Kathy Botham, Chair CLNGAC

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Summary of Resolution for 2023

- Court location (architectural) – referred to property manager and lawn care crew to install patio stones to join the driveway to the patio area ***Resolved and complete: area was paved.***
- Driveway repair at Elvira location – potholes reported – challenging for wheelchair use (architectural) – referred to property manager and Executive Director as a major expense for driveway repayment. ***Resolved and complete.***
- Affiliation Funding – request from service user (JB) to pay for therapeutic riding lessons (financial) ***Complete and ongoing.***
- Banking at Kemptville's CIBC - some individuals have been denied access to the building because they use walkers. They are to make arrangements for a time to arrive and they are to stay in the van so a teller can serve them outside. CIBC states they are a safety risk to other people banking (attitudinal). ***CIBC head office has been made aware. This is an ongoing issue.***
- Annual Accessibility checklists to be completed at all locations. ***Complete.***
- Lift Inspections to be completed in all locations. ***Complete.***

Barriers Identified in 2024 for consideration:

- **The angle at the bottom of the ramp at Lydia Street needs to be decreased.**
- **A runner will be installed on the ramp at Lydia Street to make it anti-slip.**
- **Transition from the driveway to the walkway at Lydia Street needs to be levelled. (Needs to be done in warm weather).**
- **The shower (in the ensuite) at Lydia Street will be replaced to accommodate the person living there.**
- **The bathtub and shower at the Merrickville Home will be replaced/renovated.**
- **The door entering the Bowling Alley is difficult for staff pushing wheelchairs to maneuver.**
- **Banking for people we support at CIBC continues to be an attitudinal accessibility issue.**