

2023

MULTI-YEAR ACCESSIBILITY PLAN

Revised: November 6, 2023

Statement of Commitment

Community Living Glengarry is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to being responsive to the diverse and unique needs of people with disabilities by providing, to the best of our ability, barrier free access to services, supports and employment. The organization will comply with the requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Ontario Human Rights Code and other legislative requirements.

Description of Community Living Glengarry

Community Living Glengarry was established in 1966, and then incorporated in 1974. The organization provides supports and services to adults with an intellectual disability and their families. It is governed by a volunteer Board of Directors, composed of family members and community leaders with one position identified for a self-advocate to be a voice for people with disabilities.

The organization is guided by our vision of being a non-profit leader providing supports and services to people with intellectual disabilities and focusing on all aspects of daily living and community inclusion. The organization provides support to over 85 people. Services include residential support options, supported independent living, supported employment, community participation and passports. Quality supports are provided by over 90 employees.

Accessibility Goals

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

Purpose

The purpose of the Accessibility Plan is to identify and address accessibility issues in the community including locations owned/leased/operated by Community Living Glengarry. The organization is dedicated to identifying and removing barriers that limit and restrict the ability of people with disabilities from fully accessing the community and organization's locations. This plan details barriers that have been identified that Community Living Glengarry intends to address as well as any new ones brought to the organization's attention. Completion deadlines may or may not be in place dependent on available resources.

Barriers identified as either completed, being addressed or in planning stages for consideration in 2023-2024 are:

Being Addressed

1. An automatic door opener is needed for the wheelchair accessible single bathroom at the Community Network Center (Day Supports).
 - A quote is being obtained. CLG will look into available grants to proceed with this work and/or submit the quote through an infrastructure request for funding from MCCSS. We anticipated this to be completed during the 2024 year.
2. Website – Currently does not fully meet WCAG 2, level AA requirements. We are working with the website provider to rectify this.

Completed

3. Bishop Residence – issues with flooring (laminates were peeling, floor sagging) in kitchen, hallways, living room. Very limited space in kitchen, dining room & living room due to partial wall separations. Area(s) are congested making mobility difficult.
 - o In 2022, through an infrastructure request, all flooring was replaced. As well renovations were done to the kitchen, living room and dining room, removing the partial walls so it is now an open concept.
4. Bishop Residence
 - parking was very minimal
 - Apartment C (downstairs apartment): yard lead from parking to side entrance for downstairs apartment was very uneven making it difficult for individuals with mobility issues to get from the front of the house around to their side entrance.
 - Apartment A (North side of residence) – ramp needed to be replaced
 - o In 2020, through an infrastructure request the parking lot was extended allowing for 3 more spaces directly in front of the house. Yard excavation was done to smooth out the yard and a paved path was put in from the parking lot to the side entrance for Apartment C. A new ramp was built for Apartment A.
5. Roy Crescent - entrance area leading into kitchen/living room very congested
 - o In 2020, through an infrastructure request the partial wall & arch leading into kitchen & dining room areas was removed, giving it a more open concept making it more accessible for mobility issues. Kitchen renovations were also performed.
6. Community Network Center (Don Johnston Building) – riser at front door entrance needs to be more accessible. It is not level with the paved area leading up to the door making it difficult for those in walkers/wheelchairs to get in.
 - o In 2019, The area leading up to the front door was raised & re-paved making it level to the (riser) door frame for unimpeded access.
7. West Boundary Residence – needs a ramp
 - a. In 2018, a ramp was installed leading up to the front door of the home

Definitions

Barrier	An obstacle that prevents a person with a disability from doing the day-to-day activities that many take for granted. A barrier may make it difficult or impossible for people with disabilities to take part in society, to go shopping, work or take public transportation
Performance Management	The methods the Agency uses to assess and improve an employee's performance, productivity, effectiveness, and overall success
Career Development	Providing employees learning and development opportunities and increasing their current job responsibilities
Job Changes	Moving an employee to another position within the Agency

Assessment

Community Living Glengarry continues to work to prevent, identify and remove barriers to order to meet accessibility requirements. In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). Its goal is to remove barriers and make Ontario a welcoming and accessible place for persons with disabilities.

The Act sets out five accessibility standards in five key areas of daily living:

1. Customer service
2. Information and communications
3. Employment
4. Transportation
5. Built environment (Design of Public Space)

Methods and tools that may be used by the Agency to identify accessibility barriers could include:

- People supported, families and employees identify any potential barriers and report them to the Manager
- The Joint Occupational Health & Safety Committee conducts annual inspections of all Agency locations and any barriers would be recorded for action
- Annual review of the Multi-Year Accessibility Plan
- Any accessibility surveys distributed to people supported, families and employees

Accessibility Standards for Customer Service, Ontario Regulation 429/07

Community Living Glengarry complied with the January 1, 2012 deadline with a comprehensive training program, taken by every employee and volunteer to help ensure accessible customer service throughout our agency. All new hires and volunteers undergo this training. This commitment is reinforced in our *Providing Goods & Services to People with Disabilities Policy*.

Accessible Emergency Information

Emergency information is to be provided to employees who have a disability in an accessible format prior to the compliance date of January 1, 2012.

Employees with disabilities are accommodated by having individualized emergency response information as necessary. Community Living Glengarry is also committed to providing people supported and others with publicly available emergency information in an accessible format upon request.

Training

Community Living Glengarry will provide training to employees and volunteers 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 stakeholders as appropriate.

Community Living Glengarry has taken the following steps to ensure employees and volunteers are provided with the training needed to meet Ontario's accessible laws:

- AODA on-line training is incorporated into the orientation process for new employees and volunteers. This training module includes: purposes of the AODA, 2005, and its regulations and five standards (Customer Service, Transportation, Information and Communication, Employment and Built Environment).
- In the event that AODA regulations change, an updated on-line training will be assigned to all employees and volunteers.
- Policy on Providing Goods and Services to People with Disabilities is reviewed by all new hires and volunteers as part of the orientation process.
- Any changes/amendments to the Agency's policy on Providing Goods and Services to People with Disabilities will be communicated to all employees, volunteers and stakeholders

Kiosks

The agency is not required to have a self-service kiosk and therefore not bound by the January 1, 2014, AODA deadline in this regard.

Information and Communication

Community Living Glengarry is committed to meeting the communication needs of people with disabilities. We will consult with the person to determine an alternative format that will remove the barrier to information and communication.

Website

Community Living Glengarry will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021

Community Living Glengarry launched a re-vamped website in 2019. Accessibility features include:

- Font size can be increased
- Font type: Sans Serif, Serif, Bold
- Theme: background color (black with white text, can be inverted) can also be set for low brightness
- Read aloud feature on pdf documents

The agency is not in full compliance with the WCAG 2, level AA requirement, as a result we are currently (November 2023) in the process of working with the website provider to rectify this issue. Part of this is exploring switching the website to a Wordpress content Management System which will ensure the website is WCAG compliant, have security updates and be easier to manage when it comes to modifying/adding content to the website.

Feedback

Community Living Glengarry took the following steps to ensure that existing feedback processes are accessible to people with disabilities, in compliance with AODA requirements, for January 1, 2015.

- Complaints/Feedback Process Policy is posted on the agency website
- There is a feedback button on the agency website
- Employee Complaints & Appeals policy is posted on ADP (employee site)

Any feedback requested from Community Living Glengarry will cater to the person and their communication needs. If the agency is requesting feedback information (ie. signature to confirm policy review, survey responses, or workplace questionnaires) from an employee, person supported, families etc., the information given and received will be provided in an accessible format as required/requested. Examples include:

- If the person is visually impaired, the information will be delivered audible
- If the person is hearing impaired, the information delivered and received will be completed on paper and in handwritten form or via computer
- For all information, plain language will be used in accordance with our policy

Public Information

Community Living Glengarry will ensure all publicly available information is made accessible upon request within available resources.

Employment

Community Living Glengarry is committed to fair and accessible employments practices. In all advertisements, external postings etc., Community Living Glengarry will accommodate people with disabilities, when requested, during the recruitment, assessment and hiring process.

Accommodation Plans

The Agency requires individual accommodation plans for employees who have a disability which may include:

- The accommodation to be provided by the Agency,
- How the Agency will help the employee be safe in an emergency,
- The accessible and communication supports the employee needs,
- How and when the employee's accommodation plan will be reviewed and updated, and,
- In what circumstances the person's accommodation plan will be shared with others, including the employee's signed consent

Process to Accommodate Employees

The Agency will continually review the following employment processes to identify any barriers to employment for people with disabilities:

- The 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 will be taken into account when using performance management, career development and job changes, and
- Methods to prevent and remove other accessibility barriers identified

The Agency is in compliance with the applicable employment requirements of the AODA that came into effect January 2, 2016.

Built Environment (Design of Public Spaces)

Community Living Glengarry will meet the Accessibility Standards for Built Environment (Design of Public Spaces) when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

Service Disruption

If there is a planned or unexpected, partial, or complete disruption in Agency service normally available to the public, a notice will be posted in a prominent place on the physical premise(s), posted on the Agency's website or by any other reasonable means considering the circumstances. The notice of the temporary disruption must include:

- the reason
- the anticipated length of time
- if any alternative services are available

Reviewing and Monitoring

The management team will meet bi-annually to review the Accessibility Plan including the list of barriers. They will identify priorities and set target dates for removal of barriers.

FOR MORE INFORMATION

For more information on this accessibility plan, please contact:

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Accessible formats of this document are available free upon request.