

Organization category [Business or Non-profit](#)

Number of employees range [50+](#)

Filing organization legal name [Community Living Glengarry Inc./Intégration communautaire Glengarry](#)

Filing organization business number (BN9) [107436313](#)

Fields marked with an asterisk (*) are mandatory.

B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility

Additional accessibility requirements apply if you are:

- [a library board](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a municipality](#)

C. Accessibility compliance report certification

Section 15 of the *Accessibility for Ontarians with Disabilities Act, 2005* requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

Note: It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Ministry for Seniors and Accessibility to contact the organization(s); otherwise the certifier will be the main contact.

Certifier: Someone who can legally bind the organization(s).

Primary Contact: The person who will be the main contact for accessibility issues.

Acknowledgement

I certify that all the information is accurate and I have the authority to bind the organization *

Certification date (yyyy-mm-dd) * [2024-05-22](#)

Certifier information

Last name *		First name *		
Duranceau		Danielle		
Position title *	Position title other *	Business phone number *	Extension	<input type="checkbox"/> Check here if TTY
Other	Executive Director	613-525-4357	351	
Email *		Alternate phone number	Extension	Fax number
danielle@clglen.on.ca		613-551-5690		613-525-4360

Primary contact for the organization(s)

Check if the primary contact is same as the certifier

Last name *	First name *
White	Carol

Position title * Other	Position title other * Mgt. Admin. Assistant	Business phone number * 613-525-4357	Extension 346	<input type="checkbox"/> Check here if TTY
Email * carol@clglen.on.ca		Alternate phone number 613-551-5432	Extension	Fax number 613-525-4360

D. Accessibility compliance report questions

Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response. If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

General

1. Has your organization created and implemented written policies on how to achieve accessibility by meeting all applicable accessibility requirements in the IASR? * Yes No

[Read O. Reg. 191/11, s. 3 \(1\): Establishment of accessibility policies](#) [Learn more about your requirements for question 1](#)

Comments for question 1 [We have a policy titled Providing Goods and Services to People with Disabilities. The policy is updated regularly.](#)

2. Has your organization established and implemented a multi-year accessibility plan? * (If Yes, please answer additional questions) Yes No

[Read O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#) [Learn more about your requirements for question 2](#)

- 2.a. Does your organization have a website? * (If Yes, please answer additional questions) Yes No

[Read O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#) [Learn more about your requirements for question 2.a](#)

Comments for question 2.a

- 2.a.i Is your organization's accessibility plan posted on your organization's website? * Yes No

[Read O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#) [Learn more about your requirements for question 2.a.i](#)

Comments for question 2.a.i [The Multi-Year Accessibility Plan is posted on our website as pdf document.](#)

- 2.a.ii Does your organization provide the accessibility plan in an accessible format when requested? * Yes No

[Read O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#) [Learn more about your requirements for question 2.a.ii](#)

Comments for question 2.a.ii [Currently the Multi-Year Accessibility plan is a pdf document. We will provide it in another accessible format when requested.](#)

2.b Does your organization update the accessibility plan at least once every 5 years? * Yes No

[Read O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#)

[Learn more about your requirements for question 2.b](#)

Comments for [The Accessibility Plan was recently updated in November 2023](#)
question 2.b

3. Does your organization provide appropriate training on: *

[Read O. Reg. 191/11, s. 7 \(1\): Training](#)

[Learn more about your requirements for question 3](#)

3.a. The AODA Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11, s. 7 \(1\): Training](#)

[Learn more about your requirements for question 3.a](#)

Comments for [During the orientation session, all new employees and volunteers complete the AODA](#)
question 3.a [Integrated Accessibility Standards Regulation on-line course \(HR Downloads\)](#). This course provides a basic overview of the legislative requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). It reviews: Business etiquette, Communication, Customer service, Diversity & inclusion and Legislative comprehension. This course helps leaders and workers understand the purpose of Ontario's accessibility legislation and how organizations can improve accessibility through enriching services and interactions with others. Workers and leaders also learn how to interact with people with disabilities, including those who use assistive devices, and those who require a support person or service animal. The policy on "Providing Goods and Services to People with Disabilities" is also read during orientation and every time it is updated.

3.b The Human Rights Code as it pertains to people with disabilities? * Yes No

[Read O. Reg. 191/11, s. 7 \(1\): Training](#)

[Learn more about your requirements for question 3.b](#)

Comments for [Human Rights Code as it pertains to people with disabilities is included in the AODA Integrated](#)
question 3.b [Accessibility Standards Regulation on-line course](#).

Information and communications

4. Does your organization have a process for receiving and responding to feedback that is accessible to people with disabilities? * Yes No

Note: This requirement is applicable regardless of whether customers are permitted on your premises.

(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 11 \(1\): Feedback](#)

[Learn more about your requirements for question 4](#)

- 4.a. Does your organization notify the public about the availability of accessible formats and communications supports with respect to the feedback process? Yes No

Note: This requirement is applicable regardless of whether customers are permitted on your premises. *

[Read O. Reg. 191/11, s. 11\(2\): Feedback](#)

[Learn more about your requirements for question 4.a](#)

Comments for question 4.a [Our policy on Providing Goods and Services to People with Disabilities is posted on the website. Policy describes: Feedback/comments/complaints process which includes accessible formats and communication supports.](#)

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5. Does your organization have one (or more) website(s) which it controls directly or indirectly ('controls' means that your organization is able to add, remove and/or modify content and functionality of the website)? * Yes No
(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 14: Accessible websites and web content](#)

[Learn more about your requirements for question 5](#)

- 5.a. Do all your organization's internet websites conform to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA (except for live captions and pre-recorded audio descriptions)? In the comments box, please list the complete names and address of your publicly available web content, including websites, social media pages, and apps. * Yes No

[Read O. Reg. 191/11, s. 14: Accessible websites and web content](#)

[Learn more about your requirements for question 5.a](#)

Comments for question 5.a [website: https://www.clglen.on.ca/en/](https://www.clglen.on.ca/en/)
<https://www.facebook.com/clglengarry>

[Our current website provider migrated our site from Joomla 3 to wordpress. They assure us that it now meets WCAG requirements. Our revised site was re-launched in March 2024.](#)

Customer Service

6. Does your organization provide training about providing goods, services or facilities to persons with disabilities to the following? * Yes No

- Staff and volunteers
- People involved in developing accessibility policies
- People providing goods, services or facilities on behalf of the organization

(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 80.49: Training for staff, etc.](#)

[Learn more about your requirements for question 6](#)

6.a. Does the training include all of the following: *

Yes No

- A review of the purposes of the AODA?
- A review of the purposes of the Customer Service Standards?
- How to interact and communicate with persons with various types of disability?
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person?
- How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability?
- What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities?

[Read O. Reg. 191/11, s. 80.49: Training for staff, etc.](#)

[Learn more about your requirements for question 6.a](#)

Comments for
question 6.a

7. If there is a temporary disruption of goods, services or facilities used by persons with disabilities, does your organization give a notice of the disruption to the public? *
(If Yes, please answer an additional question)

Yes No

[Read O. Reg. 191/11, s. 80.48 \(1\): Notice of temporary disruptions](#)

[Learn more about your requirements for question 7](#)

7.a. Does the notice of the disruption include all of the following? *

Yes No

- The reason for the disruption?
- Its anticipated duration?
- A description of available alternative facilities or services (if any)?

[Read O. Reg. 191/11, s. 80.48 \(2\): Notice of temporary disruptions](#)

[Learn more about your requirements for question 7.a](#)

Comments for
question 7.a

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8. Does your organization ever require a person with a disability to be accompanied by a support person when on your premises? * Yes No
(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 80.47 \(5\): Use of service animals and support persons](#)

[Learn more about your requirements for question 8](#)

- 8.a. Does your organization do all of the following before requiring a person with a disability to be accompanied by a support person on your premises: * Yes No
- Consult with the person with a disability?
 - Determine a support person is necessary to protect the health or safety of the person with a disability or others on premises?
 - Determine that there is no other way to protect the health or safety of the person with a disability or others on premises?

[Read O. Reg. 191/11, s. 80.47 \(5\): Use of service animals and support persons](#)

[Learn more about your requirements for question 8.a](#)

Comments for question 8.a

Employment

9. Does your organization employ any persons with disabilities for whom you have provided individualized workplace emergency response information? * Yes No
(If Yes, please answer additional questions)

[Read O. Reg. 191/11, s. 27 \(1\): Workplace emergency response information](#)

[Learn more about your requirements for question 9](#)

- 9.a. Does your organization review the individualized workplace emergency response information for all of the following? * Yes No
- When the employee moves to a different location in the organization?
 - When the employee's overall accommodation needs or plans are reviewed?
 - When your organization reviews its general emergency policies?

[Read O. Reg. 191/11, s. 27 \(4\): Workplace emergency response information](#)

[Learn more about your requirements for question 9.a](#)

Comments for question 9.a

9.b. Do any of the employees for whom your organization has provided individualized workplace emergency response information require assistance? * Yes No
(If Yes, please answer additional questions)

[Read O. Reg. 191/11, s. 27 \(2\): Workplace emergency response information](#)

[Learn more about your requirements for question 9.b](#)

Comments for question 9.b

9.b.i Has your organization, with the employee's consent, provided the workplace emergency response information to the person designated to provide assistance to the employee? * Yes No

[Read O. Reg. 191/11, s. 27 \(2\): Workplace emergency response information](#)

[Learn more about your requirements for question 9.b.i](#)

Comments for question 9.b.i

9.b.ii Was the individualized workplace emergency response information provided as soon as practicable after your organization became aware of the need for accommodation due to the employee's disability? * Yes No

[Read O. Reg. 191/11, s. 27 \(3\): Workplace emergency response information](#)

[Learn more about your requirements for question 9.b.ii](#)

Comments for question 9.b.ii

Design of public spaces

10. Since January 1, 2017, has your organization constructed new or redeveloped any of the following items? * Yes No

- Outdoor public use eating areas
- Outdoor play space
- Off-street parking
- Service counter
- Fixed queuing guides
- Waiting areas

(If Yes, please answer additional questions)

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 10](#)

10.a. Where applicable, do the newly constructed or redeveloped items meet the general requirements as outlined in the Design of Public Spaces Standards? * Yes No

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#) [Learn more about your requirements for question 10.a](#)

Comments for
question 10.a

10.b. Does your organization's multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order? * Yes No

[Read O. Reg. 191/11, s. 80.44: Maintenance of accessible elements](#) [Learn more about your requirements for question 10.b](#)

Comments for
question 10.b
