

Community Living Elgin Accessibility Plan

2014 – 2021

(Updated Dec 2015)

Statement of Commitment

Community Living Elgin 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 meeting the accessibility needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act 2005 (AODA). We will identify barriers individually with the people we support and systematically across the agency and will work to remove those barriers.

Accessibility for Ontarian 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 Part II Information and Communication Standards; Part III Employment Standards; Part IV Transportation Standards; Part IV.1 Design of Public Spaces Standard (Accessibility Standard for the Built Environment) As of January 1, 2015, new construction and renovations are subjected to updated accessibility requirements made under amendments to the Ontario Building Code (Ontario Regulation 233/12).

Customer Service Standard – Ontario Regulation 429/07

Due Date	Steps to Compliance/Updates
January 2012 Complete	<ul style="list-style-type: none"> • March 2011 - Community Living Elgin developed SDP-006 Customer Service policy to meet the Accessibility Standard for Customer Service Ontario Regulation 429/07. • April 2011 – Staff, volunteers and the Board of Directors were trained on this 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 Elgin’s supports and services • New Hires and volunteers are trained as identified above • Management and the Employee Employer Relations Committee (EERC) and staff review this policy annually. • The Board of Directors reviews the policy statement annually
	<ul style="list-style-type: none"> • Dec 2012 – Completed and submitted the AODA Self Certified Accessibility Report through Service Ontario stating that Community Living Elgin had completed all requirements of the regulation and was therefore in compliance with Ontario Regulation 429/07.
	<ul style="list-style-type: none"> • Dec 2014 – new hires continue to be trained in Customer Services Standard and SDP-006 Customer Service.
	<ul style="list-style-type: none"> • Nov 2015 – new hires continue to be trained in Customer Services Standard and SDP-006 Customer Services using the online training program – Our Training Room.

Integrated Accessibility Standard - Ontario Regulation 191/11

- ***(Part II Information and Communication Standards; Part III Employment Standards; Part IV Transportation Standards; Part IV.1 Design of Public Spaces Standard (Accessibility Standard for the Built Environment)***

Community Living Elgin will ensure that Workplace 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 Elgin 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/Updates
January 1, 2012 Complete	<ul style="list-style-type: none"> • Feb 14, 2012 - Email sent by Director of Staffing Relations notifying staff that if they have a disability that requires an accommodation in an emergency situation (i.e. evacuation from a building) that they notify her 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 Director of Staffing Relations reviews all individual emergency accommodation plans when the employee moves to a different location; when the employee’s overall accommodation needs are reviewed; and when the employer reviews any policies affecting accommodation plans.
	<ul style="list-style-type: none"> • 2013 - Annual review of all Human Resources Policies (HRP) occurred in March. There were no changes to policies affecting emergency accommodations. • Oct 3, 2013 – email sent to all staff a second time to inform employees and determine if any emergency response plans need to be developed. • Nov 2013 – added section to annual appraisal for staff to self identify if emergency response accommodation needed
	<ul style="list-style-type: none"> • Dec 2014 – no employees have self identified any accommodation needs after the changes to the appraisal however the system is all in place and is an available option.
	<ul style="list-style-type: none"> • Nov 2015 – To date no employees have been forthcoming with any accommodation needs. Appraisal system has been slightly modified in the past year so an email was sent to all staff Nov 4/15 asking them to self identify, if an accommodation was needed during an emergency.

Community Living Elgin 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 Elgin will take the following steps to ensure **accessibility polices** are developed, implemented, and maintained:

Due Date	Steps to Compliance/Updates
January 1, 2014 Complete	<ul style="list-style-type: none"> • May 2012 - SDP-016 Accessibility was developed to address the Accessibility for Ontarians with Disabilities Act 2005 (AODA) in its entirety. • Management, the Employee Employer Relations Committee and the Quality Assurance Taskforce review this policy annually • The Board of Directors reviews the policy statement annually • Policy revisions are reviewed annually with staff • All new hires and volunteers review this policy during the orientation
	<ul style="list-style-type: none"> • 2013 - Annual review of policies occurred in September. Changes to SDP-016 were reviewed with staff
	<ul style="list-style-type: none"> • 2014 – Annual review of polices occurred in October. Policy now notes completion of the accessibility plan and how/when it’s reviewed.
	<ul style="list-style-type: none"> • 2015 – Annual review of accessibility policies occurred in Nov 2015. Policy SDP-016 now notes updates to the Integrated Accessibility Standard - Ontario Regulation 191/11 - Part IV.1 Design of Public Spaces Standard (Accessibility Standard for the Built Environment). As of January 1, 2015, new construction and renovations are subjected to updated accessibility requirements made under amendments to the Ontario Building Code (Ontario Regulation 233/12).

General Requirement – Ontario Regulation 191/11 Section 4 – Community Living Elgin will take the following steps to ensure an accessibility plan is developed, implemented, and reviewed annually:	
Due Date	Steps to Compliance/Updates
January 1, 2014 In progress	<ul style="list-style-type: none"> • Sept 2013 – Quality Assurance Taskforce – reviews and assists in development of the accessibility plan • Nov 2013 – Board of Directors reviews and approves plan • Dec 2013 – Post approved plan on Community Living Elgin’s website • Accessible formats will be available if requested
Dec 2014 Complete	<ul style="list-style-type: none"> • Annual review and update of the Accessibility Plan occurred by senior management – Dec 1, 2014 • Annual review and update of the Accessibility Plan occurred by the Quality Assurance Task force Dec 2, 2014. • Updated Accessibility Plan shared with Board of Directors – December 2014
	<ul style="list-style-type: none"> • Nov 2015 - Annual review and update of the Accessibility Plan occurred by senior management • Nov 17, 2015 - Annual review and update of the Accessibility Plan occurred by the Quality Assurance Task force • Nov 25, 2015- Updated Accessibility Plan shared with Board of Directors

Community Living Elgin is committed to meeting the communication needs of people with disabilities	
Information and Communications – Ontario Regulation 191/11 Section 14 – Community Living Elgin 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/Updates
January 1, 2014 Complete	<ul style="list-style-type: none"> • Summer 2013 – Website was updated and according to our web designer we meet WCAG 2.0 Level A
	<ul style="list-style-type: none"> • 2014 – no updates
	<ul style="list-style-type: none"> • 2015 - CLE has a 5 year contract with Readspeak Enterprise ending March 31/17. Exploration of other accessibility features should occur prior to that – i.e. “Browsealoud” which has more accessibility features.

Community Living Elgin will provide training to employees, 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 Elgin 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/Updates
January 1, 2015 Not started	<ul style="list-style-type: none"> • Jan 2014 – determine the specifics of training required and develop training package • Feb 2014 – Senior Management will determine how the training will be done • Mar 2014 – Senior Management will determine budget for the training and find dollars to provide the training • Dec 2014 – Mandatory Training will be provided to all staff, volunteers and board members
December 2014 Complete	<ul style="list-style-type: none"> • All staff, volunteers and board members have been trained on the AODA and the Human Rights Code using "Our Training Room". • As new employees, volunteers and Board Members join the organization, they are also provided with this training.
	<ul style="list-style-type: none"> • 2015- New employees and volunteers continue to be provided with the training on the AODA and the Human Rights Code using "Our Training Room".

Community Living Elgin 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 Elgin will take the following steps to make ensure **existing feedback processes are accessible** to people with disabilities upon request:

Due Date	Steps to Compliance/Updates
January 1, 2015 In progress	<ul style="list-style-type: none"> • 2013 – Currently, we have the following feedback processes available in alternative formats – plain language satisfaction surveys for our service users; ability to make Braille documents; feedback process on our website with reference to phone number too.
December 2014 Complete	<ul style="list-style-type: none"> • 2014 – We have had no request for alternative formats for our existing feedback process; however we are prepared to provide as required.
	<ul style="list-style-type: none"> • 2015 – There were no request for alternative formats for our existing feedback process; however we are prepared to provide as required. CLE's complaints process is reviewed with families at planning meetings and reviewed with the people supported using the clear language booklet called "How Can We Help You?"

Community Living Elgin 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 Elgin will take the following steps to make sure all **publicly available information is made accessible** upon request:

Due Date	Steps to Compliance/Updates
January 1, 2016 In progress	<ul style="list-style-type: none"> • 2014 – Identify all documents which are available to the public • Ensure accessible formats are available
	<ul style="list-style-type: none"> • 2014 – We still need to do the above. It is a goal for 2015.
Complete	<ul style="list-style-type: none"> • 2015 – Documents that are accessible publicly are placed on the Information section of our website. If a person requests an accessible format, CLE will work with that person to address their individual needs.

Community Living Elgin 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 Elgin will **accommodate people with disabilities during the recruitment and assessment processes** and when people are hired:

Due Date	Steps to Compliance/Updates
January 1, 2016 Complete	<ul style="list-style-type: none"> • Sept 2011 – HRP-001 Recruitment and Selection updated to reflect requirements • Internal job postings state – “Community Living Elgin will provide upon request, accommodation to the materials and processes used in the recruitment process in accordance with AODA; Integrated Accessibility Standards” • External job postings state – “Community Living Elgin will provide upon request, accommodation to the materials and processes used in the recruitment process in accordance with AODA; Integrated Accessibility Standards”
	<ul style="list-style-type: none"> • July 2013 – HRP-001 Recruitment and Selection – updated and re-circulated to staff • Jan 2013 – Initial interview candidates are advised that Community Living Elgin will provide upon request, accommodation to the materials and processes used in the recruitment process in accordance with AODA; Integrated Accessibility Standards
	<ul style="list-style-type: none"> • 2014 –no requests received to date for alternative materials
	<ul style="list-style-type: none"> • 2015 – To date no request for alternative materials has come forward; recruitment package continues to outline CLE’s willingness to accommodate as requested.

Employment - Ontario Regulation 191/11 - Section 28, 29 - Community Living Elgin 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:

Due Date	Steps to Compliance/Updates
January 1, 2016 Complete	<ul style="list-style-type: none"> • Dec 2011 – HSP-031 Return to Work- Disability Management and related forms updated to reflect requirements
	<ul style="list-style-type: none"> • Oct 2013 – Annual review – HSP-031 Return to Work-Disability Management in process will be re-circulated to staff
	<ul style="list-style-type: none"> • July 2014 – HSP-031 Return to Work- Disability Management policy had its annual update and review.
	<ul style="list-style-type: none"> • Nov 2015 – Central Joint Health and Safety Committee reviewed HSP-031 Return to Work/Disability Management Program and it was redistributed to all staff in July 2015 via Our Training Room.

Employment - Ontario Regulation 191/11 - Section 30, 31, 32 - We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if Community Living Elgin is using **performance management, career development and redeployment processes**:

Due Date	Steps to Compliance/Updates
January 1, 2016 Complete	<ul style="list-style-type: none"> • Oct 2013 – Appraisal system now includes this statement – “In accordance with Accessibility for Ontarian with Disabilities Act 2005 (AODA) Community Living Elgin is committed to assist employees who may have a disability”
	<ul style="list-style-type: none"> • 2014 – no updates
	<ul style="list-style-type: none"> • 2015 – Appraisal system was revamped to Core Competencies for the Developmental Services sector therefore the accessibility needs of staff are taken into account on an individual basis during these discussions.

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

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

Due Date	Steps to Compliance/Updates
January 1, 2021 Not started	<ul style="list-style-type: none"> • Work with the web designer to ensure compliance with WCAG 2.0 Level AA
	<ul style="list-style-type: none"> • 2014 – no update
	<ul style="list-style-type: none"> • 2015 – no updates

Accessibility at Community Living Elgin – non-legislative

Community Living Elgin will identify barriers individually with the people we support and systematically across the agency and will work to remove those barriers.

Community Living Elgin will take the following steps to prevent and remove accessibility barriers identified through individual person centered plans and through agency wide accessibility audits:

Due Date	Steps to Compliance/Updates
January 1, 2016 In progress	<ul style="list-style-type: none"> • 2011 – people had the opportunity to complete an accessibility audit based on the following areas: <ul style="list-style-type: none"> ○ Physical Barriers (buildings); Environmental Barriers; Information and Communication Barriers; Transportation Barriers; Customer Service Barriers; Financial Barriers; Attitudinal Barriers • Data was compiled per home or program location for any possible immediate follow up actions • Compiled data was discussed with Health and Safety, Property/Transportation Supervisor for follow up on maintenance concerns that were creating accessibility issues. • Supervisors followed up with staff teams on issues affecting their homes and/or programs.
	<ul style="list-style-type: none"> • Starting in 2012, accessibility is now a part of each person’s individual planning process. Follow up action to accessibility issues are considered as part of their individual goals.
	<ul style="list-style-type: none"> • 2014 – Quality Assurance Taskforce will create and distribute another accessibility audit to determine systems accessibility issues and develop action plans to address these.
	<ul style="list-style-type: none"> • 2014 – Quality Assurance Task force reviewed the FOCUS Accreditation Domain on Accessibility and will ensure those standards are met as well as the standards outlined here in 2015.
New Due Date January 2017	<ul style="list-style-type: none"> • 2015 – Individual Accessibility Audit and Tracking form was reintroduced April 2015 and results are discussed at each person’s planning meeting. Domain on Accessibility still needs some work (develop brochures/pamphlets on services in accessible format, ensure service application process is fair and equitable; discover how people in service advocate for themselves outside of CLE)

For more information on this accessibility plan, please contact Denise House at:

- Phone: 519-631-8012 – ext 232
- Email: d.house@communitylivingelgin.com
- Community Living Elgin Accessibility Policies (SDP-016 and SDP-006) are available upon request. These policies and this multi-year accessibility plan are available in accessible format upon request.