



ACCESSIBILITY PLAN 2020-2025

STATEMENT OF COMMITMENT

Community Living Haldimand understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone and supports the principles of and is committed to conforming to all aspects of the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code and strives to ensure the provision of barrier free services, supports, environments and employment. Where it is not possible to remove a barrier, Community Living Haldimand will make efforts to accommodate people with disabilities in a timely, effective, and suitable manner.

Community Living Haldimand is committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines.

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 (consisting of Employment, Information and Communication, and Transportation)
- Built Environment Standard

OVERVIEW of ACCESSIBILITY PLAN

Community Living Haldimand's Accessibility Plan is posted on the agency website and the employee Intranet site. The Accessibility Policy is reviewed -during on-boarding orientation by new employees, students, volunteers, and Board Members and will be provided with additional training when changes are made.

The purpose of the agency's Accessibility Plan is to identify, prevent and remove barriers (architectural/physical, environmental, attitudinal, communication/technological, employment, transportation, community integration) at agency owned or operated locations. The Accessibility Plan also encourages awareness of any barriers at community locations or services which may be accessed by the individuals we support so that these issues may be brought to the attention of those locations and services. The plan will be reviewed and updated annually by the agency and will be posted on the agency's website.

The Accessibility Plan Barriers Report identifies the following:

- Barriers that were addressed or removed by Community Living Haldimand over the past year
- Barriers that have been identified and Community Living Haldimand intends to address as well as any new ones brought forward to the agency's attention. Completion deadlines may or may not be in place
- Barriers that have been identified but Community Living Haldimand is unable to address at this time

Barriers have been broken down into the following areas:

- *Architectural/Physical* – any physical factor that makes accessibility difficult for an individual. Examples include: narrow doorways and hallways, stairways, bathrooms that are not physically accessible for all, arrangement of furniture which may restrict easy movement, poor lighting for visually impaired individuals, alarms which hearing impaired individuals may not hear.
- *Environmental* – an item which affects the area an individual spends time in. Examples include: excessive noise, flickering lighting, fragrances which may cause an allergic reaction.
- *Attitudinal* – a negative attitude towards an individual with a disability. Examples include: negative attitudes of neighbours or other members of the community, a lack of acceptance or inclusion, negative language or “labels”.

- *Information/Communication/Technological* – any documentation, communication strategy and/or technology that is not accessible to an individual with a disability. Examples include: website that cannot be accessed by someone who is not able to use a mouse; posted signs that are not easily understood; documents with small print.
- *Organizational/Employment* – a workplace that does not provide enough flexibility, training or equipment to ensure a productive and satisfying workplace for employees.
- *Transportation* – people we serve are unable to reach or participate fully in services, activities, etc due to the lack of available and suitable transportation.
- *Community Integration* – limits an individual’s ability to access their community.

Identification of Barriers

In order to identify and deal with any accessibility barriers in the agency, the following ongoing methods will be implemented:

- An accessibility barrier survey will be distributed as required to employees and people receiving support.
- Employees and people we support will identify any potential barriers and report them to the Supervisors who will then report them to the Human Resources Manager.
- Joint Health and Safety Committee Inspectors will ensure that accessibility is part of the regular inspections of each site. Any concerns noted with respect to accessibility will be forwarded to the Human Resources Manager.
- The Human Resources Manager will monitor progress on the activities outlined in the Accessibility Plan and in any case will ensure review of the Accessibility Policy and Procedure annually.

Customer Service Standard—Ontario Regulation 429/07

Legislation Effective Date	Steps to Compliance	Status	Who is Responsible
January 1, 2012	<p>Community Living Haldimand AODA Customer Services Standard Policy & Procedure</p> <p>Employees, students, Board of Directors and volunteers are trained on the Policy. Training included:</p> <ul style="list-style-type: none"> • The purpose of the AODA and the requirements of the Customer Service Standard • How to interact and communicate with people who have various types of disabilities, including those who use assistive devices, service animals, or support persons • How to use any equipment or devices available at Community Living Haldimand that may help with the provision of services to people who have a disability • What to do if a person who has a disability is having difficulty accessing Community Haldimand services <p>New hires, Board Members and volunteers are trained during on-boarding orientation as identified above.</p> <p>Complete/submit AODA Self Certified Accessibility Report (due every 3 years)</p>	<p>Completed</p> <p>Ongoing</p> <p>Next Due June 2023</p>	<p>Senior Management Executive Director (Board)</p>

Integrated Accessibility Standard—Ontario Regulation 191/11

(Employment, Information and Communication, and Transportation)

1. Community Living Haldimand 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 Haldimand 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:

Legislation Effective Date	Steps to Compliance	Status	Who is Responsible
January 1, 2012	<ol style="list-style-type: none">i. Accessibility Policy and Procedureii. Accommodation Policy and Procedureiii. Emergency Preparedness Procedure Outline Workplace Emergency Response Information for employees who may require accommodation during emergency due to disability	Completed	Senior Management

2. Community Living Haldimand will develop, implement, and maintain accessibility policies and Accessibility Plan as outlined in Regulation 191/11.

General Requirement—Ontario Regulation 191/11 Section 3—Community Living Haldimand will take the following steps to ensure accessibility policies are developed, implemented, and maintained.

Legislation Effective Date	Steps to Compliance	Status	Who is Responsible
January 1, 2014	CL Haldimand Accessibility Policy and Procedure	Completed	Senior Management

General Requirement—Ontario Regulation 191/11 Section 4—Community Living Haldimand will take the following steps to ensure an Accessibility Plan is developed, implemented, and reviewed:

Legislation Effective Date	Steps to Compliance	Status	Who is Responsible
January 1, 2014	CL Haldimand Accessibility Plan	Updated: September 2020	Senior Management
	CL Haldimand Accessibility Plan on website	Completed	
	Update Plan status annually or if new barriers are identified – see Barriers Report 2020	September 2020	
	Review Plan annually, and update a minimum of every five years	Reviewed: September 2020 Next Update: September 2025	

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

Information and Communication—Ontario Regulation 191/11 Section 14—Community Living Haldimand will take the following steps to make its website and web content conform to Web Content Accessibility Guidelines (WCAG) 2.0 Level A:

Legislation Effective Date	Steps to Compliance	Status	Who is Responsible
January 1, 2014 for new or re-designed websites	Develop proposal with Web Designer to update website ensuring compliance with WCAG.	To be completed once new website is developed. No firm date at this time.	Executive Director
January 1, 2021	Work with web designer to ensure compliance with WCAG 2.0 Level AA	Target Completion 2020	Executive Director

4. Community Living Haldimand will provide training to employees and volunteers on Ontario’s accessibility laws and the Ontario Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees and volunteers.

General Requirements—Training—Ontario Regulation 191/11 Section 7—Community Living Haldimand will take the following steps to ensure employees and volunteers are provided with the training required to meet Ontario’s accessibility laws:

Legislation Effective Date	Steps to Compliance	Status	Who is Responsible
January 1, 2015	i. CL Haldimand Accessibility Policy (IASR) ii. AODA Customer Service Training Training provided as part of on-boarding orientation for new employees, students, volunteers, board members. Accessibility Policy and Procedure revisions reviewed with employees, students, volunteers and Board members, as required	Ongoing	Senior Management Executive Director (Board)

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

Information and Communication—Ontario Regulation 191/11 Section 11—Community Living Haldimand will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

Legislation Effective Date	Steps to Compliance	Status	Who is Responsible
January 1, 2015	Customer Service Feedback Form on website	Completed	Senior Management
	Web Design Proposal will include updating the accessibility of the feedback process	New website 2020	Executive Director

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

Information and Communication—Ontario Regulation 191/11 Section 12—Community Living Haldimand will take the following steps to ensure that all publicly available information is made accessible upon request:

Legislation Effective Date	Steps to Compliance	Status	Who is Responsible
January 1, 2016	Ensure all documents available to the public can be obtained in accessible formats. Statement on Website and in CL Haldimand Accessibility Policy and Procedure “CL Haldimand is committed to meet the accessibility needs of persons with disabilities in a timely manner and make documents publicly available in an accessible format upon request.”	Ongoing	Senior Management

7. Community Living Haldimand is committed to fair and accessible employment practices.

Employment—Ontario Regulation 191/11 Sections 22, 23, 24, 25, 26—Community Living Haldimand will take the following steps to notify current and potential employees that, when requested, Community Living Haldimand will accommodate people with disabilities during the recruitment and hiring process:

Legislation Effective Date	Steps to Compliance	Status	Who is Responsible
January 1, 2016	Review Hiring Policy and Procedure to determine any necessary revisions to meet AODA Standard.	Completed 2020	Senior Management
	Job Postings indicate that, upon request, accommodation to the materials and processes used in the recruitment process will be provided in accordance with the AODA Integrated Accessibility Standards.	Ongoing	Human Resources Manager
	Advise job applicants (when they are individually selected to participate in an assessment or selection process) that accommodations are available upon request in relation to the materials or processes to be used in accordance with the AODA Integrated Accessibility Standards.	Ongoing	Human Resources Manager

Employment—Ontario Regulation 191/11 Sections 28, 29—Community Living Haldimand 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:

Legislation Effective Date	Steps to Compliance	Status	Who is Responsible
January 1, 2016	Develop and put in place Individual Accommodation Plans, as requested /required	Ongoing	Human Resources Manager Supervisor of Employee
	Review Employee Work Accommodation Policy and Procedure Review Early and Safe Return to Work Program	Annually	Senior Management

Employment—Ontario Regulation 191/11 Sections 30, 31, 32—Community Living Haldimand will take the following steps to ensure the accessibility needs of employees with disabilities are considered in performance management, career development, and re-deployment processes:

Legislation Effective Date	Steps to Compliance	Status	Who is Responsible
January 1, 2016	Community Living Haldimand’s commitment to assisting employees who may have a disability and employee’s understanding of policy included in the Annual Employee Status Update	Ongoing	Senior Management
	Transferred Employees/Return from Leave Supervisor Checklist includes checking if employee has/or requires an accommodation for a disability.	Ongoing	Senior Management



Signature – Susan Wavell, Executive Director

November 1, 2020
Date

For more information on this Accessibility Plan, please contact Central Administration Office: 905-772-3344 Ext. 100
[Email—centraladmin@clhaldimand.com](mailto:centraladmin@clhaldimand.com)

Community Living Haldimand Accessibility Policies and Plan are available in accessible format upon request.