

# Accessibility Plan

## Introduction

Community Living Kingston and District has completed formal Accessibility Plans on an annual basis since 2007.

Community Living Kingston and District's Accessibility Plan addresses accessibility issues at our program locations and in the community at large. Community Living Kingston and District is committed to identifying and removing barriers that reduce the ability of persons served to fully access both our programs and the community as a whole. Community Living Kingston and District's Accessibility Plan is designed to summarize the following:

- Those barriers that were removed or otherwise addressed by the agency in the past, specifically over the course of the past year.
- Those items that the organization still intends to address, as well as new items that have been brought to the agency's attention. Some of these items contain firm deadlines for completion, while others do not.

## Identification of Barriers

In preparing this year's Accessibility Plan, Community Living Kingston and District utilized several methods in which to identify accessibility barriers:

- The organization's 2015 Accessibility Plan was used to identify items that were already considered to have been a concern.
- Individual persons served and personnel were consulted by the quality improvement lead and contributed to the identification of issues and potential ideas on how to rectify them.
- The organization's leadership routinely identifies maintenance and property issues throughout the agency. This information was used to identify property issues that negatively impact the accessibility needs of the persons served by the agency.
- The organization's leadership is brought up to speed on accessibility issues by personnel and by persons served on an ongoing basis. The issues anecdotally identified in this manner were also useful in the creation of this plan.

## Review of Accessibility Plan

Progress around the plan will be completed in six month intervals, with a progress report being posted on the agency website and/or in the agency newsletter. A full review of the organization's Accessibility Plan will be completed at least annually. A member of the Management team will take the lead around updates of the Accessibility Plan.

## Communication of Accessibility Plan

The accessibility plan will be posted on the agency website. Paper copies will be made available at all program locations and will be made available to all those who request the plan (an ad in the newsletter will alert people to this option).

## 2016 Accessibility Plan

Area(s) of Concern	<b>Architectural.</b> An <i>architectural</i> barrier is any physical factor that makes accessibility difficult for an individual. This may include narrow doorways, bathrooms that might need to be made more accessible, alarms that are not able to be heard by individuals with hearing impairments, or even something as simple as the location of furniture.
Items Addressed In 2015	<ul style="list-style-type: none"> <li>- The ramp/slope from the parking lot to the plaza sidewalk at Milestones was rebuilt in September 2015.</li> <li>- The Splinter Court location, which posed a number of architectural barriers, was replaced with a newly built location on Davis Drive in December 2015.</li> <li>- At Smithfield, a new porch lift was put in place, and the driveway rebuilt to address some architectural barriers.</li> <li>- At 587 Arbour, the ramp was rebuilt, and work was completed to make the back patio and backyard accessible to individuals using wheelchairs.</li> <li>-In Gananoque, an accessible platform was built at the recycling depot to ensure that persons served could fulfill their duties (this is a paid employment site).</li> </ul>
Standing Items of Concern	<ul style="list-style-type: none"> <li>- Slow snow and ice removal can restrict access to and from program locations. The agency continues to utilize new removal guidelines put in place in 2008, but CLKD must continue to be vigilant.</li> <li>- As the needs of persons served in Family Home arrangements change, CLKD must be prepared to offer assistance to meet accessibility needs. This often requires requests for funding from MCSS.</li> </ul>
Future Goals	<p><b>Barrier:</b> Back doors to Options-1412 and Co2 are not power operated and can't be opened independently by some persons served.  <b>Strategies to Remove Barrier:</b> Install power doors  <b>Potential Obstacles:</b> Cost, about \$3500 each  <b>Persons Responsible:</b> Wade Wright, Jeff Harrison  <b>Target Date:</b> As funds become available.</p> <p><b>Barrier:</b> Doors connecting cubicle/office area at 1412 are not power operated  <b>Strategies to Remove Barrier:</b> Install power doors  <b>Potential Obstacles:</b> Cost, about \$3500 each  <b>Persons Responsible:</b> Wade Wright, Danielle Carnegie  <b>Target Date:</b> As funds become available.</p> <p><b>Barrier:</b> Numerous barriers to accessibility at Roosevelt  <b>Strategies to Remove Barrier:</b> Ramp must be re-built, renovations required to make side and patio doors accessible  <b>Potential Obstacles:</b> Cost, about \$35,000  <b>Persons Responsible:</b> Wade Wright, Sheri Scott  <b>Target Date:</b> As funds become available</p>

Area(s) of Concern	Architectural (continued)
Future Goals	<p><b>Barrier:</b> There are gaps between the garage entrance and the driveway, and between the end of the ramp and floor of the garage at Dolshire.  <b>Strategies to Remove Barrier:</b> Make alterations to allow for better graduation.  <b>Potential Obstacles:</b> Costs, approximately \$5000  <b>Persons Responsible:</b> Wade Wright, Sheri Scott  <b>Target Date:</b> As funds become available.</p> <p><b>Barrier:</b> Back entrance at Smithfield is not accessible.  <b>Strategies to Remove Barrier:</b> Build ramp.  <b>Potential Obstacles:</b> Layout of backyard makes it virtually impossible to complete.  <b>Persons Responsible:</b> Wade Wright, Sheri Scott  <b>Target Date:</b> None. Concern was noted by Residential staff, but has been determined to be not feasible. Item to be removed from future accessibility reports.</p> <p><b>Barrier:</b> Front entrance at Melanie is not accessible.  <b>Strategies to Remove Barrier:</b> Build ramp or install chair lift.  <b>Potential Obstacles:</b> Costs, potentially significant. In addition, building a ramp would be a significant undertaking given the grading that would be required.  <b>Persons Responsible:</b> Wade Wright, Sheri Scott  <b>Target Date:</b> As funds become available; not likely for high priority unless needs of individuals at location dictate such.</p> <p><b>Barrier:</b> Basement egresses at Smithfield, Melanie, Roosevelt, Mowat, and Splinter are not optimally accessible, though at this juncture, only those that are ambulatory live in those spaces.  <b>Strategies to Remove Barrier:</b> Modifications to increase accessibility  <b>Persons Responsible:</b> Wade Wright, Sheri Scott.  <b>Target Date:</b> As funds become available; not likely for high priority unless needs of individuals at location dictate such.</p> <p><b>Barrier:</b> External egress in basement at McMichael is not accessible  <b>Strategies to Remove Barrier:</b> Re-design required  <b>Potential Obstacles:</b> Cost, about \$80,000  <b>Persons Responsible:</b> Wade Wright, Sheri Scott  <b>Target Date:</b> As funds become available</p>

Area(s) of Concern	<b>Environmental.</b> An <i>environmental</i> barrier is a characteristic of a setting that compromises service delivery and benefits to be gained. This may include items such as flickering lighting, noise levels, and troublesome fragrances
Items Addressed In 2015	None
Standing Items of Concern	None
Future Goals	<b>Barrier:</b> General congestion at main Community Options site and Co2 creates an unwelcoming environment for persons served (crowding, noise, etc.) <b>Strategies to Remove Barrier:</b> Restructuring of program; move to larger physical spaces. <b>Potential Obstacles:</b> Cost of larger spaces; remaining term on lease at current locations. <b>Persons Responsible:</b> Jeff Harrison <b>Target Date:</b> Restructuring to ease some issues due for implementation by April 2016; move to larger spaces possible for 2018-19

Area(s) of Concern	<b>Attitudinal.</b> An <i>attitudinal</i> barrier is a preconceived (usually 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 personnel.
Items Addressed In 2015	Values and Attitudes policy implemented in December 2015.
Standing Items of Concern	-Agency staff are not always mindful of the privacy of persons served, and do not always act sensitively towards them. This is addressed on an ongoing basis through annual training modules, and through the availability of two agency staff to provide specific training in this area.  -- Negative attitudes of neighbours and community members can sometimes stigmatize persons served. This is addressed on an ongoing basis through follow-up where such concerns are expressed. Raising the profile of the agency and it's mission is also one way to combat this.
Future Goals	None

Area(s) of Concern	<b>Financial.</b> A <i>financial</i> barrier is anything that may mean that a service is restricted because of a lack of sufficient financial resources. Financial barriers may exist at the organizational level, or may be specific to funds possessed by persons served.
Items Addressed In 2015	The proceeds from the Vouge Charity Fundraiser in 2014 have been used to assist persons served to meet goals.
Standing Items of Concern	Funding and finances for persons served are not always sufficient, limiting community participation, quality of life, and the ability of families to maintain care. CLKD combats this by being active in provincial organizations that advocate for additional funding, and by petitioning MCSS on a situational basis for funds.
Future Goals	None

Area(s) of Concern	<b>Employment.</b> An <i>employment</i> barrier is an indication that a workplace does not provide sufficient flexibility or equipment to ensure a productive and satisfying workplace for employees. An employment barrier may also speak to measures that are in place to promote successful employment for persons with disabilities.
Items Addressed In 2015	None
Standing Items of Concern	Kwik Shred model may need review in light of MCSS announcement related to sheltered workshops in December 2015.
Future Goals	None

Area(s) of Concern	<b>Communication.</b> A <i>communication</i> barrier looks at anything that inhibits information being accessible and understandable to all. Examples may include the possible absence of devices available to persons served or personnel to be able to be understood by others, or promotional materials that are not present in formats that are easily understandable.
Items Addressed In 2015	Several staff at Community Options took either 'advanced' or 'everyday' sign language in 2015.  French language requirements addressed in 2015 plan partially addressed with hiring of Jeannette Duchesne in the finance department. French added to agency website. Protocol on how to serve French-language families signed with other local developmental service providers.
Standing Items of Concern	- Program information is available only in print and assumes a relatively high level of literacy. The organization attempts to combat this via plain-language versions of many documents (rights, complaints procedure) . A concerted effort to develop pictorial versions of personal plans has been underway for several years. The organization desires to develop video versions of many documents. - Ongoing need for ASL training for staff throughout agency, especially at Community Inclusion programs. This is addressed by offering/requiring training upgrades as classes become available in community.
Future Goals	<b>Barrier:</b> There is no light on the fire alarm system at 1412 for use by individuals with a hearing impairment. <b>Strategies to Remove Barrier:</b> Install a battery-operated light <b>Potential Obstacles:</b> Cost, about \$1500 <b>Persons Responsible:</b> Wade Wright <b>Target Date:</b> As funds become available.  <b>Barrier:</b> Ability to communicate with French-language families seeking service would be somewhat limited. <b>Strategies to Remove Barrier:</b> Upgrade French language abilities of targeted staff <b>Potential Obstacles:</b> Cost, time <b>Persons Responsible:</b> Danielle Carnegie <b>Target Date:</b> October 2015

Area(s) of Concern	<b>Transportation.</b> A <i>transportation</i> 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
Items Addressed In 2015	None
Standing Items of Concern	<p>Local accessible bus system has limited availability for bookings for persons served. This is primarily being addressed through a good relationship with the service and distributing information to persons served that promotes good booking habits that allows for maximum service flexibility.</p> <p>The number of agency vehicles, especially accessible ones, can be seen as limited, sometimes limiting community involvement activities of persons served. The organization has a vehicle replacement plan organizing the maintenance of the fleet and keeping it at the current level. However, it is very cost-prohibitive to add additional vehicles (upwards of \$60000 per vehicle). A working relationship with an Ontario-based seller has been cultivated over the past few years.</p>
Future Goals	None

Area(s) of Concern	<b>Community Integration.</b> A <i>community integration</i> barrier is anything that may limit an individual's ability to fully access their community in a way of their choosing
Items Addressed In 2015	Several presentations on importance and principles of community inclusion given to community by Eleonor Egidio and Kelly Armitage.
Standing Items of Concern	Items listed under <i>transportation</i> and <i>financial</i> are also related to community integration.
Future Goals	None

Area(s) of Concern	<b>Technology.</b> A <i>technology</i> barrier is related to a need of a stakeholder to access technology to ensure communication or inclusion into services.
Items Addressed In 2015	IPads with applicable apps were purchased for Community Inclusion programs.
Standing Items of Concern	Persons served have limited access to assistance with augmented communication systems. A reduction in community resources in 2011 contributed to this, leaving the organization's two 'communication helpers' without clinical supervision and limiting their ability to expand or maintain their roles.
Future Goals	None

Area(s) of Concern	<b>Other.</b> A barrier that is not easily categorized
Items Addressed In 2015	None completed though implementation team noted in the future goals below was active.
Standing Items of Concern	None
Future Goals	<p><b>Barrier:</b> There is a significant lack of affordable housing in Kingston, which impacts persons served tremendously. Moreover, there is a lack of affordable <i>accessible</i> housing in Kingston.</p> <p><b>Strategies to Remove Barrier:</b> Implementation team (see Strategic Plan) developed to help address issues. Implementation team is led by Sheri Scott and has ample Board representation. Contacts have been made with City of Kingston, Township of Gananoque, and Frontenac County. Goal is to develop strategic partnerships to help address housing issues. [Note: Sheri Scott has joined the City's accessibility committee].</p> <p><b>Potential Obstacles:</b> Cost, time, ability to develop parnterships</p> <p><b>Persons Responsible:</b> Implementation Team</p> <p><b>Target Date:</b> March 2016</p>

### Requests for Reasonable Accommodations

There were no requests for reasonable accommodations by stakeholders in the past year. Future requests will be identified, noted and responded to.

### Follow-Up

The Accessibility Plan will be reviewed by the Management team at least twice a year.