

# Multi Year Accessibility Plan

Revised November 2016

## Introduction

Community Living Kingston and District's Accessibility Policy guides the agency's work in the areas of accessibility. The Accessibility Policy Statement, approved by the Board of Directors, is the agency's commitment statement and is as follows:

Community Living Kingston and District strives at all times to provide all of its goods and services in ways that respect the dignity and independence of people with disabilities. The organization is also committed to providing access to supports and services in ways that take into account peoples' disabilities and specific requirements for the provision of service. This policy applies to all people with disabilities whether they are seeking services from our organization, seeking employment with our organization, visiting, or volunteering with our organization. The agency will comply with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, AODA, the Ontario Human Rights Code and all other related legislative requirements.

## Description of Community Living Kingston and District

Community Living Kingston and District was incorporated in 1953 to support people who have an intellectual disability and their families. The agency has a strong membership governed by a volunteer Board of Directors elected annually and consisting of family members, self-advocates and community leaders. Our mission is: *"That people with intellectual disabilities have every opportunity to participate fully in our community with dignity and independence"*

Community Living Kingston provides supports and services to over 600 adults and children with intellectual disability. This includes residential services, employment services, preschool resource consulting, non-vocational day programs, family support, respite, passport and emergency supports for both adults and children. In addition, Community Living Kingston provides a range of recreational and summer programs. Quality supports are provided by over 300 employees.

## Accessibility Goals

Community Living Kingston and District is dedicated to meeting the needs of people with disabilities in a timely manner and will do so by working to prevent and remove barriers to accessibility through advocacy work and as available resources allow.

Our Goal: That people with intellectual disabilities have every opportunity to participate fully in our community with dignity and independence.



## Purpose

The purpose of the Multi Year Accessibility Plan is to identify and address accessibility issues in the community including locations owned/leased/operated by Community Living Kingston and District. The agency is dedicated to identifying and removing barriers that limit and restrict the ability of people with disabilities from fully accessing the community and our locations. This plan identifies the following:

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

## Definitions

1. 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.
2. Performance Management: The methods the agency uses to assess and improve an employee's performance, productivity, effectiveness and overall success.
3. Career Development: Providing employees learning and development opportunities and increasing their current job responsibilities.
4. Job Changes: Moving an employee to another position within the agency.

## Assessment

Community Living Kingston and District has extensive experience in accessibility matters due to more than sixty years in the provision of supports and services to people who have an intellectual disability that may also include mobility and health related challenges. Methods and tools that may be used by the agency to identify accessibility barriers could include:

- An accessibility survey distributed to various stakeholders;
- People supported, families and staff identify any potential barriers and report them to the Manager responsible for Quality Improvement;
- The Joint Health and Safety Committee conduct regular inspections of all agency locations and any barriers would be recorded for action;
- The manager responsible for Quality Improvement completes an annual accessibility plan that identifies barriers and provides solutions
- Annual review of the multiyear accessibility plan.

## **Customer Service**

Community Living Kingston and District will uphold the customer service standards of the Accessibility for Ontarians with Disabilities Act. Current customer service practices are outlined in Community Living Kingston and District's HR Policy 2.08 "*Accessible Standards For Customer Service*". This document outlines the agency's customer service practices and is also available via the agency's website at [www.clkingston.org](http://www.clkingston.org)

## **Accessible Emergency Information**

The agency is committed to providing the people supported and others with publicly available emergency information in available accessible formats upon request.

## **Training**

The agency will provide training to employees, volunteers and other stakeholders as appropriate regarding its:

- Accessibility Policy;
- Multiyear Accessibility Plan;
- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005, (AODA) and its regulations and five standards (Customer Service, Transportation, Information and Communication, Employment and Built Environment).

Training will be delivered as soon as is practical following any changes to the agency's accessibility policy and procedures, at a minimum annually, and in a way that best suits the duties of employees, volunteers and stakeholders. Community Living Kingston and District already provides AODA training to all new employees that meet Ontario's legislated requirements.

## **Kiosks**

The agency does not have a self-service kiosk and therefore is not bound by the January 1, 2014 AODA deadline in this regard. However, computer equipment is available for general use by stakeholders, providing the means to review and access agency information by using available accessible formats. The needs of people with disabilities will be considered by the agency for computers available for general use and enhancements provided as available resources allow.

## **Information and Communications**

Community Living Kingston and District is committed to meeting the communication needs of people with disabilities and will consult, as required, to determine the alternative format that will remove any barriers to information and communication.

## **Website**

The agency's website is in compliance with the AODA's website requirements WCAG 2.0, Level A.

## **Feedback**

Any form of feedback requested on Community Living Kingston and District's behalf will be catered to the person and their communication needs. The agency will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:

If the agency is requesting feedback information (i.e. 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.

Examples include:

- If the person is visually impaired, the information will be delivered audibly;
- If the person is hearing impaired, the information delivered and received will be completed on the CLKD feedback form or via computer.

## **Customer Service Feedback**

Community Living Kingston and District has implemented an Accessibility and Customer Service Feedback form. This is the method used to receive and respond to feedback about the manner in which we provide supports and services to people with disabilities. This form is available on the Community Living Kingston and District website and is available in an accessible format upon request.

## **Public Information**

Community Living Kingston and District will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:

- All publicly available information will be accessible upon request and if a person with a disability wants this information, the agency will work with the person to meet their needs in a timely manner and within available resources. Accessible formats may include larger print and audio readings (online and/or personnel), etc.

## **Employment**

Community Living Kingston and District is committed to fair and accessible employment practices.

## **Emergency Information**

Emergency information has been and is provided to employees who have a disability in an accessible format prior to the January 1, 2012 compliance date. Employees with disabilities are accommodated by having individualized emergency response information as necessary.

## **Accommodation Plans**

Individual accommodation plans for employees who have a disability will be in place prior to the January 1, 2016 deadline and will 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;
- 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 has employment processes in place to identify any barriers to employment for people with disabilities, including:

- 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 are taken into account when using performance management, career development and job changes;
- methods to prevent and remove other accessibility barriers identified.

Actions will be taken by the agency to ensure its employment processes comply with AODA by the January 2, 2016 deadline.

### **Design of Public Spaces**

Community Living Kingston and District will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to its public spaces. Agency public spaces include:

- sidewalks, ramps and curb ramps;
- accessible off street parking;
- service counters and waiting areas.

### **Multiyear Accessibility Plan Review and Update**

The plan will be reviewed by the agency's HR Director on an annual basis, with input from other management staff as required.

### **Distribution and Publication of the Multi Year Accessibility Plan**

The Multi Year Accessibility Plan is posted on the agency's website, available in additional formats as requested and accessible formats as determined with the person, within available agency resources.

For more information on this accessibility plan, please contact: 613-546-6613