

AODA MULTI-YEAR ACCESSIBILITY PLAN

2015-2019

Introduction

Community Living Kincardine and District is committed to working towards full compliance with all standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) as they are introduced. In doing so, we affirm our commitment to providing quality services and supports in a manner that respects the dignity and independence of persons with disabilities.

Statement of Commitment

Community Living Kincardine and District is committed to an inclusive caring community, where all people belong and have equal opportunity to participate and maintain their dignity and independence. CLKD promotes and facilitates the full participation and inclusion of people who have a developmental disability to lead enriched and meaningful lives. We are committed to meeting the 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.

Customer Service Accessibility Standard

The Customer Service Standard was the first standard under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and was passed by the Ontario legislature with the goal of creating standards to improve accessibility across the province.

Community Living Kincardine and District uses reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use assistive devices and/or support persons to access goods and services.

- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.
- Community Living Kincardine and District employees, when communicating with a person with a disability, will do so in a manner that takes into account the person's disability.
- Community Living Kincardine and District has been in compliance with the Accessible Customer Service Regulation under the AODA since 2011.

The following measures have been implemented by Community Living Kincardine and District:

- The Accessible Customer Service Policy was published on our website.
- Policy review will take place within the organization annually.
- Notice will be provided on the website, over the phone, or in writing where applicable, when a Service Disruption occurs and will be done as quickly as possible if the disruption is unexpected.
- Training on AODA Customer Service has been provided and will be given to every person who participates in developing the policy, practices and procedures of Community Living Kincardine and District. New employees will complete training in a timely manner.
- Comments relating to our programs and services with regard to customer service are welcomed and appreciated. A process has been established to encourage feedback regarding the way Community Living Kincardine and District provides goods and services to people. This feedback can be made by completing the Feedback form, verbally, by e-mail or in writing.
- A process is in place to ensure that all feedback collected is reviewed and analyzed to ensure appropriate actions are taken.
- Report compliance annually.

Accessible Emergency Information

Community Living Kincardine and District is committed to providing customers and people supported with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Community Living Kincardine and District will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Right 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. IASR Training will be provided as it relates to employee's duties.

Community Living Kincardine and District took the following steps to ensure employees were provided with the training needed to meet Ontario's accessibility laws.

- Provided educational or training resources or materials in an accessible format that takes into account the accessibility needs of a person with a disability.
- Ensure new employees and volunteers complete training in a timely manner.
- Keep and maintain a record of the training participant's names and dates of completion.

Information and Communication

Community Living Kincardine and District is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Community Living Kincardine and District has undertaken the following plans to ensure compliance with this standard:

- Management will ensure that essential company information is accessible to persons with disabilities.
- A feedback process has been established that is accessible, alternate formats are also available such as telephone, mail and in-person. This information is available to the public on our website.
- Our website has been designed to be user friendly for people with a range of needs.
- Our website also provides a feature that allows users to change the size of text online to suit their preference.
- Training on the AODA Information and Communication Standards has been provided to staff that are involved in developing or disseminating information internally or externally on behalf of the organization

Community Living Kincardine and District will take the following steps to ensure compliance with this standard:

- Continue to assess accessibility of existing website organization and content.
- Consult with persons requesting alternative formats.
- Ensure that internet websites and web content conforms to WCAG 2.0 Level AA by January 1, 2021.

- Post a notice on the website stating information can be made available in accessible formats.

Employment

Community Living Kincardine and District is committed to inclusive and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Community Living Kincardine and District will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Specify that accommodation is available for applicants with disabilities in recruitment material, and with regards to interviews and assessments.
- When making offers of employment, notify successful applicant of policies for accommodating employees with disabilities.
- Provide updated information on accommodations policies to employees when changes occur.
- Consult with employee to determine suitability of format or support.

Community Living Kincardine and District will take the following steps to develop and put in place a process for developing a personalized accommodation plan and return-to-work policies for employees that have been absent due to a disability.

- Participation of the employee requiring the accommodation plan.
- Requesting outside medical evaluation to determine if accommodation can be achieved and how.
- Ensuring a high level of privacy.
- Providing regular review and updates.
- Providing reason for denial if applicable.
- Providing Accommodation Plans in a format that takes into account the needs of the employee.
- And if required, including individualized workplace emergency response information.

Return to Work

Community Living Kincardine and District is committed to developing and putting in place a process for developing personalized accommodation plans and return-to-work policies for employees that have been absent due to a disability.

Community Living Kincardine and District has developed and maintains a Disability Management policy for our employees who have been absent from work due to a disability and require disability related accommodations in order to return to work. The process includes steps Community Living Kincardine and District takes to facilitate the return to work process and an accommodation plan.

Design of Public Spaces

Community Living Kincardine and District will establish plans to meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Community Living Kincardine and District will evaluate all public spaces under our responsibility for barriers on an annual basis.

Community Living Kincardine and District will take appropriate measures to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruptions and alternatives available.