Multiyear Accessibility Plan

Revised November 27, 2023

Introduction

Community Living Windsor'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 Windsor is committed to being responsive to the diverse needs of all by providing to the best of its ability barrier free access to services, supports and employment. In the most accessible environment possible and based on the key principals of dignity, independence, integration and equal opportunity, the Agency will comply with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, (AODA), the Ontario Human Rights Code and other legislative requirements."*

Description of Community Living Windsor

Community Living Windsor 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 community vision is*: "Where everyone belongs and has support within their community to achieve a better life."*

The agency supports over 600 people and families as they pursue possibilities, make choices, and achieve the life they want while participating in all aspects of their community. Services and supports are provided by over 450 employees. Supports are person-directed and include 24-hour supported living, residential supports, community participation, employment supports, family supports, supported independent living and passport.

Accessibility Goals

Community Living Windsor is dedicated to meeting the needs of people with disabilities in a timely manner and at no cost. We will do so by working to prevent and remove barriers to accessibility through advocacy work and as available resources allow.

Purpose

The purpose of the Accessibility Plan is to identify and address accessibility issues in the community including locations owned/leased/operated by Community Living Windsor. 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 Windsor 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 Windsor 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, and/or the Accessibility Committee;
- The Accessibility Committee meets regularly to be an objective resource in all matters concerning accessibility, which would include identifying any barriers, including attitudinal barriers;
- The Joint Health and Safety Committee conduct regular inspections of all agency locations and any barriers would be recorded for action;
- Annual review of the multiyear accessibility plan.

Customer Service

Community Living Windsor will uphold the customer service standards of the Accessibility for Ontarians with Disabilities Act. Current customer service practices are outlined in Community Living Windsor's "*BEST PRACTICE: Accessible and Welcoming Service to All People Who Have a Disability*" policy document. This document outlines the agency's customer service practices and is also available via the agency's website at www.clwindsor.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;
- Consumer practices document: "*BEST PRACTICE: Accessible and Welcoming Service to All People Who Have a Disability*";
- Multiyear Accessibility Plan;
- Accessibility Committee;
- 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 Windsor already provides training to 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 the computer available for general use and enhancements provided as available resources allow.

Information and Communications

Community Living Windsor 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 AA.

Feedback

Any form of feedback requested on Community Living Windsor's behalf will be catered to the person and their communication needs. The agency has taken the following steps to make sure existing feedback processes are accessible to people with disabilities upon request:

- 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 CLW feedback form or via computer.

Customer Service Feedback

Community Living Windsor 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 support and services to people with disabilities. This form is available on the Community Living Windsor website and is available in an accessible format upon request.

Public Information

Community Living Windsor has taken the following steps to make sure all publicly available information is made accessible upon request:

- 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 Windsor 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. Employees with disabilities are accommodated by having individualized emergency response information as necessary.

Accommodation Plans

Individual accommodation plans for employees who have a disability are in place 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 will review the following employment processes to identify any barriers to employment for people with disabilities:

- 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 have been taken by the agency to ensure its employment processes comply with AODA standards.

Design of Public Spaces

Community Living Windsor 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 Accessibility Committee at a minimum, annually. Recommendations will be forwarded to the Management Advisory Team for their attention.

Distribution and Publication of the Multiyear Accessibility Plan

The Multiyear Accessibility Plan will be available in a timely manner by posting it on the agency's website, both the public and employee sections, 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:

519.974-4221 or via email at info@clwindsor.org