

Community Living Durham North's Multi-Year Accessibility Plan

This Multi-Year Accessibility Plan will outline the actions that Community Living Durham North will follow and implement to improve opportunities for people with disabilities regarding the Accessibility for Ontarians with Disabilities Act.

Statement of Commitment

Community Living Durham North is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion and equal opportunity. 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.

Accessibility audits are completed yearly to identify any significant barriers which will then be added to an ongoing Accessibility Status Report. Routine and affordable concerns will be addressed as they arise while more significant barriers will be reviewed and added as identified. The Multi-Year Accessibility Plan will be posted on our website, and copies can be made available to all those who request the plan or status report.

Attitudinal Barriers

Our core business is, and has always been, to support people with intellectual disabilities to be valued, included, and active members of their community. This ongoing commitment has begun to remove those attitudinal barriers. However, early on there was unrest when we opened a new group home, and sometimes we were met with community opposition; today that kind of resistance is far less common.

The organization will continue to advocate strongly within our local communities and maintain active membership on the Accessibility Advisory Committees for both Uxbridge and Scugog Townships.

Architectural and Physical Barriers

Community Living Durham North's leadership will routinely identify architectural and physical barriers across the agency. This information will be compiled and prioritized to address property and maintenance issues that may negatively affect accessibility for people supported by the agency and members of the community.

Training

Community Living Durham North will provide ongoing training to employees and volunteers on Ontario's accessibility laws and on the 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. Records of participants' names and training completion dates will be maintained.

Information and Communication

Community Living Durham North 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 Durham North ensures that all contents on our website conform to

WCAG 2.0, Level A.

We will welcome feedback regarding barriers in the following ways:

- Communication in person at the front reception
- Via our website
- By letter, email, or over the phone

Alternative formats will be provided when requested by a person. Community Living Durham North will respond to all feedback within three business days, and all such feedback will be noted in our AIMS database.

Employment

Community Living Durham North is committed to fair and accessible employment practices. Community Living Durham North will regularly review Employment Standards requirements under the Accessibility for Ontarians with Disabilities Act and maintain compliance with the following standards:

- Offer accessible formats and communication supports to employees, when called upon.
- Develop a process for individual accommodation plans and return to work policies.
- Offer necessary accommodations to people during the recruitment and hiring processes.

Accessible Emergency Information

- Community Living Durham North is committed to providing to everyone relevant emergency management information and will do so in an accessible way, upon request. We will also provide employees and people we support, who have disabilities, with individualized emergency response information, when necessary.

For More Information

For more information on the accessibility plan, please contact: CLDurhamNorth@cldn.ca