

Community Living Durham North's Accessibility Plan

This Accessibility Plan will outline the actions that Community Living Durham North will follow and implement to improve opportunities for people with disabilities in regards to 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 and entered onto the ongoing Building Accessibility Plan. Routine and affordable concerns will be addressed as they arise while other significant barriers will be reviewed by the Accessibility Committee annually at which time a report will be issued to supported people, employees and the board of Directors.

Accessible Emergency Information

Community Living Durham North is committed to providing everyone the agency's emergency information 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.

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.

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 conforms to WCAG 2.0, Level A.

Community Living Durham North welcomes feedback regarding barriers in the following ways:

- Communication in person at the front reception (60 Vanedward Drive, Unit 2, Port Perry)
- By accessing our website
- Or Write to us (P.O. Box 964, Port Perry, ON, L9L 1A8).

We will respond within three business days and all feedback will be tracked by a designated person.

Employment

Community Living Durham North is committed to fair and accessible employment practices.

Community Living Durham North will review the Employment Standard requirements under the Accessibility for Ontarians with Disabilities Act during the 2015 calendar year and implement the following standards:

- Accessible formats and communication supports for employees.
- Develop a process for individual accommodation plans and return to work policies.
- Accommodate people during the recruitment and hiring processes.

For More Information

For more information on the accessibility plan, please contact:

- Rose Baker at 905-985-8511 ext. 248 or email rose@cldn.ca

Customer Service Feedback

Community Living Durham North is committed to achieving a fully accessible organization. Customers who wish to provide feedback on the manner in which Community Living Durham North provides accessible services to everyone can forward their comments to:

Rose Baker at 905-985-8511 ext. 248 or rose@cldn.ca

All feedback will be referred to the appropriate manager or program site. Customers can expect a response within three business days.