

COMMUNITY LIVING DURHAM NORTH

ACCESSIBILITY

Policy No: A-20 (Administration)

Effective Date: September 15, 2011

Last Revision: November 26, 2012

Last Review: December 15, 2013

Rationale:

To ensure that accessibility issues and needs are energetically addressed.

Policy Statement:

Community Living Durham North is committed to identifying and removing barriers that impair the ability of people to fully access our facilities and programs, whether they are people served, employees, or members of the general public.

People served and our employees will be periodically and systematically surveyed with a view to helping to identify barriers within the agency, and this information gathering will form the basis of a formal, ongoing Accessibility Plan.

Senior staff will also ensure that the agency participates in advocacy efforts that are designed to encourage the removal of barriers in the broader community.

Approved by: Jamie Ross  
for the Board of Directors

Date: November 29, 2012

## COMMUNITY LIVING DURHAM NORTH

### ACCESSIBILITY

Procedure No: A-20-1

#### **Types of Barriers**

Effective Date: September 15, 2011

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Last Review: August 22, 2025

Accessibility is not just about ramps. There are many kinds of barriers and the list below is not exhaustive.

- Architectural barriers are the ones we think of first. This category includes any physical factor that impairs accessibility – things like narrow doorways and bathrooms that a wheelchair cannot turn in. The problem can be as simple as the arrangement of furniture, and as major as a multi-storey building lacking elevators.
- Environmental barriers include things like noise levels and fragrances that trigger allergic reactions. These barriers limit where a person can go, because he or she is unable to tolerate them.
- An attitudinal barrier is based in the negative attitude that one person may have towards another person. This kind of barrier used to limit the neighbourhoods that some people could live in, and attitudinal barriers are still commonly faced by people with intellectual disabilities.
- An employment barrier is something indicative of a workplace being unable or unwilling to provide the flexibility or specialized equipment required to accommodate a would-be employee.
- A transportation barrier speaks to situations where people can't participate in a service because they can't get there, for lack of suitable and available transportation.
- Communication barriers make it difficult for people with disabilities to send or receive information. A very specific barrier might be the lack of Braille on a washroom door. A more general problem might be the lack of plain language materials, making it hard for people with an intellectual disability to read documents that concern them.

Procedure No: A-20-2

#### **Compliance with the AODA**

Effective Date: September 15, 2011

Last Revision: January 8, 2024

Last Review:

- A compliance report must be submitted to the Ministry of Seniors and Accessibility every three years (the last due date being December 31, 2023).

- Community Living Durham North exists to support people with disabilities; making our own services accessible and helping people to access the broader community is part of our everyday work.
- Nevertheless, CLDN may encounter people with disabilities not as employees or as supported people but as third parties, i.e. as colleagues in other agencies, as would-be suppliers, contractors, etc. Therefore, and to demonstrate initial compliance with the Accessibility for Ontarians with Disabilities Act, 2005, it is necessary to articulate an Accessible Customer Service Plan, and to stipulate therein the following:
  - CLDN is committed to conducting its business in ways that respect the principles of independence, dignity, integration and equality of opportunity for all people with disabilities.
  - We will communicate with people with disabilities in ways that take into account their disability.
  - Over the telephone, our employees will use clear and plain language.
  - We will offer to communicate via alternate means (e.g. email) if telephone communication is not suitable for a person.
  - Prospective service recipients and other members of the public who have a disability, and who have business with CLDN, will be welcomed in our offices along with their support person or service animal, if such are required.
  - The Act speaks to temporary disruptions in the services typically used by people with disabilities. CLDN is not at liberty to interrupt the service that it provides to its 24-hour residential clientele. However, other service users will be promptly notified of any planned or unexpected disruption in service, and the notice will include information about the reason for the disruption, its anticipated duration, and a review of alternatives, if any.
  - All staff in customer service roles or involved in policy development will receive training on customer service standards. Also, ongoing training is provided to all staff as the agency's policies evolve.
  - Feedback from members of the public is actively solicited and will receive prompt well considered responses.
- Community Living Durham North's Accessible Customer Service Plan will be made available, upon request, to any member of the public, and will be provided in a format accessible to them. Notice of this commitment shall be posted at our front reception and on our website.

Procedure No: A-20-3  
**CLDN's Accessibility Plan**

Effective Date: September 15, 2011  
Last Revision: January 8, 2024  
Last Review:

- Given our size, we are obligated to maintain an Accessibility Plan describing the activities that will ensure our ongoing compliance with the AODA from the present through to 2025. Along with Customer Service, the other standards of the plan are Employment, Information and Communications and Building Environments. The Accessibility Plan is located on our website.
- While the plan addresses barriers of every description, architectural or physical barriers are of primary concern given the nature of the services we provide.
- The acquisition of virtually every new group home requires us to pave a driveway, build a ramp or re-construct bathrooms to afford improved accessibility. This is part of our core business and we employ a full-time Maintenance Professional to maintain our properties and to make smaller improvements related to Accessibility and/or Health and Safety.
- Where we can forecast the need for a capital project, we are able to request one-time minor capital funding (PFR) from MCCSS. However, this opportunity exists only during a brief (January to April) time frame and requests are often not funded.
- Major projects that do not receive special funding, and that we are not able to address in the normal course of business, will be entered onto our ongoing Accessibility Plan and will be prioritized as funds become available.
- The Accessibility Plan will be updated regularly. A report based on it and our previous year's accomplishments will be compiled annually, and shared with supported people, employees and the board.

Approved by: Glenn Taylor  
CEO

Date: January 8, 2024