

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: December 15, 2013

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, 2005

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Last Review:

- Community Living Durham North exists in order to support people with disabilities; making our own services accessible and helping people to access the broader community is part of our every day 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 general 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 available upon request by any member of the public accessing our services and in a format accessible to them. Notice shall be posted at our front reception and on our website of our plan.
- 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 under *Agency Wide\Accessibility*.

- Management will ensure that investments in our Accessibility Plan are sufficient to ensure our ongoing compliance.
- A Senior staff will formally review and update the plan, annually, and will issue a report to the board. The updated plan shall be posted on CLDN's website.

Procedure No: A-20-3

CLDN's Building Accessibility Plan

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Last Review:

- In an effort to systematically identify existing barriers, an ongoing accessibility audit will be performed on all program locations by the external contractors who perform our monthly maintenance and compliance checks.
- Their reports will be submitted monthly to both the Manager of Technology and Environmental Services and the agency's Accessibility Committee.
- The Manager of IT and Environmental Services will address routine and affordable concerns as they arise, but as significant barriers are identified, they will be entered onto the ongoing Accessibility Plan that she maintains in conjunction with the Accessibility Committee.
- This plan will include columns to capture the following information:

The program location

The year in which the item was first identified

The nature of the barrier and its type (e.g. architectural)

Strategies for removing the barrier or for preventing its occurrence, with progress notes

Potential or estimated cost

Timeline for completion

Person responsible

Outcome/Follow-up

- This form with its ongoing list of completed and uncompleted projects can be viewed by all staff via the following pathway: *Agency Wide\Accessibility\Building Accessibility Plan.*
- Directors and managers in conjunction with the Accessibility Committee will formally review the plan, annually, and will issue a report to supported people, employees and the board. It may be that some identified barriers cannot be addressed in timely fashion or at all. For example, cost considerations may dictate that the best way to address the inaccessibility of a building's second storey is to allow its lease to elapse.

Approved by: Glenn Taylor
CEO

Date: December 17, 2013