Community Living Walkerton and District
Multi Year Accessibility Plan 2024-2029

Community Living Walkerton and District's Accessibility Policy SUPSER 3.75, guides the agency's work in accessibility. The Accessibility policy statement, approved by the Board of Directors, is the agency's commitment statement and is as follows:

CLWD believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act* (2005) and its associated regulations and strive to meet the needs of people with disabilities in a timely and effective manner.

Accessibility Goals:
Community Living Walkerton and District is dedicated to meeting the needs of people with disabilities in a timely manner and will do so by working to prevent and remove barriers to accessibility through advocacy work as 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 Walkerton and District. 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 Walkerton and District 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 them at this time.

Definitions:

Accessibility — The term accessibility means giving people of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service, product, device, or environment is available to as many people as possible. Accessibility can be seen as the ability to access and benefit from a system, service, product or environment.

Barrier — Barriers are obstacles that limit access and prevent people with disabilities from fully participating in society. Most barriers are not intentional. Barriers usually arise because the needs of people with disabilities are not considered from the beginning.

Disability — Ontario's accessibility law adopts the definition for disability that is in the Ontario Human Rights Code. It defines disability broadly:

a. "any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
b. a condition of mental impairment or a developmental disability,
c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
d. a mental disorder, or
e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997."

Assessment:

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 designate.
- The joint Health and Safety Committee conducts regular inspections of all agency locations and any barriers found are recorded and corrective action taken.
- Annual review of the Multiyear Accessibility Plan.

Multi-Year Accessibility Plan for Community Living Walkerton and District

	IASR General Requirements			
Initiative/Barrier	Description	Action	Status	Compliance/ Due Date
Create policies and procedures for each standard	Examples: *Develop a Statement of Commitment *Assess current accessibility policies and identify regulatory gaps *Draft and adopt updated policy	Create policies and procedures for each standard	Completed	Dec 2013
Create Multi-Year Accessibility plans	*Using this template from Accessibility Ontario	Review and revise plan, as needed	Completed	January 2014
Consider accessibility features when designing, procuring or acquiring self-kiosks	Not Applicable	CLWD does not have a self-service kiosk and therefore is not bound by this standard	N/A	N/A
Train all staff and volunteers (including Board Members) on what they have to do under the IASR and on aspects of the Human Rights Code that relates to accessibility	Develop training package using Accessibility Ontario resources	Training is provided to all current employees, volunteers, and Board Members annually

New hires receive training as part of their orientation

Training records to be maintained | Completed | December 2014 |
| Complete government accessibility report | Not Applicable | | N/A | N/A |
| Update Multi-Year Accessibility Plan | Update and receive input from Management Team | Review and update plan, as needed | Completed | December 2018 |

All people have equal opportunity to participate in community life

Complete government accessibility report	Complete and submit		Completed	October 2017
Complete government accessibility report	Complete and submit		Completed	October 2020
Complete government accessibility report	Complete and submit		Completed	October 2023
Complete government accessibility report	Complete and submit		Pending	October 2026
Information & Communications				
Initiative	Description	Action	Status	Compliance Date
When asked, make your emergency and public safety information accessible to the public	Example: *Review emergency and public safety information you provide *Develop a process for responding to requests and supports	Ensure all emergency plans and procedures are available in accessible formats along with communication supports	Completed, Ongoing	December 2011
All new internet websites and web content on those sites must conform with WCAG 2.0, level A	Not Applicable	Ensure that the requirement of the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level A, are met.	Completed	December 2013
Make your feedback processes, like surveys or comment cards, accessible when asked	Example: *Develop a process for responding to requests for alternative formats and supports *Institute policy that all documents will be created using a structured electronic format to allow for easier conversion to alternative formats	A process has been developed for responding to requests for alternative formats or communication supported when asked	Completed, Ongoing	December 2014

Make information about your organization's goods, services and facilities accessible upon request	Example: *Develop a process for responding to requests for alternative formats and supports *Institute policy that all documents will be created using a structured electronic format to allow for easier conversion to alternative formats		Completed, Ongoing	December 2015
All internet website and website content conforms with WCAG 2.0 level AA (excluding live captioning and audio description)	Revamp all current website encompassed this criteria Relaunch new compliant websites		Completed	December 2017 February 2024 (website relaunch)

Employment				
Initiative/Barrier	Description	Action	Status	Compliance/ Due Date
When necessary, provide individual plans to help employees with disabilities during an emergency, or emergency information that's formatted so an employee with a disability can understand it	Examples: *Review your emergency information *Determine which employees need help *Prepare and provide information to these employees, in an accessible format if required *Follow up with employees periodically	CLWD in collaboration with the employee(s) has created employee emergency response plans for any employee who has disclosed that they require one Plans are communicated as needed and reviewed annually or as required	Completed, Ongoing	December 2011
Notify employees, potential hires and public that accommodations can be made during recruitment, assessment and selection processes for people with disabilities	Create written policy	CLWD notifies employees and the public about the availability of accommodations for applicants with debilities during all stages of our recruitment process	Completed, Ongoing	December 2015
Notify new hires and staff of policies for accommodating employees with disabilities	Create written policy		Completed	December 2015

Have in place a written process to develop individual accommodation plans for employees with a disability	Develop a process and procedure for these requests	CLWD has developed and implemented a process for the development of documented individual accommodation plans for employees with disabilities. The plans meet all the IASR Requirements.	Completed	December 2015
Have a written return to work process in place for employees who have been absent due to disability	Reviewed existing process	CLWD has in place a return to work process for its employees who have been absent from work due to disability and require disability related accommodations in order to return to work	Completed	December 2015
If your office uses performance management, career development and redeployment processes, take the needs of employees with disabilities into account	Reviewed current practice	CLWD will continue to take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, for employees with disabilities	Completed	December 2015

Design of Public Spaces				
Initiative/Barrier	Description	Action	Status	Compliance/ Due Date
Make new or redeveloped spaces accessible	Requirement applies to new constriction and/or major changes to existing public spaces. Public spaces will meet the requirements specified in the Ontario Building Code and the AODA standards and regulations	Recently constructed structures meet the standards and regulations as will all future developments and major change to existing public structures	Completed, Ongoing	December 2016
Maintain accessible elements of public spaces	Preventative and emergency maintenance systems in place to ensure all locations are well maintained	Review and revise system annually	Completed, Ongoing	December 2016

Barriers				
Initiative	Description	Action	Status	Compliance Date
Information most often available in print only	Plan to offer an electronic format if appropriate so that detail can be posted on CLWD website and/or emails to those with low vision if requested		Completed, Ongoing	December 2012