



## Multiyear Accessibility Plan 2024

### Introduction

Community Living North Halton is a not-for-profit service agency that provides supports and services to people who have a developmental disability and their families. CLNH was founded in 1955 by a group of parents of children with a developmental disability. Since the beginning CLNH has expanded from a school for children, to a sheltered workshop for adults, to residential options and respite and summer programs for children and youth. Today we continue to strive to expand opportunities for individuals with a developmental disability that require different services of treatment, skill building and enhancements to independent opportunities.

### Statement of Commitment

Community Living North Halton (CLNH) in partnership with families and the community, supports the choices and personal growth of individuals with a developmental disability. We are committed to a community where everyone belongs and is valued. CLNH is committed to addressing the accessibility needs of people with disabilities in a timely manner, and will do so by removing and preventing barriers to accessibility and complying with the Accessibility for Ontarians with Disabilities Act (AODA) and the Human Rights Code. CLNH endeavours to provide services in a manner that respects the dignity and inherent worth of people who have a disability and which reflects our Mission, Vision and Value statements.

Please refer to CLNH's Accessibility policy - SD 01-025 which is available to all employees, individuals supported, families, stakeholders and public interest through our website. This policy is reviewed every three years, and all employees, students, and volunteers including Board Members are kept informed as to any changes.

The purpose of CLNH's Accessibility Plan is to identify and address barriers at agency owned or operated locations. The Accessibility Plan encourages awareness of any barriers at community locations or services which may be accessed by individuals we support so that they also may be brought to the attention of those locations and services.



## Types of Barriers

As identified in our policy, CLNH recognizes the importance to address and remove barriers that impact accessibility that could include:

- Communication - which could include the possible absence of devices available to persons served or personnel to be able to be understood by others or obstacles that prevent that person from processing, transmitting or interpreting information.
- Structural - which could be any physical factor that makes accessibility difficult for an individual. This may include narrow doorways, steps, bathrooms that are not accessible. Alarms that are not able to be heard or seen by individuals with hearing or sight impairments.
- Attitudinal - is a negative attitude that people have towards persons served. This may include attitudes of neighbours, service centres or other community members, or the lack of “person first” language used by agency staff and volunteers.
- Financial - could be anything that may, at any organizational level, mean that a service is restricted because of a lack of sufficient funds.
- Transportation - includes a negative impact where persons receiving services are unable to reach or participate in their planned activity or event because of lack of suitable transportation
- Environmental - could be items that trigger a negative response due to noise, fragrances or lights that become a hinderance to participation

## Identification of Barriers

To analyze and identify barriers, CLNH will utilize several methods to identify accessibility barriers to develop, maintain and complete goals as part of their Multi-Year Accessibility Plan:

- Establish an internal accessibility committee made of service users, staff and management
- To have representation on our municipal accessibility advisory committee
- Review what the agency has done each year to overcome accessibility issues and ensure compliance is maintained according to the Standards of the Accessibility for Ontarians with Disabilities Act, 2005
- Develop an accessibility survey for all locations on an annual basis to enable stakeholder input



- To work closely with CLNH JHSC to identify and address any barriers through annual inspections
- The accessibility committee to review the Multiyear Accessibility Plan
- The accessibility plan will be reviewed and approved by the Executive Director

## Information and Communication

CLNH is committed to meeting the communication needs of individuals with disabilities and will consult with the person to determine an alternate format that will remove the barrier. This accessible format or communication support to a person with a disability will be provided at a cost that is not more than the regular cost charged to other persons. All information, navigation and tools on the agency website are user friendly and can be zoomed in and language changed. As part of our accessibility options, we have a “request” for alternate format on our website for persons with a disability so that we can seek to understand the format and provide this to them.

In the event of a temporary disruption of accessible services in our building’s, notices are posted at affected areas of the building, tenants are informed, and information is posted on our website.

## Training

All employees, students and volunteers of CLNH are required to complete training as part of the orientation process which includes information about the Ontario Human Rights Code and Accessibility for Ontarians with Disabilities Act through our Learning Management System. As well there is a requirement for an annual review of our policies and refresher sessions whenever the policy and / or plan is revised.

## Feedback / Complaints - Customer Service Standards

Feedback or complaints regarding CLNH can be made through our website or any employee of CLNH. Complaints and feedback will be addressed by CLNH in accordance with our Complaints procedure.



This includes any community integration, attitudinal and transportation barriers for people supported. This could include negative attitudes of neighbours or other members of the community, limitations of transportation to access their community, or lack of acceptance or inclusion in groups.

### Employment Standards

CLNH is committed to fair and accessible employment practices. The agency will commit to a review of our employment processes to identify any barriers to employment for people with disabilities through:

- Recruitment and hiring processes
- Return to work policies for employees who have been absent from work due to disability
- Recognition and support of accessibility needs of employees with disabilities for job changes
- Methods to prevent and remove other accessibility barriers as identified
- Ensuring employees with disabilities are accommodated by having individualized emergency response plans

### Design of Public Spaces

CLNH is committed to reviewing any physical and environmental factors that make accessibility difficult to our spaces. Modifications to spaces could include bathrooms, doorways, furniture arrangement that restricts movement, visual and auditory impacts. CLNH will seek feedback from employees, individuals receiving service by CLNH and family members for design and modification of our spaces.

### Past Achievements:

Through the years CLNH has been dedicated to identifying, improving and updating our spaces to target, address and remove barriers.



## Information and Communications:

- We have committed to updating our Webpage to incorporate choice of alternate languages from English in recognizing the diversity of our community and customer base
- Our Web page has undergone a reface to incorporate options for languages of the communication in recognizing the diversity of our community and customer base; it includes the ability to adjust for visual needs

## Public Spaces:

- In a renovation of our Lunch Box Café, we improved upon our washroom spaces to ensure doors have automatic openers and locks available to users

## Training:

- CLNH moved to a Learning Management System that is web based, and supports access to all employees. We have been able to ensure training on our policies and AODA standards are completed on an annual basis with employee sign off

## The Accessibility Plan identifies:

- Barriers that were addressed or removed by CLNH over the past year
- Barriers that have been identified and CLNH intended to address as well as any new ones brought forward the agency's attention. Targeted completion dates may or may not be in place
- Barriers that have been identified by CLNH but is unable to address at this time.

## Workplan Goals

1. To update website to ensure policies and workplan is available
2. To review and audit individualized workplace emergency response plans for workers with disabilities
3. To develop and implement an accessibility survey for all employees, individuals supported by CLNH, customers and stakeholders
4. To audit parking access at our public property of 917 Nipissing Rd
5. To review and build a plan for accessible counter space at our Lunch Box Café
6. To re-establish representation on the municipal accessibility advisory committees