

Multiyear Accessibility Plan

2023 -2028

Introduction

Community Living Belleville and Area is committed to compliance with the “Accessibility for Ontarians with Disabilities Act (AODA) 2005” and is considered a Class 2 Organization for purposes of the act.

Community Living Belleville and Area, therefore, is committed to ensuring accessibility for all people with disabilities whether they are seeking services from our organization, seeking employment with our organization, visiting, or volunteering with our organization.

Description of Community Living Belleville & Area

Community Living Belleville and Area is an accredited non-profit organization that has provided a range of services and supports to adults and children with intellectual disabilities for over 70 years. Guided by our corporate Mission and Vision, Community Living Belleville and Area exists to provide quality supports to people with intellectual disabilities and to facilitate their full inclusion in community life. Community Living Belleville and Area is also mandated to educate the larger community and to advocate wherever necessary on behalf of people with intellectual disabilities and their families. Community Living Belleville and Area envisions a community where everyone belongs and all people are valued and respected as participating and contributing members.

Accessibility Goals

At Community Living Belleville and Area, we listen to people with intellectual disabilities, their parents, family members and community partners, so that we can provide the best response to their needs, wants and goals and ensure they receive outstanding quality supports and services. We are uncompromising in our Vision, Mission and Values. We remain focused on continuous quality improvement by a relentless examination of our supports and services through the eyes of the people receiving them. Community Living Belleville and Area is committed to ensuring accessibility for all people with disabilities whether they are seeking services from our organization, seeking employment with our organization, visiting, or volunteering with our organization.

Purpose

The Accessibility Plan will evaluate, identify, and respond to accessibility barriers of properties owned, leased, and operated by Community Living Belleville and Area. The plan will also identify barriers that impact people's participation in the life of their local community. The purpose of the Accessibility Plan is to identify and address accessibility issues in the community, including locations owned/leased/operated by Community Living Belleville and Area. This plan identifies the following:

- Results of the annual internal Accessibility Evaluation of all Community Living locations
- Barriers that were addressed or removed by the organization over the past year
- Future plans to address and/or remove barriers in the upcoming year
- Barriers that have been identified by the organization but have been unable to address

Definitions

Assistive Devices: Auxiliary aids such as communication aids, cognition aids, personal mobility aids, and medical aids (i.e., canes, crutches, wheelchairs, or hearing aids).

Barrier: An obstacle that prevents a person with a disability from doing the day-to-day activities that many take for granted. A barrier may make it difficult or impossible for people with disabilities to participate in society, go shopping, work, or take public transportation.

Disability: As per the Ontario Human Rights Code and under the Workplace Safety and Insurance Act, 1997 ("handicap"). Examples of disabilities include but are not limited to intellectual, physical, communication, visual, hearing, etc.

Service Animal: Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

Evaluation and Assessment

Community Living Belleville and Area is committed to improving accessibility with people who receive service and uses a variety of tools when identifying accessibility barriers:

- Satisfaction surveys are conducted with consumers, family members, employees, and community partners. These surveys include specific questions regarding accessibility.
- The Joint Health and Safety Committee regularly inspects all organizational locations and reports any identified barriers. This includes any potential hazards and unsafe conditions that may be present.
- Annual Hazard Evaluations are completed at all agency locations, and any barriers are reported to the Joint Health and Safety Committee.
- People who receive service, families, and employees are encouraged to report and identify any actual or potential barriers.

Accessible Emergency Information

Community Living Belleville and Area has policies and practices established to respond to emergency situations. The agency is committed to providing the people supported and others with publicly available emergency information in accessible formats upon request.

Training

Community Living Belleville and Area will train employees, volunteers, and other staff members on Ontario's accessibility laws and the Human Rights Code as it relates to people with disabilities as appropriate. Training will be provided in a way that is best suited to the needs of the people we serve, employees, volunteers, and stakeholders.

Environment and Physical Spaces

Community Living Belleville and Area will continue to evaluate and modify its physical spaces based on internal assessments and in keeping with required legislation. As a result of our on-going assessments, several modifications have been identified that will reduce barriers for people in their homes and/or day service location. The following have been accomplished or are scheduled to be completed within the next few years:

- Accessible door buttons installed at 9223 Hwy 62 in 2022
- Office driveway resurfaced and accessibility improved from sidewalk to driveway in 2024
- Front ramp replaced at 8542 Hwy 62 in 2023
- Accessible tub installation scheduled for installation at Donald Street in 2025

Website

The agency's website underwent a review beginning in 2024 to determine if it meets the AODA's website requirements. Changes to the agency's website and content have happened, and we adopted the requirements of WCAG 2.0, Level A. On-going work will continue as technology improves and systems will be updated.

Employment and Process to Accommodate Employees

The agency is committed to providing fair and equitable employment and hiring practices. The agency will continue to review and update the following employment processes to identify any barriers to employment for people with disabilities:

- Review advertising, recruitment, evaluation, and hiring processes. Design system in keeping with Equity, Inclusion, and Diversity principles.
- Format job descriptions, professional development plans, and reviews by request

Design of Public Spaces

Community Living Belleville and Area advocates for individuals in our community for improved accessibility and continue to have representation at the local municipal Accessibility Committee when barriers are identified.

Service Disruption

Community Living Belleville and Area is committed to ensuring that the people supported are kept apprised of any service disruptions that might occur and where to access information on such disruptions.

In the event of a service disruption that could potentially affect the general public for periods longer than two days, notices will be posted at all entrances and exits to our facilities informing them of the disruption and providing a contact number that they can access for an update on when services might resume.

Multiyear Accessibility Plan Review and Update

The plan will be reviewed, at a minimum, in January of each calendar year. Recommendations will be shared with the Leadership Team and employees from across the organization as applicable.

Distribution and Publication of the Multiyear Accessibility Plan

The Multiyear Accessibility Plan will be available by posting it on the agency's website, available in additional formats as requested and accessible formats as determined by the person, within available agency resources.