

COMMUNITY LIVING BRANT ACCESSIBILITY PLAN

2014-2019

STATEMENT OF COMMITMENT:

Community Living Brant supports the principles of and is committed to conforming to all aspects of the AODA and the Ontario Human Rights Code and strives to ensure the provision of barrier free services, supports, and employment. Where it is not possible to remove a barrier, Community Living Brant will make efforts to accommodate people with disabilities in a timely, effective, and suitable manner.

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA), consists of the following regulations:

- Customer Service Standard—Ontario Regulation 429/07
- Integrated Accessibility Standard—Ontario Regulation 191/11 (consisting of Employment, Information and Communication, and Transportation)
- Built Environment Standard (Regulation not yet released)

Customer Service Standard—Ontario Regulation 429/07

Legislation Effective Date	Steps to Compliance	Status
January 2012	<p>Community Living Brant Developed Accessibility Standards for Customer Service.</p> <p>Staff and volunteers were trained on the Policy. Training included:</p> <ul style="list-style-type: none"> • The purposes of the AODA and the requirements of the Customer Service Standard • How to interact and communicate with people who have various types of disabilities, including those who use assistive devices, service animals, or support persons • How to use any equipment or devices available at Community Living Brant that may help with the provision of services to people who have a disability • What to do if a person who has a disability is having difficulty accessing Community Living Brant’s services <p>New hires and volunteers are trained as identified above.</p> <p>Completed and submitted the AODA Self Certified Accessibility Report stating that Community Living Brant had completed all requirements of the legislation and therefore was in compliance with Ontario Regulation 429/07</p>	<p>Completed August 2011</p> <p>Completed December 2011</p> <p>Ongoing</p> <p>Completed May 2012</p>

Integrated Accessibility Standard—Ontario Regulation 191/11

(Employment, Information and Communication, and Transportation)

1. Community Living Brant will ensure that Workplace Emergency Response Information is available to an employee who has a disability as outlined in Regulation 191/11

Employment—Ontario Regulation 191/11 Section 27—Community Living Brant will take the following steps to ensure that any employee who may have a disability and would require an accommodation during an emergency has an individual accommodation plan developed:

Legislation Effective Date	Steps to Compliance	Status
January 2012	Employees requiring assistance in an emergency were met with by their Supervisor to develop an accommodation plan.	Completed January 2012
	Follow up/reminder Email from Director, Administrative Support Services to all employees regarding Workplace Emergency Response	Completed December 2013
	Review Early and Safe Work Program Policy to include Workplace Emergency Response Information. The Policy will be reviewed annually with employees	Target Completion December 2013 and annually
	Develop Standardized Workplace Emergency Response Template	Completed November 2013

2. Community Living Brant will develop, implement, and maintain accessibility policies and an Accessibility Plan as outlined in Regulation 191/11.

General Requirement—Ontario Regulation 191/11 Section 3—Community Living Brant will take the following steps to ensure accessibility policies are developed, implemented, and maintained.

Legislation Effective Date	Steps to Compliance	Status
January 2014	Community Living Brant developed the Integrated Accessibility Standards Policy	Completed December 2013
	All new employees and volunteers shall review the policy as part of Orientation	Ongoing
	Policy revisions will be reviewed with employees	Ongoing

General Requirement—Ontario Regulation 191/11 Section 4—Community Living Brant will take the following steps to ensure an Accessibility Plan is developed, implemented, and reviewed:

Legislation Effective Date	Steps to Compliance	Status
January 2014	Post Accessibility Plan on Community Living Brant’s website. Accessible formats will be available upon request.	December 2013
	Update plan status annually or if new barriers are identified.	Ongoing
	Review plan every five years	2019

3. Community Living Brant is committed to meeting the communication needs of people with disabilities.

Information and Communication—Ontario Regulation 191/11 Section 14—Community Living Brant will take the following steps to make its website and web content conform to Web Content Accessibility Guidelines (WCAG) 2.0 Level A:

Legislation Effective Date	Steps to Compliance	Status
January 2014 for new or re-designed websites	Develop proposal with Web Designer to update website ensuring compliance with WCAG	In Progress—November 2013 Target Completion—June 2014

4. Community Living Brant will provide training to employees and volunteers on Ontario’s accessibility laws and the Ontario Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees and volunteers.

General Requirements—Training—Ontario Regulation 191/11 Section 7—Community Living Brant will take the following steps to ensure employees and volunteers are provided with the training required to meet Ontario’s accessibility laws:

Legislation Effective Date	Steps to Compliance	Status
January 2015	Human Resources to determine the specifics of the required training, develop training package, and determine the most suitable method of delivery	Target Completion—June 2014
	Mandatory training to be provided to all staff and volunteers.	Target Completion—November 2014

5. Community Living Brant is committed to meeting the communication needs of people with disabilities. Community Living Brant will ensure feedback processes are available to meet individual communication preferences when requested.

Information and Communication—Ontario Regulation 191/11 Section 11—Community Living Brant will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

Legislation Effective Date	Steps to Compliance	Status
January 2015	The Complaints Procedure is on the Community Living Brant website along with a video outlining the process.	Ongoing
	Web Design Proposal will include updating the accessibility of the feedback process	Target Completion—June 2014

6. Community Living Brant is committed to meeting the communication needs of people with disabilities. Community Living Brant will ensure that publicly available documents are offered in accessible formats upon request.

Information and Communication—Ontario Regulation 191/11 Section 12—Community Living Brant will take the following steps to ensure that all publicly available information is made accessible upon request:

Legislation Effective Date	Steps to Compliance	Status
January 2016	Identify all documents that are available to the public.	Target Completion—January 2015
	Ensure accessible formats are available.	Target Completion—November 2015

7. Community Living Brant is committed to fair and accessible employment practices.

Employment—Ontario Regulation 191/11 Sections 22, 23, 24, 25, 26—Community Living Brant will take the following steps to notify current and potential employees that, when requested, Community Living Brant will accommodate people with disabilities during the recruitment and hiring process:

Legislation Effective Date	Steps to Compliance	Status
January 2016	Review Recruitment Policy (9.14) to determine any necessary revisions to meet AODA Standard.	Target Completion—June 2014
	Revise Internal and External Job Postings to indicate that, upon request, accommodation to the materials and processes used in the recruitment process will be provided in accordance with the AODA Integrated Accessibility Standards.	Target Completion—November 2014
	Advise interview candidates that, upon request accommodation to the materials and processes used in the recruitment process will be provided in accordance with the AODA Integrated Accessibility Standards.	Target Completion—November 2014 then ongoing

Employment—Ontario Regulation 191/11 Sections 28, 29—Community Living Brant will take the following steps to develop and put in place a process for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability:

Legislation Effective Date	Steps to Compliance	Status
January 2016	Community Living Brant has developed the Early and Safe Work Program	Most recent revision completed May 2013
	Review Policy Annually for changes.	Ongoing
	Review Policy Annually with employees.	Ongoing

Employment—Ontario Regulation 191/11 Sections 30, 31, 32—Community Living Brant will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account in performance management, career development, and re-deployment processes:

Legislation Effective Date	Steps to Compliance	Status
January 2016	Review the current performance appraisal to include Community Living Brant’s commitment to assisting employees who may have a disability.	Target Completion—September 2014

8. Community Living Brant is committed to meeting the communication needs of people with disabilities.

Information and Communication—Ontario Regulation 191/11 Section 14—Community Living Brant will take the following steps to make all websites and web site content conform to WCAG 2.0, Level AA:

Legislation Effective Date	Steps to Compliance	Status
January 2021	Work with web designer to ensure compliance with WCAG 2.0, Level AA	Target Completion—2020

For more information on this Accessibility Plan, please contact Kathryn Dubicki, Director, Administrative Support Services at:

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Community Living Brant Accessibility Policies and Plan are available in accessible format upon request

Effective Date: January 2014