

## COMMUNITY LIVING BRANT ACCESSIBILITY PLAN

2020-2024

### STATEMENT OF COMMITMENT:

Community Living Brant supports the principles of and is committed to conforming to all aspects of the Accessibility For Ontarians With Disabilities Act, 2005 (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:

- Integrated Accessibility Standard—Ontario Regulation 191/11 (revised July 1, 2016)
  - Information and Communication Standards
  - Employment Standards
  - Transportation Standards
  - Design of Public Spaces Standards (Accessibility Standards for the Built Environment)
  - Customer Service Standards

### Part I—General Requirements

Section	Initiative	Description/Action	Status
3	Establishment of Accessibility Policies	Develop Policy and Procedure	Complete (revised November 2019)
4	Accessibility Plan	Develop Accessibility Plan and post on Community Living Brant’s website. Review plan every five years.	Initial Plan developed and posted effective January 1, 2014. Revised plan posted December 2019.
7	Training	Provide training on the requirements of the accessibility standards and the Human Rights Code as it pertains to persons with disabilities.	Ongoing

### Part II—Information and Communications Standards

Section	Initiative	Description/Action	Status
11	Feedback—Process for receiving and responding to feedback	Complaints Procedure and Video are available on the Community Living Brant website	Complete

12	Accessible Formats and Communication Supports	Information is available on the website on how to arrange for accessible formats if required	Complete
14	Accessible Website	Website shall conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Initially at Level A and Increasing to Level AA by January 1, 2021.	The Community Living Brant website was updated in 2015. A further review of the accessibility requirements will be completed by December 31, 2020 to ensure compliance.

Part III—Employment Standards

Section	Initiative	Description/Action	Status
22, 23, 24, 25 & 26	Recruitment, Interview Selection, Job Offers, & Training	<p>The following is included on all job postings:</p> <p>“Community Living Brant embraces a culture of diversity and inclusion and welcomes applications from all qualified persons. Physical accommodation required during the hiring process or information in an accessible format will be made available upon request.”</p> <p>The following is included in the offer letter for employees:</p> <p>“Upon request, Community Living Brant will provide job accommodations that take into account the position responsibilities and the employee’s accessibility needs, confirmed by a medical professional.”</p> <p>Identified and required accommodations will be noted in the employee’s file.</p> <p>All new employees will receive information on accessibility policies as part of the Agency Orientation.</p>	Complete

27	Workplace Emergency Response Information	Community Living Brant shall provide individualized workplace emergency response information to employees who have a disability.  If assistance is required, a plan is developed to meet the required accommodation.	Complete  Information sent out to all employees annually.
28 & 29	Documented Individual Accommodation Plans	Community Living Brant has developed an Early and Safe Work Program	Complete  Reviewed annually
30, 31 & 32	Performance Management	Community Living Brant will ensure the accessibility needs of employees with disabilities are taken into account in performance management, career development, and re-deployment processes. This is included in the Performance Appraisal	Complete  Performance Appraisal updated November 2019

Part IV—Transportation Standards (Not Applicable)

Part IV.1—Design of Public Spaces Standards

Section	Initiative	Description/Action	Status
80.24 & 80.32	Exterior Paths of Travel, ramps, and Accessible Parking	Any new or re-developed sidewalks and/or ramps and accessible parking will need to meet the accessibility guidelines as revised July 1, 2016	Requirements will be reviewed prior to any changes being implemented.

Part IV.2—Customer Service Standards

Section	Initiative	Description/Action	Status
80.46	Establishment of Accessibility Policies	Develop Policy and Procedure	Complete (revised November 2019)
80.47	Use of Service Animals and Support Persons	<b>Service Animals</b> Community Living Brant recognizes that some people may require the use of guide dogs or other service animals to access services. People	Complete (revised November 2019)

		<p>who are accompanied by a guide dog or other service animal will be permitted to enter Community Living Brant’s premises and to keep the animal with them, unless the animal is otherwise excluded by law from the premises.</p> <p>If the animal is legally excluded from the premises, Community Living Brant will provide alternative measures to enable the person to obtain or receive services.</p> <p><b>Support Persons</b></p> <p>Community Living Brant recognizes that some people rely on support persons for assistance while accessing services and that these support people may accompany them on Community Living Brant premises. As well, people will have access to their support person while on the premises. If Community Living Brant charges an admission fee in connection with a support person’s presence at an event or function, advance notice will be given regarding the amount, if any, that is to be paid by the support person.</p>	
80.48	Notice of Temporary Disruptions	<p>In the event of a planned or unexpected disruption to Community Living Brant’s facilities or services (e.g., temporary closure of a ramp), Community Living Brant will provide notice of the disruption to the public including; the reason for the disruption, its anticipated duration, and a description of alternative facilities or services that may be available. Notice of such disruption will normally be posted on Community Living Brant’s website and may also be posted on the physical premises</p>	Complete (revised November 2019)
80.49	Training	Provide training on the requirements of the accessibility	Ongoing

		standards and the Human Rights Code as it pertains to persons with disabilities	
80.50	Feedback Process	Complaints Procedure and Video are available on the Community Living Brant website	Complete
80.51	Format of Documents	Information is available on the website on how to arrange for accessible formats if required	Complete

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: December 2019