

MULTI-YEAR ACCESSIBILITY PLAN & PRACTICES

2022-2025

Author:	Leha Panchalingam, Quality Coordinator	Approval Date:	August 2, 2022
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The Accessibility for Ontarians with Disabilities Act (AODA) came into effect in 2005 with the purpose of recognizing and addressing the issue of discrimination against persons with disabilities in Ontario by developing, implementing and enforcing standards to achieve accessibility for people with disabilities with respect to General Requirements, Customer Service, Information and Communications, Employment and Design of Public Spaces by January 1, 2025.

This Multi-Year Accessibility Plan (MYAP) outlines the practices and policies that Community Living Toronto (CLTO) has in place to meet the obligations and compliance requirements under the Integrated Accessibility Standards Regulation (IASR) (O. Reg. 191/11) under the AODA in order to improve and advance accessibility, opportunities and inclusion for people with disabilities.

GENERAL REQUIREMENTS

The General Requirements under the IASR relate to the establishment of a Statement of Commitment, establishment of policies, a MYAP, accessible procurement practices, and training.

Statement of Commitment

Community Living Toronto is committed to:

- Treating everyone in a way that allows them to maintain their dignity and independence,
- Preventing and removing barriers to accessibility,
- Fair, equitable and accessible employment practices,
- Generally meeting the needs of people with disabilities; and
- Complying with the accessibility requirements identified under the Accessibility for Ontarians with Disabilities Act.

Establishment of Accessibility Policies

CLTO is committed to developing, implementing, revising and, maintaining policies that govern how the organization achieves accessibility under the regulation (O. Reg. 191/11). CLTO is dedicated to making any document describing policies developed under the Regulation publicly available and in an accessible format upon request.

Multi-Year Accessibility Plan

CLTO has developed and will maintain a Multi-Year Accessibility Plan (MYAP). The plan is posted on CLTO's website and provided in an accessible format upon request.

Procuring or Acquiring Goods, Services or Facilities

CLTO will ensure to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

MULTI-YEAR ACCESSIBILITY PLAN & PRACTICES 2022-2025

Training

CLTO employees and volunteers receive training that includes AODA orientation and relevant information pertaining to the standards outlined in the IASR and the Ontario Human Rights Code as it relates to persons with disabilities. Completion of training is tracked and recorded accordingly.

INFORMATION AND COMMUNICATION STANDARDS

CLTO is committed to meeting the communication needs of people with disabilities and will consult with people with disabilities to determine their information and communication needs. This is achieved through accessible feedback processes, accessible formats and communication supports, and an accessible website and web content.

CLTO meets the communication needs of people with disabilities by ensuring that:

- Employees and volunteers communicate with people who have a disability in a manner that is respectful and considers their disability.
- Clear, plain language is used, and a variety of communication options are provided (e.g., phone, email, and text messaging) to support accessible communication with staff and people supported.
- Existing feedback processes are made accessible to people with disabilities, and include phone, email, mail or our corporate website.
- Any website and website content, developed by or on behalf of CLTO or any of the supports and services it provides, conforms initially with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A increasing to WCAG 2.0, Level AA.
- There are resources that support accessible virtual and in-person meetings and engagement activities.
- All publicly available information is made accessible to people with disabilities upon request.

Associated Policies:

- 06-21-06 Complaints and Feedback Policy
- 04-13-08 Communications Technology

CUSTOMER SERVICE STANDARDS

CLTO is committed to providing and upholding accessible and inclusive service practices for persons supported and their families.

CLTO meets the Customer Service Standards by ensuring that policies, practices and procedures are consistent with the following principles:

- Services are provided in a manner that respects the dignity and independence of persons with disabilities.
- When communicating, CLTO considers the person's disability and associated needs.

MULTI-YEAR ACCESSIBILITY PLAN & PRACTICES 2022-2025

- Service animals are welcome in CLTO locations. When allowing a service animal entry impacts the health and safety of someone else, CLTO will look at options that accommodate the needs of both individuals.
- When there is a planned disruption in service, CLTO will provide at least 24 hours' notice to people supported and their families/ primary contacts.
- A process is in place to ensure that all feedback collected from people supported and families, staff or the general public is reviewed and analyzed to identify potential gaps in customer services, and ensure appropriate actions are taken.

Associated Policies:

- 06-00-01 Mission, Vision & Values
- 06-00-02 Fundamental Values
- 06-25-02 Rights and Responsibilities for Families and People Supported
- 09-01-01 Code of Conduct
- 06-26-01 Pets and Service Animals
- 06-14-01 Office and Program Location Closure and Cancellations
- 06-21-06 Complaints and Feedback Policy

EMPLOYMENT STANDARDS

CLTO is committed to fostering a welcoming, safe, inclusive, and accessible work environment for employees with disabilities and those requiring accommodation. CLTO achieves this through equitable, accessible and inclusive recruitment and hiring practices, providing appropriate and timely workplace accommodations, and ensuring the individual accessibility needs of CLTO staff are taken into account when participating in performance management and return-to-work programs, or any career development and advancement opportunities.

CLTO ensures the AODA Employment Standards requirements are met through equitable, fair and accessible recruitment and assessment policies and practices.

Associated Policies:

- 06-10-01 Return to Work Accommodation
- 06-13-01 Religious Accommodation
- 03-02-01 Discrimination and Harassment Prevention and Reporting
- 03-04-01 Workplace Violence Prevention Policy
- 05-01-01 Hiring
- 13-04-01 Staff Training

DESIGN OF PUBLIC SPACES STANDARDS

CLTO is committed to providing accessible and inclusive spaces for staff, people supported, families and visitors. Newly constructed or redeveloped buildings and spaces will incorporate barrier-free requirements under the Ontario Building Code and the technical requirements under the AODA Design of Public Spaces Standards into its design and consultation process.

MULTI-YEAR ACCESSIBILITY PLAN & PRACTICES 2022-2025

DEFINITIONS

Under the Accessibility for Ontarians with Disabilities Act,

“Barrier” means:

- Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (an “obstacle”)

“Disability” means:

- 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,
- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).