Community Living Quinte West
Multi-Year Accessibility Plan (2023-2027)

Introduction

Community Living Quinte West is an accredited non-profit organization that has provided a range of services and supports to adults and children with intellectual disabilities for over 65 years. Guided by our Mission and Vision, we are committed to supporting people with disabilities through the promotion of their own individual empowerment and autonomy over their own lives. The supports and activities provided are determined by the person and/or their families or other support networks. These supports enable people to participate in the life of the community, lead active and productive lives and discover, celebrate and further develop the capacities that lie within.

In 2005, the Government of Ontario passed the *Accessibility for Ontarians with Disabilities Act (*AODA) with the goal of making the Province of Ontario accessible by 2025. With this legislation comes phased in accessibility standards that businesses and organizations in Ontario must embrace, and commit to meeting, so that people with disabilities have more opportunities to participate in everyday life. To help public, private and not-for-profit organizations identify, prevent and remove barriers to accessibility, the AODA sets out accessibility standards which include:

- Customer Service,
- Information and Communication,
- Employment,
- Transportation, and
- Built Environment.

The Accessibility Standard for Customer Service was the first standard to become law as Ontario Regulation 429/07 on January 1, 2008 and took effect on January 1, 2010. Community Living Quinte West is in full compliance with this standard:

- AODA policy and procedures are in place; these documents are posted for all staff to review in our Intranet.
- AODA policy and procedures are reviewed with staff on an annual basis; records of staff review are tracked and maintained.
- AODA training is completed for all new staff during their orientation through a self-directed test; the training booklet is comprehensive and well suited for all positions; training records are checked and maintained. The self-directed test is completed on an annual basis by all staff.
- AODA policy and procedures are accessible to the public upon request and available on our website.

Statement of Commitment:

Community Living Quinte West 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: private-sector organizations and non-profit organizations with 20 or more employees and must comply and file reports effective January 2012.

Community Living Quinte West, 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.

Year	General Requirements	Deliverables	Activities	Lead (s)	Status		
					Done	**In Progress**	**On- going**
2012	Accessibility Policies	Develop, implement and maintain policies that outline CLQW's activities to meet the IASR requirements and become more accessible.	• Prepared and received approval of Policies. • Ensured document is in an accessible digital format • Developed strategy to communicate policies to staff, volunteers and individuals.	HR Director Senior Mgmt approved.			✔
2014	Accessibility Plans	• Create 5-year plan outlining strategic direction to prevent and remove barriers, post plan and make accessible.	• Multi-year plan prepared and vetted • Receive regular input. • Prepare status report on portions of the plan that are completed or being implemented. • Post the status report on CLQW's website, and provide the report in an accessible format upon request.	HR Director Senior Mgmt approved.			✔

Date	Category	Goal	Action	Responsible			
Jan. 1, 2012	Emergency Response Information	Individualized workplace emergency response information (IWRI), where CLQW is aware of the need for accommodation.	• Provide the information as soon as is practicable after becoming aware of the need. • Provide the information to the employee or designate (with CLQW's consent and by the person designated by CLQW to provide it to the employee). • HR reviews the IWRI after a location move; when accommodations needs or plans are reviewed; or when CLQW reviews its emergency response policies. • HR issues memo to all managers. • Manager explores emergency procedures for location and integrates that accommodation in the location's Emergency Plan.	HR Director Managers			✔
2014 - 2016	Procurement	Incorporate accessibility design, criteria and features, wherever possible.	Update procurement process and policy with requirements for accessibility features.	Director of Finance Senior Mgmt	✔		
2013 - 2015	HR	Review current employee HR accommodation process.	Incorporate accessibility accommodations within all HR functions	HR Director Senior Mgmt	✔		
2013- 2014	HR	Enhance accessibility of job application process.	Accessibility accommodations integrated into the application process.	HR Director Senior Mgmt	✔		

2015		Enhance AODA and accessibility awareness	Continue to update and review AODA polices in line with changing needs.	HR Director Senior Mgmt			✔
Jan. 1, 2015	Human Rights Code	Apply Human Rights Code to the AODA	Incorporate into current Customer Service Regulation Training	HR Director	✔		
Jan. 1, 2015	Feedback	Accessible process for receiving and responding to feedback,	• Provide or arrange for accessible formats and communications supports, upon request. • Continue to monitor CLQW's feedback.	HR Director Senior Mgmt	✔		
Jan. 1, 2016	Accessible formats and communications supports	Formats and communication supports, in a timely manner that cost no more than are offered to others.	Provide or arrange for supports, upon request and in consultation with the person. Notify the public about accessible formats and communication supports. Examples: • Braille • Audio formats • Large print • Reading information aloud • Written notes • Note taker or communication assistant • Captioning or audio description • Assistive listening systems • Augmentative communication methods (letter, word or picture boards; speaking devices) • Sign language	Exec Assistant Senior Mgmt			✔

By January 1, 2016,	Website	Websites and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, starting at Level A and increasing to Level AA.	Websites are in compliance	Exec Assistant Senior Mgmt	✔		
Jan. 1, 2016	Recruitment	Notify all applicants about accommodations for people with disabilities	During recruitment, all applicants are made aware of the availability of accommodations.	HR Director			✔
Jan. 1, 2016	Recruitment	Notify all applicants being interviewed that CLQW provides accommodations, in a manner that takes into account their disabilities.	Applicants contacted for an interview, are notified that accommodations are available upon request, and in a manner that takes into account the applicant's accessibility needs.	HR Director			✔
Jan. 1, 2016	Offer of Employment	At the offer of employment, successful applicants must be notified of CLQW's policies of accommodation.	Offers of employment to successful applicants includes notification of CLQW's policies of accommodation	HR Director			✔
Jan. 1, 2016	Informing Employees of Supports	CLQW will provide its up- to-date policies on disabilities and information on its supports as soon as practicable after their employment	• Employees are informed of CLQW's policies and the supports it provides to employees with disabilities. • Employees are notified whenever there is a change to policies or accommodations.	HR Director			✔

Jan. 1, 2016	Accessible formats and communication supports	Consult with employees on the provision and suitability of accessible formats and communication supports for information needed to perform their duties, which are generally available to all employees	Employees are consulted on their needs for accessible formats and communication supports.	HR Director			✔
Jan. 1, 2016	Documented Individual Accommodation Plans (IAP)	CLQW develops and has a written process for the development of documented IAPs for employees, which includes 1. Employee participation in developing IAP. 2. Employee assessment. 3. Requests for outside evaluation (at CLQW's expense) on how and whether accommodation can be achieved. 4. How to request Union or workplace representation in developing IAP. 5. CLAB's privacy of information protocol.	Protocols are developed and documented.	HR Director Senior Mgmt			✔

		6. Protocols on informing employees why an employee's request for an IAP is denied, 7. Protocol for providing the IAP in an appropriate accessible format.				
Jan. 1, 2016	An Individual Accommodation Plan (IAP) shall:	a. If requested, provide information on accessible formats and communication supports (S 26) b. If required, include individualized workplace emergency response information (s 27)		HR Director		✔
Jan. 1, 2016	Return to Work Process	• CLQW will develop, enact and document the steps in a return to work process where absenteeism is due to a disability that requires disability-related accommodations. • This process does not replace or override any other return to work process created by or under any statute.	Steps to return to work process are developed and documented.	HR Director		✔

Date	Category	Consider	Outcome	Responsible			
Jan. 1, 2016	Performance Management	Consider IAPs and accessibility, and improving employee performance, productivity and effectiveness for Performance management	IAPS, accessibility and activities related to assessing and improving employee performance, productivity and effectiveness are considering during Performance management	HR Director Managers			✔
Jan. 1, 2016	Career Development and Advancement	Consider accessibility needs and IAPs for career development and advancement; greater responsibilities at current position; moving to a position higher in pay, level, or responsibilities; or any combination.	Accessibility needs and IAPs are taken into account for career development and advancement of employees with disabilities.	HR Director Manager			✔
Jan. 1, 2016	Redeployment	Consider accessibility needs and IAPs when: redeploying; reassignment as an alternative to layoff, when a job or location changes.	Accessibility needs and IAPs are taken into account when deploying employees with disabilities.	HR Director Managers			✔
Dec 31, 2016	Public Space Accessibility	Make new or re-developed public areas accessible.	• Conduct an Accessibility assessment to establish areas of concern in the main office/day supports building •	Senior Mgmt	✔		