

Community Living Georgina

Multi Year Accessibility Plan

AODA

Implemented: May 2014

Current Multi year period: 2021-2026

Previous Multi year period: 2014-2021

Revised: November 2021

Next Review: November 2024

Last Review: November 2019

Our Intent:

Community Living Georgina is committed to working towards full compliance with all standards under the Accessibility for Ontarians with Disabilities Act, 2025, (AODA) as they are introduced. We are committed to providing quality services and supports in a manner that respects the dignity and independence of persons with disabilities.

Our Commitment:

Community Living Georgina is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Customer Service Accessibility Standard:

The Customer Service Standard was the standard under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and was passed by the Ontario Legislature with the goal of creating standards to improve accessibility across the province.

Community Living Georgina uses reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- ✓ Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities.
- ✓ The provision of goods or services to persons with disabilities, and others, is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- ✓ Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods and services.
- ✓ Persons with disabilities may use assistive devices and or support persons in the access of goods and services.
- ✓ Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.

- ✓ Community Living Georgina employees, when communicating with a person with a disability, will do so in a manner that takes into account the persons disability.

The following measures have been implemented by Community Living Georgina, including staff training:

- The agencies Customer Service Policy and Complaint Resolution Policy were revised to further comply with the AODA, both are reviewed annually, or as changes occur, by all employees and volunteers.
- Policy review takes place annually within the organization, by all employees and volunteers
- Notice will be provided on the website, over the phone, or in writing where applicable, when a service disruption occurs and will be done as quickly as possible if the disruption is unexpected
- All employees, and volunteers have access to a copy on site at all program locations, and an electronic copy of The Accessibility for Ontarians with Disabilities Act (AODA) as a training tool which includes and defines the Core Principles of Accessible Customer Service. Training is provided in a way that best suits the duties of the employees, volunteers and other persons.
- Staff will be trained when changes are made to the accessibility policy. New staff are educated on the Act upon commencement of employment.
- Community Living Georgina keeps a record of the training it provides.
- Comments relating to our programs and services with regard to customer service are welcomed and appreciated and a process is in place to receive and process them. See Agency Complaint Resolution Policy. Feedback can be made verbally, in writing or by email
- Community Living Georgina will report compliance as required.

Information and Communication:

Community Living Georgina is committed to meeting the communication needs of the people with disabilities. We will consult with people with disability to determine their information and communication needs.

Community Living Georgina has undertaken the following plans to ensure compliance with this standard:

- Management ensures that essential company information is accessible to persons with disabilities.
- A feed back process has been established that is accessible, alternative formats are also available such as telephone, mail, email and in person. These processes are indicated on our website.
- Training on the AODA information and communications standards has been provided to staff that are involved in developing or revising information internally or externally on behalf of the organization.
- Community Living is working on its website to ensure that it meets the requirements of the Act. This plan will be accessible to the public and its users on our website.

Employment Standards

Community Living Georgina is committed to inclusive and accessible employment practices.

Recruitment:

Community Living Georgina will notify employees and the public about the availability of accommodation for applicants who have disabilities in its recruitment process. Job applicants will be notified when they have been selected to participate further in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Community Living Georgina will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicants accessibility needs due to a disability.

Notice to the successful applicant:

When making offers of employment, Community Living Georgina will notify the successful applicant of its policies for accommodating employees who have a disability.

Keeping Employees Current on Supports:

Community Living Georgina will continue to inform its employees of its policies (and of any updates to policy as they occur), used to support employees who have a disability.

Accessible Formats and Communication Supports for Employees:

Upon request of an employee who has a disability, Community Living Georgina will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform their job, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, Community Living Georgina will consult with the employee making the request.

Accessible Emergency Information:

Community Living Georgina is committed to providing customers, employees and people supported with emergency information in an accessible way upon request.

We will also provide employees with disabilities individualized emergency response information when necessary.

Return to Work:

Community Living Georgina is committed to developing and putting in place a process for developing individual accommodation plans and return to work plans for employees that have been absent due to a disability. We will maintain a documented return to work process for the employee who has been

absent from work the due to a disability and who require disability-related accommodations in order to return to work. The return-to-work plan will outline the steps Community Living Georgina will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return-to-work process will not replace or override any other return to work process created by or under any other statute.

Design of Public Spaces:

Community Living Georgina will establish plans to meet the Accessibility Standards for the design of public workspaces when building or making major modifications to public spaces.

Review of the Multi Year Accessibility Plan:

Community Living Georgina will take the necessary steps to ensure that this plan is maintained, updated and reviewed annually by CLG senior management and will keep its Board of Directors apprised of any changes necessary to eliminate identified accessibility barriers.

This Accessibility Plan will be reviewed and updated, if necessary, at least once every five years.

Upon completion of the five-year review, a copy of its findings, identified barriers, or progress made towards the goal of this plan will be attached to the newly reviewed or revised plan.

Upon request, Community Living Georgina will provide a free copy of the Accessibility Plan in an accessible format.

For Further information on Community Living Georgina's Accessibility Plan, please contact Patti Burgess, Executive Director at:

905-722-8947 at ext 5534

Or email at: pburgess@communitylivinggeorgina.com