



Accessibility for Ontarians with Disabilities Act Multi-Year Accessibility Plan

Introduction

The Ontario Government passed the Accessibility for Ontarians with Disabilities Act (AODA) in 2005, with the goal of making Ontario accessible by 2025. Community Care Durham is committed to complying with the AODA and applicable standards in order to meet the accessibility needs of persons with disabilities in a timely manner.

Effective January 1, 2014, Community Care Durham has documented a multi-year accessibility plan that outlines a strategy to prevent and remove barriers and to meet requirements under the AODA.

This document updates the 2012 plan as at December 15, 2014 and it will be reviewed annually and updated at least once before December 2019. A copy of this plan will be posted on the Community Care Durham website www.communitycaredurham.on.ca and, upon request, a copy will be provided in an accessible format.

PART ONE: Accessible Customer Service **Compliance required by January 1, 2012**

In keeping with this regulation, Community Care Durham remains committed to providing respectful services that focus on the unique needs of the individual.

1. Establishment of Accessibility Policy:

- ◇ The Directors Team approved an Accessibility policy and customer service training plan. (completed September 2011, reviewed for revision 2014.)
- ◇ Copy of the Accessible Customer Service policy was *posted on bulletin boards and posted on Community Care Durham website* December 2011.

2. Training:

- ◇ Directors and/or Human Resources facilitated discussion at Home Support, COPE and Respite management meetings, using training handout, and collected signed forms. (completed October 2011)

- ◇ Directors Team facilitated discussion at Board meeting, using training handout, and collected signed forms. (completed October 2011)
- ◇ Home Support, COPE and Respite Managers distributed training handout and provided overview at staff meetings and collected the signed “confirmation of understanding/compliance” forms. Some employees also viewed the 45 minute training available on line from Ministry of Community and Social Services, and then signed the compliance form. (completed October to December 2011, and ongoing as part of orientation of new employees, contract workers and consultants.)
- ◇ Home Support, COPE and Respite Managers provided training handout to over 2000 volunteers and collected signed forms. (completed October to December 2011, and ongoing with orientation of new volunteers.)

3. **Feedback Process:**

- ◇ Policy on Feedback/Complaints reviewed to ensure it is comprehensive.
- ◇ Also, Community Care Durham conducts regular (every three years) surveys of service users and stakeholders; this survey tool will be reviewed for compliance again in 2017.

Completion date for initial Accessible Customer Service training Dec 2011 was achieved and is ongoing, because this training is now part of general orientation for new employees and volunteers.

Reporting compliance with the customer service standard has been completed on the Accessibility Compliance Reporting Tool at Service Ontario’s One-Source for Business website, in 2013 and 2014 by the Senior Manager, Human Resources, as authorized by the Executive Director.

PART TWO: Integrated Accessibility Standard **(information/Communication; Employment; Transportation)**

Accessibility Plan and Policy – Current policy includes a statement of commitment.

- ◇ By January 1, 2015, training will be provided to all employees, volunteers and contractors on the requirements of the Integrated Accessibility Standard as required, as well as on the Ontario Human Rights Code as it pertains to persons with disabilities, as required by the nature of the role. (Status: in process)

Information and Communication

By January 1, 2016, Community Care Durham will be in compliance by:

- ◇ Ensuring that we are prepared to provide, on request, accessible formats and communication supports.

By January 1, 2020 Community Care Durham will be in compliance by:

- ◇ Ensuring any multimedia resources and materials are in compliance with accessibility standards

By January 1, 2021 Community Care Durham will be in compliance by:

- ◇ Ensuring current Community Care Durham website and web content is fully compliant with accessibility standards (World Wide Web Consortium Web Content Accessibility Guidelines WWAC 2.0 Level A progressing to Level AA.)

Employment

By January 1, 2012 Community Care Durham planned to be in compliance by:

- ◇ Creating, on request from an employee requiring accommodation, an individualized emergency response plan; this information may be shared with a person designated to provide assistance to the disabled employee (with consent of that disabled employee.) The process for creation of this plan is outlined in the 2013 revised Modified Work/Accommodation policy.

By January 1, 2016 Community Care Durham will be in compliance by:

- ◇ Ensuring accessible information about accommodation and supports is provided during the recruitment, assessment and selection processes for new hires. Employees and the public will be notified.
- ◇ Ensuring access to the Administration building main floor by completing the ramp and mechanical assist door openers and accessible washroom in 2013. (Trillium Grant was received November 2011 to cover the costs and the ramp and accessible washroom was completed in 2013.) All other locations are accessible.
- ◇ Ensuring that information generally available to employees in the workplace is available in accessible formats and with communication supports to enable employees to perform their jobs. Employees will have a process to self-identify needs for accommodation.

- ◇ Return to Work policy is already in place and has been reviewed to ensure compliance with the standard.
- ◇ Performance Management policy will be again reviewed to ensure appropriate language in support of accommodation requirements.

Transportation

By January 1, 2012 Community Care Durham was in compliance by:

- ◇ Ensuring employees are trained on deploying lifting devices and ramps; ensuring adequate time for individuals; assisting with safe and careful storage of mobility aids
- ◇ Establishing an emergency preparedness and response plan for travel on our vans

By January 1, 2014 Community Care Durham will be in compliance by:

- ◇ Establishing and posting the fare for a support person on our vans should we decide to levy a charge. (Currently, we do not charge a fare for the presence of a support person or service animal.)

PART THREE: Built Environment Standard

We are awaiting final standards for review.

Approved by the Directors Team (December 2014)