



### **Multi-Year Accessibility Plan 2019**

Community Care Durham (CCD) is committed to complying with both the Ontario Human Rights Code and the AODA as we continue to meet our ongoing obligations in respect to non-discrimination. CCD are committed to excellence in serving all individuals including those with disabilities.

Our accessible customer service standards are consistent with the principles of independence, dignity, integration and equality of opportunity and we ensure that all individuals have access to services despite their disabilities.

Our policy statement along with the procedures and practices of CCD are monitored for barriers to accessibility and modified as necessary in efforts to implement systemic processes to prevent, identify, minimize and remove barriers to accessing services and to evaluate the effectiveness of our actions.

Our policies are compliant with the **Accessibility for Ontarians with Disabilities Act (AODA), 2005**, including:

- ✓ Customer Service Standard, Information & Communications and Employment as of January 2012;
- ✓ IASR General Requirements, Information & Communications as of January 2014 and January 2015;
- ✓ Information & Communications and Employment as of January 2016
- ✓ Design of Public Spaces and IASR General Requirements as of January 2017

Documents related to the Accessibility Standards for Customer Service (Ontario Regulation 429/07) are available upon request.

### **Introduction to Community Care Durham**

CCD multi-service registered charitable organization providing a broad range of community support services for adults and their caregivers who have needs related to aging, physical and/or mental health.

Through our 350 staff and 2000 volunteers, we assist our clients with services that support their independence, health and quality of life. In doing so, we help them remain in their own homes – where they want to live.

CCD strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps CCD is taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how CCD will play its role in making Ontario an accessible province for all Ontarians.

CCD recognizes that the Accessibility for Ontarians with Disabilities Act (AODA) of 2005 has the goal of making Ontario accessible by 2025. We are committed to continuing our compliance efforts with the AODA and applicable standards in order to meet the accessibility needs of persons with disabilities in a timely manner.

### **CCD's AODA Framework**

Accessibility Committee remains aware of AODA requirements, levels of accessibility, barriers and priorities and is supported by a Terms of Reference. Our statement of commitment, policies and plans are reviewed and revised by our Accessibility Team with the approval of the Executive Director.

Statement of Commitment establishes our vision and goals for accessibility and provides CCD with purpose and direction. Our Statement of Commitment is posted on our company website, intranet and included in our documents.

Accessibility Policies set the formal rules that CCD has in place to achieve our accessibility goals.

Multi-Year Accessibility Plan has been in place since January 1, 2014 and is updated every five years or sooner as changes are implemented. Our plan outlines a strategy to prevent and remove barriers to meet ongoing requirements under the AODA. In this document we have outlined all action taken from 2012 to date as well as all action planned over the next few years to remain compliant with the AODA and to prevent and remove barriers to accessibility.

A copy of this plan has been posted on the Community Care Durham website, placed on the Company Shared Drive and, upon request, will be provided in an accessible format.

### **Past Achievements to Remove and Prevent Barriers**

#### **Part One - Establishment of Accessibility Customer Service Policy:**

An Accessibility Policy was created in 2012 and updated in 2014 to reflect the requirements of both the Customer Service Standards and Employment Standards has been in place since 2012.

1. The Directors Team approved an Accessibility policy and customer service training plan in September 2011 with the plan to review in 2014.
2. Copy of the Accessible Customer Service policy was posted on bulletin boards and posted on Community Care Durham website December 2011.

#### **Training:**

1. Directors Team and Human Resources facilitated discussion at Home Support, COPE and Respite management meetings, using training handout, and collected signed forms in October 2011.
2. Directors Team facilitated discussion at Board meeting, using training handout, and collected signed forms in October 2011.
3. Home Support, COPE and Respite Managers distributed training handouts, provided an 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. This action was taken from October to December 2011, and ongoing as part of orientation of new employees, contract workers and consultants.

4. Home Support, COPE and Respite Managers provided training handouts to over 2000 volunteers and collected signed forms from October to December 2011. Training is part of ongoing orientation to new volunteers.
5. New AODA on-line training implemented for all new hires in August 2018; new AODA on-line training rolled out to all staff and volunteers in 2019 with a requirement to complete every two years and as changes are implemented.
6. 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.

#### **Feedback Process:**

1. Policy on Feedback/Complaints reviewed to ensure it is comprehensive.
2. Also, Community Care Durham conducts regular annual surveys of service users and stakeholders; this survey tool is reviewed regularly to ensure compliance. Last survey completed July 2018
3. AODA placed as a standing item on all Director, Program and Community Partnership Meeting agenda in October 2018
4. AODA Terms of Reference and Accessibility Committee established in January 2019 to ensure compliance with policies, practices, communication and the overall application of the AODA.

#### **Reporting:**

1. 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 and in 2017.
2. All reports are authorized by the Executive Director and submitted every three years.

#### **Part Two - Integrated Accessibility Standard:**

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

1. In January 1, 2015, training was provided to all employees, volunteers and contractors on the requirements of the Integrated Accessibility Standard as required
2. Training was also provided on the Ontario Human Rights Code as it pertains to persons with disabilities.
3. In January 2019, CCD created a diverse Accessibility Committee (with established Terms of Reference) with representation of our staff, volunteers, clients and community.

#### **Information and Communication:**

1. In January 1, 2016, CCD was in compliance by ensuring that we are prepared to provide, on request, accessible formats and communication supports.

2. In September 2017, CCD's website was updated to provide further clarity on the services we provide and enhanced access to obtain or request services.

### **Employment:**

1. By January 1, 2012 CCD was 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.
2. By January 1, 2016 CCD was 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.
3. By 2013 Administration building main floor was renovated to provide for a ramp and mechanical assisted door openers as well as accessible washrooms. (Trillium Grant was received November 2011 to cover the costs). All other locations are accessible.
4. CCD continues to ensure 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 have a process to self-identify needs for accommodation.
5. CCD continues to review and update the Return to Work policy to ensure compliance with the standard.
6. CCD's Performance Management policy and process is regularly reviewed to ensure appropriate language in support of accommodation requirements.

### **Transportation:**

1. By January 1, 2012 CCD 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 and establishing an emergency preparedness and response plan for travel on our vans
2. By January 1, 2014 CCD was 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 fee for the presence of a support person or service animal, nor will we charge a fee where a CCD has requested the presence of a support person.)

### **Built Environment Standard (Part Three)**

CCD will comply with any new standards for renovations.

### **For more information, contact our Accessibility Committee:**

Phone Number: 905-668-6223 ext. 231

Email Address: [accessibility@communitycaredurham.on.ca](mailto:accessibility@communitycaredurham.on.ca)

CCD Website: [www.communitycaredurham.on.ca](http://www.communitycaredurham.on.ca)

**Standard and accessible formats of this document are free on request as above.**