

Community Care Durham

Accessibility Plan

2019-2021



MULTI-YEAR ACCESSIBILITY PLAN 2019 - 2021

Community Care Durham (CCD) is committed to complying with both the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) as we continue to meet our ongoing obligations in respect to non-discrimination. CCD is committed to excellence in serving all individuals.

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.

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 AODA including:

- ✓ Customer Service Standards
- ✓ Employment Standards
- ✓ Information and Communications Standards
- ✓ Integrated Accessibility Standards

All documents are available upon request.

INTRODUCTION TO COMMUNITY CARE DURHAM

CCD is a 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.

ACCESSIBILITY REPORTS

Our last accessibility report was submitted in 2017. Our next submission will occur by December 31, 2020. The report will be reviewed with the Accessibility Committee, Senior Management Team and Board of Directors prior to posting on the website.

TRAINING

Training on the AODA will continue to be provided during the onboarding of both staff and volunteers. Training will continue to be provided to educate staff and volunteers on their roles and responsibilities as it relates to providing services under the AODA including:

- General Requirements
- Information and Communication Standard
- Design of Public Spaces Standard
- Employment Standard
- Transportation Standard
- Customer Services Standards

FEEDBACK PROCESS

1. The Policy on Feedback/Complaints is reviewed to ensure it is comprehensive.
2. 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 compliance monitoring is a standing item on all meeting agendas
4. AODA Terms of Reference and Accessibility Committee was established in January 2019 to ensure compliance with policies, practices, communication and the overall application of the AODA.

ACCESSIBLE FORMATS AND COMMUNICATIONS SUPPORT

In 2020 CCD will create a diverse Accessibility Committee with established terms of reference with representation of our staff, volunteers, clients and the community. The Committee will be responsible for the review of printed material, website and communications systems.

POLICIES PRACTICES AND PROCEDURES

CCD has in place policies and procedures to support AODA requirements including:

- ✓ Accessibility Policy Statement
- ✓ Accessibility Committee and Terms of Reference
- ✓ Multi-Year Accessibility Plans
- ✓ Accessibility, Disabilities and Barriers
- ✓ Customer Service Standards
 - Modifications to AODA Standards
 - Notice of Availability of Documents
 - Feedback Process
- ✓ Employment Standards
 - Workplace Emergency Response Information
 - Recruitment, Assessment, Selection of Employees
 - Performance Management and Career Development
 - Accommodation During Employment
 - Training
- ✓ Accessibility for Participants with Disabilities
- ✓ Communicating with People with Disabilities
- ✓ Guide Dogs and Service Animals
- ✓ Use of Assistive Devices
- ✓ Notice of Disruptions
- ✓ Support Persons

CCD will continue to review and update policies and practices to remain current and compliant with AODA requirements.

FEEDBACK

CCD has established processes for receiving and responding to feedback received on the services we provide and are accessible to persons with disabilities; the feedback process is posted on our website and made available to the public and are accessible to persons with disabilities in accessible formats and supportive communication.

CCD will continue to review our feedback, accessible formats and supportive communication processes to ensure ongoing compliance with the AODA.

EMERGENCY PROCEDURE

CCD is working towards a Risk Management Enterprise Framework which will include an Emergency Procedure Plan for staff, volunteers, clients and public safety.

Emergency information will be made available to the public and if required in an accessible format and/or with communication supports.

WEBSITE

In 2017 CCD's website was updated and is compliant with the AODA's website accessibility requirement of January 2014. Web content conforms with the WCAG 2.0 Level A. An audit was completed in March 2019 through Web Accessibility Checker to ensure compliance.

Our website will host our Accessibility Policy Statement and our Multi-Year Accessibility Plan.

CCD will ensure our internet website and web content will conform with WCAG 2.0 Level AA by January 2021.

TRANSPORTATION

CCD will advise clients about our accessible equipment and features on our vans and information will be provided in accessible formats upon request. We will ensure that CCD clients/caregivers are informed when any of our accessible equipment or our accessible vans are out of service. Where possible, we will find alternative ways to accommodate our clients. Our staff will be trained to use accessible equipment and features safely, finding solutions if accessible features stop working or if routes contain barriers and ensure passenger safety during emergencies. The transportation of support persons will be free of charge.

For more information, contact our Accessibility Committee:

Phone Number: 905-668-6223 ext. 231

Email Address: accessibility@communitycaredurham.on.ca

CCD Website: www.communitycaredurham.on.ca

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