

**Accessible Customer Service Plan
February 9, 2022
Covering Haliburton, Kawartha Lakes and Peterborough
Areas**



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Community Living Trent Highlands Accessibility Standards Policy SS4.008 guides the agency's work in accessibility. The Accessibility policy statement, approved by the Board of Directors, is the agency's commitment statement and is as follows:

“Community Living Trent Highlands is committed to providing services and practices that emphasize customer service, independence, dignity, integration and equal participation for all persons with disabilities.”

CLTH's Accessibility Policy will be in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Regulations 429/07, and Accessibility Standards for Customer Service and with the Ontario Human Rights Code.

Procedures

Accessibility is an issue of concern for those with both physical and intellectual (visible and nonvisible disabilities). Barrier free environments are not just about wider doors and ramped entrances. It is also about attitude. This policy aims at providing a welcoming experience for people with disability by providing services in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and Regulations 429/07 and Accessibility Standards for Customer Service. CLTH will ensure all persons with disabilities will be given every opportunity to take part in services offered by CLTH and is committed to excellence in serving all persons with disabilities.

This policy applies to all employees, agency personnel, volunteers, student placements, contractors, consultants, and board members.

Description of Community Living Trent Highlands

Through a great deal of cooperation and support at all levels, the amalgamation of Community Living Haliburton, Community Living Kawartha Lakes and Community Living Peterborough evolved into a wonderful partnership, forming Community Living Trent Highlands. This strong new mega agency was incorporated in 2017 in order to support people across all three counties, who have an intellectual disability and their families. Our Mission Statement: “To inspire respect and equality for people living with a developmental disability by promoting community knowledge, organizational excellence and individual quality of life,” embodies the commitment made by the agency in supporting individuals to lead meaningful lives as self-determined by them in a community that responds to their Accessibility needs. Community Living Trent Highlands offers programs across these three areas, ranging from Early Childhood, Family Supports and Respite options to Supported Independent Living, Community Homes, Community Participation, Life Share and Employment options (Connex).

Accessibility Goals

Community Living Trent Highlands is dedicated to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility through advocacy work and as available resources allow and through advocacy work.

One of the ways we acknowledge the Accessibility rights of the individuals we support is through acknowledgement of our Bill of Rights as below:

Community Living Trent Highlands Bill of Rights

(It is understood that the below Rights are not always within the control of Community Living Trent Highlands. We espouse to educate ourselves and the community to adhere to the Rights as indicated).

1. The right to unrestricted movement in the community, and the least intrusive supports.
2. The right to be treated with dignity and respect.
3. The right to proper medical attention; and to such training, rehabilitation and guidance as will enable him/her to develop his/her abilities and potential to the fullest possible extent.
4. The right to refuse supports, treatments and/or medications.
5. The right to protection from exploitation, abuse and degrading treatment.
6. The right to a qualified guardian to protect his/her well-being and interest (such as Adult Protective Service Worker).
7. The right to appeal any decision made concerning him/her to persons in positions over and above direct ser-vice employees.
8. The right to proper level of health and sanitation.
9. The right to proper safety procedures being observed by employees on his/her behalf.
10. The right to continued contact with family/ caregiver and friends.
11. The right to privacy when she/he desires.
12. The right to possess personal belongings of reasonable amount based on space and safety considerations.
13. The right to three full and nutritious meals, plus any snacks normally served each and every day, and a proper diet set by a medical authority if necessary.
14. The right to his/her own bed and linens and a bedroom in which there are sleeping accommodations for not more than two persons.
15. The right to adequate storage space for clothing and possessions.
16. The right to the portion of his/her pension determined by the Provincial Government to use for his/her own personal use and received monthly.

17. The right to access to his/her money, and training in spending and budgeting.
18. The right to adequate time and materials for leisure activities and the right to pursue constructive hobbies.
19. The right to use and operate equipment the program offers depending on proper usage by the resident i.e. phones, TV, etc.
20. The right to expect proper facilities for washing, drying and ironing his/her clothes and adequate training in their use.
21. The right to expect proper, adequate and quality clothing.
22. The right to democratic involvement in decisions affecting the residence and his/her program; the right to vote.
23. The right to protection of his/her personal belongings.
24. The right to expect employees to follow practices and procedures set down by the Association and to be made aware of these.
25. The right to the opportunity to practice individual religious beliefs and the opportunity to attend Church Services if desired.
26. The right to hold regular meetings with the other residents.
27. The right to attend any house meetings involving both employees and residents.
28. The right to receive adequate education and training in order to take advantage of his/her rights as a Canadian Citizen, i.e., voting.
29. The right to hold conversations in private with family/caregiver and friends send and receive e-mail, visit and be visited.
30. The right to information, advocacy, training, education and communication in a way that promotes full comprehension.
31. Physical and social environments that are stimulating.
32. Time out of doors each week, and/or as much as desired.
33. The right to individualized supports as requested and required.
34. The right to access files and have these files be maintained with up to date and relevant information.
35. The right to express sexual freedoms of choice and experience varied personal relationships.

Purpose

The purpose of the Accessibility Plan is to identify and address accessibility issues in the community including locations owned/leased/operated by Community Living Trent Highlands.

The agency is dedicated to identifying and removing barriers that limit and restrict the ability of people with disabilities from fully accessing the community and our locations. This plan identifies the following:

- Barriers that were addressed or removed by the agency over the past year.
- Barriers that have been identified and Community Living Trent Highlands intend to address as well as any new ones brought to the agency's attention. Completion deadlines may or may not be in place.
- Barriers that have been identified but the agency is unable to address at this time.

Definitions

Accessibility

“Accessibility” means the degree to which persons with disabilities can access a device, service or environment without barriers. Accessibility is also a process; it is the proactive identification, removal and prevention of barriers to persons with disabilities.

Customer

A “customer” is a person who use or purchase CLTH's products or services. As well, agency partner representatives who support CLTH's work may be considered CLTH's customers.

Disability

“Disability” is defined as:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.
- A condition of mental impairment or a developmental disability
- A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- A mental disorder
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

Assessment

Community Living Trent Highlands has extensive experience in accessibility matters due to more than fifty years in the provision of supports and services to people who have an intellectual disability.

Methods and tools that may be used by the agency to identify accessibility barriers could include:

- An accessibility survey distributed to various stakeholders
- People supported, families and staff identify any potential barriers and report them to the agency through the Customer feedback process
- The Accessibility Committee meets regularly to be an objective resource in all matters concerning accessibility, which would include identifying any barriers, including attitudinal barriers
- The Joint Health and Safety Committee conduct regular inspections of all agency locations and any barriers would be recorded for action
- Annual review of the multiyear accessibility plan

Customer Service

Community Living Trent Highlands will strive to uphold the customer service standards ([Ontario Regulation 429/07, Accessibility Standards for Customer Service](#)) which are mandated under the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#). These standards require that Community Living Trent Highland's policies, practices and procedures be guided by principles of dignity, independence, and equality of opportunity.

Accessible Emergency Information

The agency is committed to providing the people supported and others with publicly available emergency information in available accessible formats upon request through the On-Call mechanism.

Training

The agency will supply training to employees, volunteers, and other stakeholders as appropriate, regarding its Accessibility Policy SS4.008, through the following mechanisms:

- Multiyear Accessibility Plan
- Leadership Meetings, Director Meetings (Accessibility Committee), and Team Meetings

Training will be delivered as soon as is practical following any changes to the agency's accessibility policy and procedures, at a minimum annually, and in a way that best suits the duties of employees, volunteers and stakeholders.

Community Living Trent Highlands will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in all positions; union and non-union, full, and part-time in addition to all volunteers will be trained.

Training to staff will be provided within 90 days of hire or as is soon as is deemed practical.

Training may include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Community Living Trent Highlands plan related to the customer service standard.
- What to do if a person with a disability is having difficulty in accessing Community Living Trent Highlands goods and services
- Staff will also be trained when any changes are made to the plan

Note: A summary of the Accessibility Survey Results gathered and reviewed by the Accessibility Committee will be made available to staff through access to “Share Point”.

Information and Communications

Community Living Trent Highlands is committed to meeting the communication needs of people with disabilities and will consult with the person to determine the alternative format that will remove the barrier to information and communication.

Website

The agency's website is in compliance with the AODA's website requirements as of January 1, 2021.

All information, navigation, and mobility tools on the website will not rely on individual sensory characteristics. When understanding information, sequences of information that may change understanding will be clearly presented in text to help guarantee accessible information.

When navigating our website, no single sensory characteristic will be used alone to aid the end user.

The agency will take the following steps to make its website and content conform to WCAG 2.0, Level AA by January 1, 2022:

- Any live video or audio on the website will have the necessary captions for accessibility
- Descriptions for all media will be provided in order to receive the information in various forms
- Large text will have a contrast ratio of 3:1, while presentations of text and images will have a contrast ratio of 4:5:1

Assistive Devices

We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. Text on our website now has the capacity to zoom up to 200% in order to ensure accessible reading, and all of our text on our website is now accessible through text-to-audio for people who have visual impairments.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

- Fees will not be charged for support persons.
- (\$0) will be charged to the support person for admission to locations visited.

We will notify customers of this through a notice posted or sent with all participants.

Examples include:

- If the person is visually impaired, the information will be delivered audibly

- If the person is hearing impaired, the information delivered and received will be completed on paper and in handwritten form or via computer.

Public Information

Community Living Trent Highlands will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2022:

- All publicly available information will be accessible upon request and if a person with a disability wants this information, the agency will work with the person to meet their needs in a timely manner and within available resources. Accessible formats may include larger print and audio readings (online and/or personnel) etc.

Employment

Community Living Trent Highlands is committed to fair and accessible employment practices.

Emergency Information

Emergency information has been and is provided to employees who have a disability in an accessible format. Employees with disabilities are accommodated by having individualized emergency response information as necessary.

Accommodation Plans

Individual accommodation plans for employees who have a disability are in place and will include:

- The accommodation to be provided by the agency
- How the agency will help the employee be safe in an emergency
- The accessible and communication supports the employee needs
- How and when the employee's accommodation plan will be reviewed and updated
- In what circumstances the person's accommodation plan will be shared with others, including the employee's signed consent

Process to Accommodate Employees

The agency will review the following employment processes to identify any barriers to employment for people with disabilities:

- The recruitment, assessment and hiring processes
- Return-to-work policies for employees that have been absent due to a disability
- the accessibility needs of employees with disabilities are taken into account when using performance management, career development and job changes
- Methods to prevent and remove other accessibility barriers identified

Design of Public Spaces

Community Living Trent Highlands will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to its public spaces. Agency public spaces include:

- Sidewalks, ramps and curb ramps
- Accessible off-street parking
- Service counters and waiting areas

Feedback Process

- Customers who wish to provide feedback on the way Community Living Trent Highlands provides goods and services to people with disabilities can provide feedback verbally, by phone 1-877-743-2411, or through our website at www.clth.ca
- Any survey material will be provided in a format to maximize opportunities for individuals and stakeholders to respond and requests for anonymity will be respected.
- All feedback will be addressed to the Director of Human Resources. Customers can expect to hear back within one business week.
- Complaints will be addressed according to our organization's regular complaint management procedures.

Any Practice and Procedure of Community Living Trent Highlands that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Multiyear Accessibility Plan Review and Update

The plan will be reviewed by the Director of Human Resources at a minimum, annually. Recommendations will be forwarded to the Accessibility Committee (Director's Team) for their attention, and modified plans will be posted annually.

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Accessibility Plan

(Taking in to consideration communication, physical space and surveys)

GOAL	DATE OF COMPLETION
The agency Accessibility Committee will meet to assess, review and develop goals annually and/or as needed.	January 2022
The Accessibility Committee will ensure that all staff receive training upon orientation and annual refreshers thereafter	Upon orientation and annually by our Human Resource Department
The Agency will pursue more suitable/accessible community homes to replace locations that are no longer meeting the needs of those supported.	Cost Prohibited at this Time
The Agency will work to secure adequate snow removal for all locations to ensure accessibility, health and safety with reliable, timely contractors.	Reviewed annually through our Property and Maintenance Department
2022 – Annual staff review online	April 2022
The Agency will work towards ensuring all exterior steps are clearly visible with either bright yellow paint or non-skid tape.	Completed and reviewed annually by our Property and Maintenance Department
Exterior signage will be reviewed, and a work plan put in place to ensure all print is large, legible and visible to all.	December 2022
The Agency will ensure that all accessible ramps are slip resistant and easily and safely used for all.	Reviewed daily by all employees on location(s) Issues recorded through our Near Misses Form Non-slip coating to be applied to all wooden ramps prior to Nov. 2022
The Agency will attempt to identify and mark accessible parking spot(s) at our main offices within all three communities, ensuring parking is well lit.	Exterior lighting has been upgraded at Aylmer & Victoria. Parking lot line & accessible parking spot painting. October 2022
The Agency will work to increase accessibility for lower-level offices at McLaughlin.	Install an accessible door opener leading into the lower level SIL office at McLaughlin. September 2022
The Agency will work to increase security at our Peterborough office.	Installation of a key fob system and exterior intercom/buzzer system. June 2022

Distribution and Publication of the Multiyear Accessibility Plan

The Multiyear Accessibility Plan will be available on the agency's website as well as making it available to any requests at all three of our main offices in Peterborough, Kawartha Lakes and Haliburton.

- 223 Aylmer Street North
Peterborough, ON K9J 3K3
- Suite 200 – 205 McLaughlin Road
Lindsay, ON K9V 0K7
- 73 Victoria Street
Haliburton, ON K0M 1S0

Additional formats as requested and accessible formats as determined with the person, within available agency resources.

*For more information on this accessibility plan, please contact
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