

Multi-Year Accessibility Plan for 2021-2025
Reviewed and Updated May 2021

Introduction and AODA Accessibility for Ontarians with Disabilities Act (AODA)

In order to achieve our goals, Community Living North Bay has developed a multi-year Accessibility Plan(1.8A) which documents Community Living North Bay’s policies, achievements, actions and commitment to meet the applicable standards of the IASR (Integrated Accessibility Standards Regulation).

The Accessibility Plan was developed in consultation with a cross-functional team at Community Living North Bay that helped to identify barriers that prevent a person with a disability from fully participating in all aspects of society because of his or her disability (such as attitudinal, information or communication, technology, organizational and physical) within the stated goals of the IASR.

The Accessibility Plan will be reviewed and updated at least once every five years.

Statement of Commitment

Community Living North Bay is committed to providing a respectful, welcoming, accessible, and inclusive environment for all persons with disabilities in a way that is respectful of the dignity and independence of people with disabilities and in a manner, which considers the person's disability and embodies the principles of integration and equal opportunity.

Community Living North Bay is committed to becoming a barrier free environment and meeting the requirements of all existing legislation and its own policies and goals related to identifying, removing and preventing barriers to people with disabilities that might interfere with their ability to interact with Community Living North Bay.

Community Living North Bay ensures that all persons within its community are aware of their rights and responsibilities to foster an accessible and inclusive environment with and for persons with disabilities.

Community Living North Bay is committed to, and will strive to ensure that, the Accessibility for Ontarians with Disabilities Act (AODA), 2005, its regulations, standards and all other relevant legislation concerning accessibility, are observed in a timely fashion.

Definitions:

Type of barrier

Example of barrier

Attitudinal barriers may result in people with disabilities being treated differently than people without disabilities.

Informational and communication barriers arise when a person with a disability cannot easily receive and/or understand information that is available to others.

Systemic barriers in policies, practices and procedures result in people with disabilities to being treated differently than others or sometimes excluded altogether.

Physical and architectural barriers occur in the environment and prevent access for people with disabilities.

Technological barriers: occur when technology or the way it is used does not meet the needs of people with disabilities.

- A receptionist who talks to an individual's support person rather than the individual with a disability.
- Communicating important messages over an intercom that people who have hearing loss cannot hear clearly.
- Publications that are not available in large print, digitally, Braille or other accessible formats.
- Emails or other electronic communications are not accessible to people who use screen readers. Having only one way for your customer to reach you, for example by telephone only. Accepting job applications online only.

Requirements	How Community Living North Bay is addressing requirements, or strategies established to become compliant	Who is responsible	IASR (integrated accessibility standards) Compliance Date
General Requirements	<p>The statement of Commitment is included in the multi-year accessibility plan.</p> <p>The multi-year accessibility plan has been developed and approved in April 2021 and is valid from 2021-2025. The plan has been posted to our website.</p> <p>Community Living North Bay provides training to all employees on accessibility in alignment with the AODA Integrated Accessibility Standards Regulation. The details of the training are included in CLNB Policy 1.7 Customer Service Guidelines. Additionally, all employees are assigned the review of accessibility policies and plan annually through Surge Learning.</p>	Senior Leadership Team	May 2021 with the publication of this plan.
Provide Accessible Customer Service	<p>Community Living North Bay has established customer service guidelines and procedures (CLNB Policy 1.7).</p> <p>Community Living North Bay is committed to excellence in providing supports and services to people with disabilities and will carry out all functions and responsibilities in the following areas:</p> <ul style="list-style-type: none"> • All services must be provided in a manner that respects the dignity and independence of persons with disabilities. • The provision of services to persons with disabilities and others must be inclusive 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 services. • Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the services. <p>Additionally, 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.</p>	Senior Leadership Team	May 2021 with the publication of this plan.

<p>Provide accessible emergency and public safety information</p>	<p>Community Living North Bay is committed to providing individuals supported and their families with publicly available emergency information, plans or public safety information in an accessible way upon request. This information will also be available to the public.</p>	<p>Senior Leadership Team</p>	<p>May 2021 with the publication of this plan.</p>
<p>Information & Communication</p> <p>Create accessible ways for people to provide feedback</p> <p>Make your public information accessible when asked</p> <p>Make websites accessible</p>	<p>Community Living North Bay is committed to meeting the communication and information needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.</p> <p>Community Living North Bay has undertaken the following plans to ensure compliance with this standard:</p> <p><u>Feedback</u> Comments relating to our programs and services with regard to customer service are welcomed and appreciated. A process has been established to encourage feedback regarding the way Community Living North Bay provides services to people with disabilities. This feedback can be made: verbally, by e-mail, or in writing. All feedback is reviewed to identify potential gaps in customer services, and to ensure appropriate actions are taken. The feedback policy can be found on our website.</p> <p><u>Website</u> Community Living North Bay completed a website redesign in 2019. Our vendor worked with us to ensure that we met the WCAG 2.0 Guidelines AA guidelines. WCAG 2.0 is an internationally accepted standard for web accessibility developed by the World Wide Web Consortium (W3C), an international team of experts.</p> <p>Community Living North Bay will continue to ensure compliance in this area by:</p> <ul style="list-style-type: none"> • Continue to assess accessibility of existing website organization and content. • Consult with persons requesting alternative formats. • Establish a plan/familiarize with sources and time-frames for formatting that is not feasible to do in-house. i.e. captioning, video-description and conversion to Braille or audio and any other formatting. 	<p>Senior Leadership Team</p>	<p>May 2021 with the publication of this plan.</p>

	<p><u>Requests for alternative formats</u></p> <p>Community Living North Bay has Policies and Procedures in place and follows AODA guidelines. In addition, CLNB promotes the availability of alternate format materials/communications in its communications with clients and the public.</p> <p>Appropriate formats are made available according to the specific needs of an individual.</p> <p>Examples include: Closed captioning and transcripts for videos, language included in recruitment advertising, new wayfinding signage with braille and tactile features, and more.</p>		
<p>Employment Standards</p>	<p><u>Emergency Response</u></p> <p>Community Living North Bay has provided and will continue to provide employees with disabilities with individualized emergency response information when necessary, and as soon as practically possible. If an employee who receives individualized workplace emergency response information requires assistance, with the employee’s consent the workplace emergency response information will be given to the designated employee.</p> <p>Community Living North Bay has created a process for documenting issues of accessibility and recording and providing accommodation for individualized accessible emergency response information. Community Living North Bay will continue to review the individualized workplace emergency response plans when necessary i.e. the location of the employee changes and/or there is a change in disability.</p> <p><u>Recruitment</u></p> <p>Community Living North Bay is committed to inclusive and accessible employment practices. We have taken the following steps to notify the public and employees that, when requested, Community Living North Bay will accommodate people with disabilities throughout the recruitment and onboarding process:</p>	<p>Senior Leadership Team</p>	<p>May 2021 with the publication of this plan.</p>

	<p>The following messaging will appear in our Employment Opportunities and Job Postings <i>“Community Living North Bay welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.”</i></p> <p><u>Workplace information</u></p> <p>Community Living North Bay will provide workplace information in an accessible format upon request. This includes:</p> <ul style="list-style-type: none"> • any information employees need to perform their jobs (e.g. job descriptions and manuals) • general information that is available to all employees at work (e.g. newsletters, policies and health and safety information) <p><u>Return to Work</u></p> <p>Community Living North Bay is committed to developing and putting in place processes for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. The process includes: steps Community Living North Bay takes to facilitate the return to work process & uses the documented individual accommodation plans.</p> <p><u>Talent and performance management</u></p> <p>Community Living North Bay is committed to ensuring the accessibility needs of employees with disabilities needs are considered with regards to performance management, and career development.</p> <p>In the performance management and career development processes, Community Living North Bay will consider the needs of an employee with disabilities regarding:</p> <ul style="list-style-type: none"> • formal or informal performance reviews • promote or movement to a new or different role <p>Examples of how we will comply with this area include:</p> <ul style="list-style-type: none"> • making documents available in accessible formats • providing feedback and coaching in a way that is accessible to them (e.g., allowing someone with a learning disability to record the conversation) 		
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	<ul style="list-style-type: none"> • providing the accommodations an employee needs to successfully learn new skills or take on more responsibilities <p><u>Communicate accessibility policies</u> All Community Living North Bay employees are assigned the accessibility plans and policies to be reviewed on an annual basis. Employees are informed of where to access these policies in Surge Learning.</p> <p><u>Accommodation plans</u> Accessibility needs of employees with disabilities, as well as individual accommodation plans are considered when the employee requires them.</p>		
Design of Public Spaces	<p>Community Living North Bay will establish plans to meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.</p> <p>Community Living North Bay will take appropriate measures to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruptions and alternatives available.</p> <p><u>Outdoor Spaces</u> Outdoor Play Spaces Currently, there are no new outdoor spaces being planned or contemplated, however if a new outdoor is being planned, we will ensure compliance by:</p> <ul style="list-style-type: none"> • consulting with the public and local people with disabilities before designing and building public outdoor play spaces. As we are a member of the Municipal Accessibility Advisory Committee, Community Living North Bay will consult the committee in planning stages. • enhance the play area with features that will allow children and caregivers with a wide range of abilities to play • make the surface of the play space firm and stable so people using mobility devices can move around easily and prevent injuries 	Senior Leadership Team	May 2021 with the publication of this plan.

	<ul style="list-style-type: none">• ensure there is enough space around the play features; children and caregivers with disabilities should be able to move easily into the play areas and around play equipment <p><u>Parking</u> Community Living North Bay offers accessible parking at all of our office locations.</p> <p><u>Service Counters</u> Service counters 741 Wallace Road are accessible. Waiting areas are also accessible.</p> <p><u>Outdoor eating areas</u> Community Living North Bay offers accessible outdoor eating spaces (seasonal as they are picnic tables).</p> <hr/> <p><u>Outdoor paths</u> All Community Living North Bay properties offer accessible outdoor paths.</p>		
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Multi Year Accessibility Plan 2016-2017, 2017-2018, 2018-2019

BARRIERS TO BE ADDRESSED	LOCATION	STRATEGY FOR REMOVAL OF BARRIER	STATUS
Automatic Door	171 Chippewa St.	Possible Funding Applications	Completed (2020)
Service Counter Review	741 Wallace Rd./171 Chippewa St W./161 Main St E.	Included in Centralization Plan	Completed (2018)
% of Accessible Parking Spaces	741 Wallace Rd.	Included in Centralization Plan	Completed (2018)
Update Accessible Washrooms	741 Wallace Rd.	Included in Centralization Plan	Completed (2018)

Maintain Areas 2016-2017, 2017-2018, 2018-2019

ACCESSIBLE PARTS	LOCATION	MAINTENANCE/EMERGENCY
Picnic Tables	741 Wallace Road	Maintain annually and post "not in use" sign if damages and repairs required (disruption of use)
Picnic Tables	214 Second Avenue	Maintain annually and post "not in use" sign if damages and repairs required (disruption of use)
Accessible Doors	741 Wallace Road 937 Wyld Street 214 Second Avenue	Annual Inspection. Post "not in use" signs if repairs required and set up alternate entrance for users.

BARRIERS THAT HAVE BEEN ADDRESSED	LOCATION	COMPLETED
Automatic doors	161 Main St E.	2012
2 Automatic Doors	741 Wallace Rd.	2013
Automatic Door	214 Second Ave.	2010
Automatic Door	171 Chippewa St.	1990
Ramp	175 Chippewa St.	1990
Ramp	29 Ashdale Cres.	2008
Ramp	168 Birchs Rd.	2000
Elevator	624 Banner Ave.	2007
Automatic Door	624 Banner Ave.	2008
Ramp	624 Banner Ave.	1989
Ramp	502 Kehoe St.	2006
Elevator	105 Larocque Rd.	1989
Ramp	105 Larocque Rd.	2006
Automatic Door	937 Wyld St	2011
Ramp	937 Wyld St.	1983
Customer Service Training Policy & Policies and Procedures around accessibility plan		2012/2014
Annual Accessible Door Maintenance	FJ/Main St /Second/Banner/Wyld	2015
% of Picnic Tables	741 Wallace Rd.	2015
Accessible parking spot	214 Second Ave	2015
% of Playground apparatus (Inspector)	171 Chippewa St W.	2015