

Statement of Commitment

Community Living Dundas County is committed to providing a barrier-free environment for all the people whom we provide supports and services, their families, all employees, job applicants, suppliers, visitors, and other people who enter our premises and access our information. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (AODA) and all of the standards that apply to Community Living Dundas County.

Organization's Purpose

Goal: That all persons live in a state of dignity; share in all elements of living in the community and have the opportunity to participate effectively.

Vision: An inclusive community where every person is accepted, supported and acknowledged for their unique contribution as a valued citizen.

Mission: Community Living Dundas County supports and advocates with and for individuals with an intellectual disability, their families, including their advocates to ensure their inclusion within our community.

Our Values

People First Language: Put the person before the disability by referring to a person by name and not by disability.

Respect & Dignity: Appreciate and value everyone. Consistently treat people in a manner in which everyone would expect to be treated.

Autonomy: Empowering people to be the key decision maker in their life, carefully balancing the risks and benefits of well-informed decisions, with as much support as needed.

Inclusion: Welcome, accommodate, and include people in typical community places and activities that promote a sense of belonging.

Growth & Development: Encourage people to become increasingly independent and competent at meaningful activities and interests.

Relationships: Help people increase social engagement to help foster a wide range of relationships, including with those who care about the person unconditionally.

Accessibility Plan 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 Dundas County. The organization is dedicated to identifying and removing barriers that limit and restrict the ability of people with disabilities from fully accessing the community and organization locations. This plan will include barriers that have been identified as well as identify and address any new barriers that may arise.

Methods and tools that may be used to identify accessibility barriers may include:

- Surveys to people affected
- People supported, families and staff identifying potential barriers and report to the leadership team
- Regular safety inspections of all Community Living Dundas County owned, leased, or operated sites
- Annual review of the Multi-Year Accessibility Plan

Customer Service

Community Living Dundas County is committed to providing accessible services and supports to people with disabilities. Policies and procedures are in place which outline expectations of all organization representatives to ensure people with disabilities are treated with dignity, independence, and receive equality of opportunity.

Accessible Emergency Information

The organization is committed to providing the people supported and others with publicly available information in an accessible format upon request. The organization will also provide employees and people supported, who have disabilities, with individualized emergency response information when necessary.

Training

Community Living Dundas County provides training to new employees, volunteers and other community members on the following topics as appropriate:

- Integrated Accessibility Standards Regulations, detailing the purpose of Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- Accessibility Policies
- Accommodation Policies

- Serving Customers with Disabilities

Community Living Dundas County currently provides training, and will provide updated training following any changes to the organization’s accessibility policies and procedures as soon as is practical.

Kiosks

The organization is not required to have a self-service kiosk.

Information and Communications

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

Website

The organization’s website and its content conform to WCAG 2.0, Level AA, as required by January 1, 2021.

Feedback

Community Living Dundas County provides various options to receive feedback, including:

- Communication in person at our main office, located at 55 Allison Avenue, Morrisburg, Ontario.
- By accessing our website
- Using simple language on feedback forms
- Telephone
- Mail
- E-mail

Public Information

Community Living Dundas County will ensure all publicly available information is made accessible upon request.

Employment

Community Living Dundas County is committed to fair and accessible employment practices, including:

- Accessible formats and communication supports for employees

- Established process for individual accommodation plans and return to work programs
- Accommodate people during recruitment and hiring processes

Design of Public Spaces

Community Living Dundas County meets the Ontario Building Code Requirements and the Accessibility Standards for the Design of Public Spaces when building or making major modifications to its public spaces. Organization public spaces include:

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

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Community Living Dundas County is committed to excellence in serving all our customers, including people with disabilities.

Assistive Devices

Community Living Dundas County will ensure that our staff are trained and familiar with assistive devices that may be used by people who are accessing our goods or services.

Communication

Community Living Dundas County will communicate with people with disabilities in ways that take into account their specific communication needs.

Service Animals

Community Living Dundas County welcomes people with disabilities and their service animals. Service animals are welcome in any of our premises that are open to the public.

Support Persons

Community Living Dundas County welcomes people with disabilities and their support persons. Support persons are welcome in any of our premises that are open to the public.

Notice of Temporary Disruption

- In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Community Living Dundas County will notify customers promptly. This

clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternate facilities or services, if available.

Community Living Dundas County will post service disruption notices at conspicuous places at the location affected and will endeavor to communicate personally with all people who receive services and/or their families. This could include telephone, email, notice on website, letter, etc.

Training for Staff

Community Living Dundas County will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

People in the following positions will be trained:

- All direct support employees
- Administration employees
- Managers
- Executive Director
- Board of Directors
- Students
- Volunteers

This training will be provided to staff during orientation and/or when practicable after they are assigned applicable duties.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the customer service standard requirements
- Community Living Dundas County's plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require assistance of a service animal or support person
- How to use the equipment or devices available on-site (e.g. TTY, wheelchair lifts, etc.) that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty accessing Community Living Dundas County's goods and services

Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Availability of Documents

Community Living Dundas County will make available any document required under the Accessible Customer Service Standard, Ontario Regulation 429/07 (O.Reg 429.07) within ten (10) business days of request. Please forward all requests of this nature to Community Living Dundas County's Human Resource Department.

When providing documents required by O. Reg 429/07 to a person with a disability, Community Living Dundas County will do so in a format that takes into account the person's communication needs.

Feedback Process

Customers who wish to provide feedback on the way Community Living Dundas County provides goods and services to people with disabilities are welcome to complete and submit the Accessibility Feedback Form located at reception at 55 Allison Avenue, Morrisburg.

Alternatively, feedback is welcome via:

- In person
- Telephone
- Writing
- Email
- Community Living Dundas County Website

All feedback will be directed to Human Resources. For feedback where the customer wishes to be contacted, Community Living Dundas County will respond within ten (10) business days- either in writing, in person, by e-mail or by telephone to acknowledge receipt of feedback and to outline the action(s) to be taken.

Complaints will be addressed according to our organization's complaint management procedures.

Modifications to This or Other Policies

Any policy of Community Living Dundas County that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Reviewing

Community Living Dundas County's Multi Year Accessibility Plan will be reviewed annually.