

# Multiyear Accessibility Plan

2023 -2028

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## **Introduction**

The agency's Accessibility Policy serves as our commitment statement and is as follows: Community Living Prince Edward always strives to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are committed to providing access to support and services in ways that consider their disabilities and specific requirements for the provision of service.

The agency will comply with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, AODA), the Ontario Human Rights Code, and other legislative requirements.

## **Description of Community Living Prince Edward**

Community Living Prince Edward is a voluntary membership organization united by our commitment to a common purpose: we exist to facilitate the participation of people with developmental disabilities in the community and its economy.

This mission is addressed in the context of both advocacy activities and service provision. The agency supports over 350 people and their families of all ages as they develop their capacity to live, learn, work, and participate in all aspects of living in our community. Services and supports provided are person-directed and are inclusive of but not limited to 24-hour supported living, supported independent living, day services, employment supports, child and family supports, and Passport/Respite services.

Community Living Prince Edward employs over 165 employees responsible for providing quality services in keeping with the organization's mission, goal, and vision.

## **Accessibility Goals**

Community Living Prince Edward is committed to providing quality support and services to meet the needs of people with intellectual disabilities and, through its advocacy efforts, will work toward improving quality of life by removing accessibility barriers pending availability of resources.

## **Purpose**

The Accessibility Plan will evaluate, identify, and respond to accessibility barriers of properties owned, leased, and operated by Community Living Prince Edward. The plan will also identify barriers that impact people's participation in the life of their local community. The purpose of the Accessibility Plan is to identify and address accessibility issues in the community, including locations owned/leased/operated by Community Living Prince Edward. This plan identifies the following:

- Results of the annual internal Accessibility Evaluation of all Community Living locations
- Barriers that were addressed or removed by the organization over the past year
- Future plans to address and/or remove barriers in the upcoming year
- Barriers that have been identified by the organization but have been unable to address

## **Definitions**

**Assistive Devices:** Auxiliary aids such as communication aids, cognition aids, personal mobility aids, and medical aids (i.e., canes, crutches, wheelchairs, or hearing aids).

**Barrier:** An obstacle that prevents a person with a disability from doing the day-to-day activities that many take for granted. A barrier may make it difficult or impossible for people with disabilities to participate in society, go shopping, work, or take public transportation.

**Disability:** As per the Ontario Human Rights Code and under the Workplace Safety and Insurance Act, 1997 ("handicap"). Examples of disabilities include but are not limited to intellectual, physical, communication, visual, hearing, etc.

**Service Animal:** Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

## **Evaluation and Assessment**

Community Living Prince Edward is committed to improving accessibility with people who receive service and uses a variety of tools when identifying accessibility barriers:

- Satisfaction surveys are conducted with consumers, family members, employees, and community partners. These surveys include specific questions regarding accessibility.
- The Joint Health and Safety Committee regularly inspects all organizational locations and reports any identified barriers.
- Monthly Hazard Inspections are completed at all agency locations, and any barriers are reported to the Joint Health and Safety Committee.
- People who receive service, families, and employees are encouraged to report and identify any actual or potential barriers.

- People supported, families, and staff identify potential barriers and share them with the organization. There are informal and formal mechanisms in place for reporting, inclusive of a Complaint Line and a Suggestion/Feedback Box.
- A bi-annual Accessibility Assessment of all community homes is completed, and results inform the work plan.
- The organization annually reviews its assessments, surveys, and accessibility plan.

### **Accessible Emergency Information**

Community Living Prince has policies and practises established to respond to emergency situations. The agency is committed to providing the people supported and others with publicly available emergency information in accessible formats upon request.

From January 2024 to January 2028 the agency will have the County Advocates review the plan and provide recommendations for formatting and converting it to plain language.

### **Training**

Community Living Prince will train employees, volunteers, and other staff members on Ontario's accessibility laws and the Human Rights Code as it relates to people with disabilities as appropriate. Training will be provided in a way that is best suited to the needs of the people we serve, employees, volunteers, and stakeholders.

Training options include:

- Accessibility for Ontarians with Disabilities Act DVD and Handbook, which outlines the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its regulations.
- Community Living Prince Edward's Principles of Support and Best Practises
- Supports and Services Accessibility Policy
- Individual service and plans of support inclusive of specialized equipment and devices.

From November 2023 to November 2026, training and orientation packages are being revised and updated to meet Equality, Inclusion, and Diversity standards. This will include training videos and audio resources added to the employee portal and training site.

### **Information and Communication**

Community Living Prince Edward is committed to responding to and meeting the communication of people we support. We will consult with people with disabilities to determine their information and communication needs. The agency has established policy guidelines to help people have information available to them in formats that are responsive to their communication needs and preferences. People, where applicable, have Communication Plans of Support.

Over the next five years, the agency will improve its ability to provide information and services using the following methods of communication – large print, reading information aloud, plain language, captioning or audio description, braille, social stories and picture boards, and digital assistive devices.

### **Environment and Physical Spaces**

The agency will continue to evaluate and modify its physical spaces based on internal assessments and in keeping with required legislation. As a result of the 2023 Accessibility Assessment, several modifications have been identified that will reduce barriers for people in their homes and/or day service locations; that can be accomplished with minimal resources and will be implemented over the next two years. Examples include:

- Accessible bathroom to be installed at the day service locations work to be completed by the end of 2023.
- Repairs and upgrades to decks and ramps at community homes began in March 2023 and will continue for the plan's duration.
- Modifications to kitchens, bathrooms, and common areas in people's homes. Work began in January 2023 and will continue for the duration of the plan.
- Technology updates will be investigated and implemented between October 2023 and October 2026.

### **Assistive Devices and Technology**

Community Living Prince Edward is committed to supporting people to build autonomy and independence through the use of technology, equipment, and personal assistive devices. The agencies have developed support plans for people to access and use technology/equipment/devices for this purpose.

Beginning January 2023, the agency provides education and training for people we serve, families and employees on the benefits and potential use of technology. Applications have been to secure additional funding to assist people to secure the necessary equipment and devices. This will be an ongoing initiative.

Internet and computer safety education will be available for all people we serve and employees. Start date September 2023 – ongoing.

### **Website**

The agency's website underwent a review beginning February 2023 to determine if it meets the AODA's website requirements. Changes to the agency's website and content have happened, and we adopted the requirements of WCAG 2.0, Level A. Ongoing work in this area will include while many of these provisions are in place as technology improves, systems will be updated:

- Update and enhance accessibility tools, including large print and audio provisions, as new software becomes available.
- Audio clips on the website will have the necessary captions and information descriptions.
- Provide alternative text for images and ensure the website can be navigated with a keyboard.
- Any live video or audio on the website will have the necessary captions for accessibility.
- Descriptions for all media will be provided to receive the information in various forms.
- Text on the website can zoom to 200% to ensure accessible reading for all.
- Text on the website will be accessible through text-to-audio for people with vision impairment.
- Large text will have a contrast ratio 3:1, while presentations of text and images will have a contrast ratio 4:5:1.

### **Feedback**

Community Living Prince Edward has established processes for people to give feedback through the complaint line, phone, emails, in-person, and pictures of business locations. The agency will respond to individual requests for feedback and adapt its processes as necessary.

Information will be made available, and provisions for receipt of such data in accessible formats for people we support, families, employees, and stakeholders.

This will include but will not be limited to consents, requests for information, policies, and surveys. The County Advocates will lead in making recommendations for plain language versions, which will be completed by March 2024.

### **Public Information**

Community Living Prince Edward will make all publicly available information accessible upon request.

Within available resources, Community Living Prince Edward will respond to each person's need to have communication available in various formats, including plain language, audio, large print, etc.

The County Advocates group will provide feedback and recommendations to assist the organization with developing plain language materials, including updating the mission, goal, and vision between September 2023 and September 2028.

### **Emergency Information**

Emergency information is available to employees with a disability in an accessible format when needed, and employees are accommodated by having individualized emergency response information as necessary.

Over the next five years, the plans will be updated to include audio and picture resources as required.

Education and training for people with disabilities will be conducted beginning March 2023 and continue for the plan's duration.

### **Employment and Process to Accommodate Employees**

The agency is committed to providing fair and equitable employment and hiring practices. The agency will continue to review and update the following employment processes to identify any barriers to employment for people with disabilities:

- Review advertising, recruitment, evaluation, and hiring processes. Design system in keeping with Equity, Inclusion, and Diversity principles.
- Format job descriptions, professional development plans, and reviews by request
- Ability to complete applications digitally by December 2023.
- Review assessment and evaluation tools to identify and remove existing or potential accessibility barriers.
- Further, enhance the agency employee portal to provide information in other formats by March 2025.

### **Design of Public Spaces**

Community Living Prince Edward will advocate for citizens in our community for improved accessibility and continue to have representation at the local municipal Accessibility Committee when barriers are identified.

### **Service Disruption**

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Community Living Prince Edward will notify consumers and customers in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrance service counters on our premises and using social media and the agency website when applicable.

### **Kiosks**

The agency does not have a self-service kiosk and, therefore, is not bound by the January 1, 2014, AODA deadline. However, information is made available to stakeholders regularly, and people have access to computers at all community homes and work locations.

### **Multiyear Accessibility Plan Review and Update**

The plan will be reviewed, at a minimum, annually. Recommendations will be shared with the Leadership Team and employees from across the organization as applicable.

### **Distribution and Publication of the Multiyear Accessibility Plan**

The Multiyear Accessibility Plan will be available on time by posting it on the agency's website, available in additional formats as requested and accessible formats as determined by the person, within available agency resources.

For more information on this accessibility plan, please contact:  
613-476-6038 or via email at [info@clpe.on.ca](mailto:info@clpe.on.ca)