

	POLICIES AND PROCEDURES		
SECTION:	Corporation: Public	Policy No:	CORP-PUB-10
TITLE:	ACCESSIBILITY	Original Date:	January 26, 2017*
APPLIES TO:	All Aspects of CLSL	Revised Date:	
APPROVED BY:	Executive Director, John Hagens	Initials:	
REFERENCES:	<i>Accessibility for Ontarians with Disabilities Act (AODA), 2005, and its regulations</i>		
<i>*This policy combines the new requirements of the Integrated Accessibility Standards with the Accessibility Standards for Customer Service Policy released May 19, 2011. As such this policy supersedes CLSL's Accessibility Standards for Customer Service policy, dated June 16, 2011.</i>			
POLICY			

Community Living Sarnia-Lambton (CLSL) is committed to excellence in serving all individuals with disabilities and providing an accessible workplace for our employees, volunteers, Board Members and any other individuals working on our behalf.

This policy establishes practices and procedures to make our workplace more inclusive in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005, and its regulations. The Act was created with the intention of eliminating discrimination against individuals with disabilities, removing barriers and ultimately achieving an accessible Ontario, by 2025. This legislation is not a replacement of, or a substitution for, the requirements established under the Ontario Human Rights Code.

This policy and associated procedures apply to all goods and services that are delivered by CLSL, by any means including in person, by telephone, electronically, by mail, visually, orally or by written means. Accessibility will be considered and applied with regards to all policies, procedures and practices of CLSL.

Statement of Commitment

CLSL is committed to providing accessible goods and services, in a timely manner, and to break down barriers and increase accessibility to ensure that persons with disabilities have genuine, open and unhindered access to services, facilities, employment, buildings, and premises. Accessibility will be achieved in a way that takes into consideration the accessibility needs of the individual, based on the type of disability, and allows individuals to maintain their dignity and independence. CLSL commits to being “responsive” and delivering service in a timely manner with respect to the nature and the accommodation required; such as offering alternate formats within a reasonable timeframe.

Multi-Year Accessibility Plan

CLSL has developed and maintained a Multi-Year Accessibility Plan which outlines the actions put in place to improve opportunities for individuals with disabilities, as well as the agency’s strategy to prevent and remove barriers to meet its requirements under the Act and regulations. This plan will be made available upon request, in accessible formats as required, and will be included as an integral part of this policy (Appendix D).

The Accessibility Plan will be updated and reviewed no less than once every five (5) years.

DEFINITIONS

Customer

For the purposes of this policy, the term “customer” refers to clients, families, visitors, and members of the general public, who enter CLSL premises to obtain goods or services.

Disability

As defined by the AODA, a disability refers to:

- ▶ 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; or
- ▶ an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act.

Individual Accommodation Plan

A document which outlines the details of accommodations that specifically address the needs of an employee, based on the nature of his or her disability.

Support Person

For the purposes of this policy, the term “support person” refers to a person who accompanies an individual with a disability, to help with communication, mobility, personal care, medical needs or access to goods and services.

PROCEDURES

Customer Service Standard

To comply with the Customer Service Standard, CLSL will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ▶ ensuring that all customers receive the same value and quality of service;
- ▶ allowing persons with disabilities to do things in their own ways, at their own pace when accessing goods and services, if this does not present a safety risk;
- ▶ using alternative methods, when possible, to ensure that persons with disabilities have access to the same products and services, in the same place, and in a similar manner as our other customers;
- ▶ permitting persons with disabilities to use assistive devices, support persons, and guide dogs, service dogs or service animals, as required, when accessing goods and services;
- ▶ considering individual needs when providing goods and services;
- ▶ communicating in a manner that considers the person's disability;
- ▶ providing notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities to access CLSL products and services; and
- ▶ implementing a Customer Feedback Process and procedures for follow-up.

Assistive Devices

CLSL will ensure that our staff, contractors, students and volunteers are trained and are familiar with any assistive devices available in our workplace that may be used by customers with disabilities while accessing our products and services. In the event a person with a disability is hindered from accessing our products or services, CLSL will accommodate the customer by using any other assistive measures available.

Communication

CLSL will ensure that our staff, contractors, students and volunteers are trained to communicate with persons with disabilities in respectful ways that consider their disability. When employees are unsure about the best approach, they are encouraged to ask the person politely and not assume how they can best communicate with them.

Guide Dogs, Service Animals and Service Dogs

Service animals are used by individuals with many kinds of disabilities. Examples of service animals include dogs used by persons with a vision disability, hearing alert animals used by persons with a hearing disability, and animals trained to alert an individual to an oncoming seizure and lead them to safety.

A person with a disability accompanied by a guide dog, service animal or service dog, is permitted to enter CLSL's premises with the animal, unless the animal is otherwise excluded by law. Should a service animal be excluded from the premises, then CLSL shall ensure that other measures are available to enable the person with the disability to obtain, use or benefit from our goods and services.

Section 4(9) of the *Accessibility Standards for Customer Service* indicates that an animal is a service animal if:

- ▶ it is readily apparent that the animal is used by the persons for reasons relating to his or her disability; or
- ▶ if the person provides a letter from a physician or nurse confirming that the person requires an animal for reasons relating to the disability.

Owners are responsible for ensuring that animals receive an annual clean bill of health from a licensed veterinarian and that animals are immunized against diseases common to that type of animal. All vaccinations must be current and dogs must wear a rabies vaccination tag. The City of Sarnia by-laws require all dogs to be licensed by the time they reach six months of age, and dogs entering the premises must wear the appropriate dog license, at all times. Dogs and cats must be kept on a leash, at all times, unless impracticable or unfeasible due to the owner's/keeper's disability.

Owners may receive information from staff as to a location to obtain fresh water for the animal and where it may be walked to relieve itself. The individual that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal, at all times, and must clean up after the animal.

There may be rare circumstances where, for the reasons of health and safety of another person, allowing a person with a disability to enter the premises and be accompanied by their service animal needs to be considered. In the rare situation where another person's health and safety could be seriously impacted by the presence of a service animal on premises open to the public, the Association will fully analyze all options for safely allowing the service animal. In general, individuals with allergies to animals are affected if they touch the animal or are in very close proximity for a lengthy period of time. Some of the options to consider may be creating distance between two individuals, eliminating in-person contact, changing the time the two receive service, using air purifiers and any other measures that would allow the person to

use their service animal on the premises. The Association will consider all relevant factors and options in trying to find a solution that meets the needs of both individuals.

A service animal may be asked to leave a CLSL facility or program if the animal's behaviour or presence poses a direct threat to the health or safety of others. For example, a service animal that displays vicious behaviour towards people may be excluded.

Service animals may also be excluded in areas where the presence of a service animal fundamentally alters the nature of a program or activity or is disruptive. Examples may include, but are not limited to, food preparation areas.

Any person dissatisfied with a decision concerning a service animal can make an appeal to the Executive Director.

Animals Visiting Individuals in Service

CLSL is considerate of the sensitivities of all individuals in service, its employees, its volunteers and students, as well as the well-being of pets and other animals. Therefore, CLSL has determined that individuals living in Association owned or leased properties are not permitted to own pets. However, CLSL recognizes that animals can positively contribute to one's quality of life and consents to the use of animals for therapy purposes or visitation.

When an individual is supported by CLSL but lives outside of CLSL-owned or leased properties, and owns or wants to own a pet, CLSL will support the individual(s) and assist with caring for, and making decisions concerning the health and welfare of the animal. The ownership of the pet, is not the responsibility of CLSL.

For the purposes of pet therapy or when individuals want to engage in contact with animals, other resources may be considered, such as:

- ▶ utilizing established Pet Therapy resources;
- ▶ volunteering as a dog walker (or establish a business as a dog walker);
- ▶ going to visit animals in established businesses such as the Humane Society, a petting zoo, or pet shop; or
- ▶ visiting animals on a farm or at a friend's.

Informal visits from friends or employees who bring their own pet(s) to the site must be pre-arranged and approved by the Site Supervisor or designate, and may only occur during the employee's free time. CLSL will strive to ensure the safety of individuals using services as well as consider the welfare of the animal(s). As such, the use of animals in any facility needs to have the consent of all individuals utilizing the service and must not impact on the physical or mental health of other individuals in services.

When considering these alternatives, the following guidelines are to be followed to ensure the safety of all involved, as well as the visiting animals:

- ▶ owners of visiting animals will ensure all vaccinations are up to date;
- ▶ owners of visiting animals must understand the legal responsibility inherent in having their animal visit potentially vulnerable individuals. Pet owners will be held liable for any injury to individuals utilizing CLSL services or damages to property, including replacements, cleaning costs, flea extermination, etc.;
- ▶ owners of visiting animals are to be made aware of potential risk factors for the animal, such as potential aggressiveness, loud noises, sudden movements, etc., when visiting a home or other CLSL site;
- ▶ owners are expected to clean up after their animals; and
- ▶ at no point, are individuals using services to be left alone with visiting animal companions, and

close supervision is expected at all times to ensure the safety needs for individuals and animals are being met.

Support Persons

Staff will be properly trained to identify support persons who may be a paid professional, volunteer, family member or friend that may accompany a client to help with communication, mobility, personal care or medical needs or with access to goods and services.

CLSL may require a person with a disability to be accompanied by a support person while on premises, in situations where it is necessary to protect the health and safety of the person with a disability, or the health and safety of others on the premises.

Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.

Support persons will be permitted access to CLSL facilities at no charge when there is a regular fee to access the facility.

Notice of Disruptions in Service

CLSL will give notice of temporary disruptions to service or facilities used by persons 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 any, that are available.

Notifications will be posted at customer service location(s) and will be visible and in a location pertaining to the disruption (such as in a window, on the wall, on a door).

There may be times that unexpected service disruptions occur and advance notice could not be provided. In these situations, CLSL will provide notification as quickly as possible in the method(s) most appropriate based on the circumstances.

Customer Feedback Process

In an effort ensure an inclusive environment and the delivery of accessible goods and services, notices will be displayed advising customers that their feedback is welcomed and valued for the continual improvement of services. An accessible simple-to-use "AODA Customer Feedback Form" will be available at all customer service locations and posted on the CLSL website.

Staff will make note of feedback given in person, verbally or in writing, online, by telephone, TTY, or any other means. A simple-to-use, accessible process for individuals to provide feedback or complaints will be available in all locations.

The Executive Director and/or designate will consult with staff regarding feedback or complaints on improvements to customer service. Customers, or other individuals, that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted, and can expect to be contacted within three (3) business days. CLSL will log all feedback from customers and address concerns promptly, according to CLSL regular complaint management procedures.

Emergency Situations

Staff will be familiar with emergency procedures and how to assist customers or staff who may require help during an emergency.

Information and Communications Standard

CLSL will ensure that our process for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.

CLSL shall provide or arrange, upon request, for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner, that considers the persons accessibility needs due to disability, and at a cost that is no more than the regular cost charged to other persons.

Notice of Availability and Format of Documents

Notice is posted on CLSL's website which states the following:

"CLSL is committed to meeting the information and communications needs of persons with disabilities. Under the Accessibility for Ontarians with Disabilities Act 2005, we are required to ensure that all information and communications we provide are available in accessible formats and with communications supports. Should an individual require that any information or communication be made accessible, please contact the Human Resources Director."

Accessible Websites and Web Content

CLSL has made its websites and all web content conform with the World Wide Consortium Web Content Accessibility Guidelines (WCAG 2.0) Level A. CLSL will continue to work towards making its websites and web content conform with the World Wide Consortium Web Content Accessibility Guidelines (WCAG 2.0) Level AA.

Employment Standard

CLSL will notify its employees and the public about the availability of accommodation for applicants with disabilities during the recruitment process. CLSL shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request, in relation to the materials or processes to be used.

All internal and external job postings shall contain the following message:

"Community Living Sarnia-Lambton is committed to developing inclusive, barrier-free selection processes and work environments. If contacted regarding this position, please advise the interview coordinator of accommodation measures you may require."

If a selected applicant requests an accommodation, CLSL shall consult with the applicant and provide or arrange for the provision of suitable accommodation, in a manner that considers the applicant's accessibility needs due to disability.

When making an offer of employment, CLSL will ensure the successful applicant is made aware of the agency's policy and commitment to accommodating individuals with disabilities. This will be done at the time of an offer of employment.

Informing Employees of Supports

CLSL shall inform all new employees during orientation of its policies used to support its employees with disabilities, including, but not limited to policies on the provision of job accommodations that consider an employee's accessibility needs due to disability. This information will also be provided to employees when there are changes or updates to the policy.

Accessible Formats and Communication Supports for Employees

CLSL shall, where an employee with a disability so requests it, consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- ▶ information that is needed to perform the employee's job; and
- ▶ information that is generally available to employees in the workplace.

Workplace Emergency Response

CLSL shall provide an Employee Workplace Emergency Evacuation Response Plan (Appendix B) to employees with a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability. This will be provided as soon as practicable after becoming aware of the employee's needs.

Upon the consent of the employee with the disability, this individualized plan will be shared with a designated person that will assist the employee in the case of a workplace emergency.

CLSL will review the individualized workplace emergency response information:

- ▶ when the employee moves to a different location in the organization;
- ▶ when the employee's overall accommodation needs or plans are reviewed; and
- ▶ when the employer reviews its general emergency response policies.

Individual Accommodation Plans for Employees

CLSL is committed to providing an accessible workplace that welcomes and celebrates diversity and strives to eliminate barriers. If an employee indicates that they have a disability, CLSL work with the employee to develop a written Individual Accommodation Plan and implement practices to eliminate barriers for the employee.

An employee who requires an Individual Accommodation Plan will inform his or her direct Supervisor or consult with Human Resources. The development of such plans will be accomplished as a team approach including consultation between Human Resources, the employee requesting accommodation, management, and any third parties (such as healthcare professionals) that may need to be consulted. Employees also have the right to seek the participation of union representation in the development of the plan.

All employees requesting accommodation will be assessed on an individual basis to determine the supports that would be best suited to the needs of the individual. This may require an evaluation of the employee by an outside medical or other expert, to be paid for by CLSL, to determine how, and if, accommodation can be achieved. Denial of a request for accommodation will be provided to the individual requesting in a timely manner and in an accessible format as applicable.

All personal information gathered in the process shall remain confidential and be maintained in the employees personnel file. Information will only be shared with those who require access to the pertinent details of the accommodation plan.

Individual accommodation plans will be reviewed on an annual basis and/or as deemed necessary by changes in the accommodation and/or nature of the work being performed. All Individual Accommodation Plans must be reviewed and approved by a Director of Services and Human Resources Director.

Work Reintegration Program

CLSL fully supports the return to work of any employee who requires disability-related accommodations to return to the workplace. Human Resources will work with the employee, management, and any third parties as required to develop a suitable individual accommodation plan.

The work reintegration process shall outline the steps CLSL will take to facilitate the return to work of an employee who was absent due to disability. CLSL will use individualized accommodation plans, as described above, as part of the process.

Performance Management

Any performance management process that is employed by CLSL shall consider the accessibility needs of employees with disabilities, as well as Individual Accommodation Plans, if any.

Career Development and Advancement

CLSL shall consider the accessibility needs of its employees with disabilities as well as any Individual Accommodation Plans when providing career development and advancement to its employees with disabilities.

Redeployment

When adjusting employees work locations, CLSL shall consider the accessibility needs of its employees with disabilities, as well as Individual Accommodation Plans, when redeploying employees with disabilities.

ANNUAL REVIEW and EDUCATION

Training is required for those staff, volunteers, Board Members or third parties that interact with the public on behalf of CLSL, or who are involved in developing policies, practices and procedures. The training will include core principles of customer service as set out by CLSL which include: dignity, equity, inclusion, independence, integration, sensitivity and equality.

The required training must include:

- a review of the purpose of the [Accessibility for Ontarians with Disabilities Act, 2005](#);
- a review of the requirements of the [Accessibility Standards for Customer Service, Ontario Regulation 429/07](#);
- instructions on how to interact and communicate with persons with various types of disabilities;
- CLSL policies, procedures and practices relating to the provision of service to persons with disabilities;
- instructions on how to interact with individuals with disabilities who use assistive devices; require the assistance of a guide dog, service dog or other service animal; or require the use of a support person;
- instructions on what to do if a person with a disability is having difficulty accessing our products or services, and how to utilize assistive devices that are available on our premises;
- a review of the requirements of the [Integrated Accessibility Standards, Ontario Regulation 191/11](#); and
- instructions on how to comply with the [Ontario Human Rights Code](#), as it pertains to persons with disabilities.

A training program will be implemented which will ensure compliance and meet the needs of various departments and employee groups. All new employees will receive Accessibility training during their orientation, prior to starting work in any support locations. Additional training will be provided in the event of changes to legislation or internal policies and procedures.

Human Resources will maintain a record of training that includes the dates training was provided and the number of employees who attended the training.

Third party organizations providing goods or services on behalf of CLSL shall provide relevant training, learning opportunities or direction to employees and volunteers regarding their roles and responsibilities under the AODA.

This policy will be reviewed annually for effectiveness by the Labour Management Committee and the Joint Health and Safety Committee or a sub-committee consisting of members of both the Labour Management Committee and the Joint Health and Safety Committee.

Employees will be refreshed annually on this policy.

APPROVAL

This policy was approved by:

Date:

John Hagens, Executive Director



NOTICE OF TEMPORARY DISRUPTION OF SERVICE

Please be advised of the service disruption at:

(Location)

The disruption of services is a result of:

- Repair
- Scheduled Maintenance
- Unforeseen Incident
- Other: _____

We anticipate the issue to be resolved by:

(Date)

(Time)

The services unavailable during this disruption of service include:

1. _____
2. _____
3. _____
4. _____
5. _____

In the meantime, alternative services may be available (if applicable):

We apologize for any inconvenience this disruption has caused. Should you have any additional questions or concerns, please contact Community Living Sarnia-Lambton at (519) 332-0560.

Appendix B

**Form: CORP-PUB-10 Form 2.0 Employee Workplace
Emergency Evacuation Response Plan**



Employee Workplace Emergency Evacuation Response Plan (For Employees with a Disability)

Employee Name	Date of Initial Request
Department / Primary Work Location	Supervisor

Emergency Evacuation Assessment	
Does the employee experience any of the following that could impede the ability to quickly and safely evacuate the workplace?	
1. Mobility limitations; interference with walking, using stairs, joint pain, use of mobility device (wheelchair, walker, cane, etc.)	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Vision impairment / loss	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Hearing impairment / loss	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Other (please specify):	<input type="checkbox"/> Yes <input type="checkbox"/> No

Communication Needs & Accommodation
Please indicate the employee's preferred method of communication in an emergency situation. List any assistance communication devices required.

Emergency Evacuation Details
Do you require assistance using the emergency exits? <input type="checkbox"/> Yes <input type="checkbox"/> No (If yes, what assistance is required in order for you to access the emergency exits in a timely and safe manner)
If you require assistance in order to evacuate, what instructions do others need to be aware of to assist you?

Evacuation Route & Procedure
Provide a step by step description of the evacuation from the first sign of an emergency
Alternate Evacuation Route

Emergency Support Employees (The following people have been designated to help in an emergency.)		
Name	Location / Contact Info	Type of Assistance

This information will be reviewed at least annually, or prior to adding or changing work locations, or when there are changes to the employee’s disability needs.

All information contained in this document shall remain confidential and information will only be shared with those who require access to the pertinent details of the plan. It is the responsibility of the employee to notify CLSL of any changes to their accessibility needs.

Acknowledgement

I, _____, give consent to CLSL to share this individualized emergency response information with the individuals listed above, who have been designated to help me in an emergency.

Employee Signature

Date

Supervisor’s Signature

Date

Director’s Signature

Date

Appendix C
Form: CORP-PUB-10_Form 3.0_Individual Accommodation Plan



Individual Accommodation Plan (Disability Related)

Please complete this document, in its entirety, to help identify any barriers that may impact your ability to perform the essential duties of your position. Your input is valuable in developing an individualized accommodation plan that meets your specific needs. All information contained in this document shall remain confidential and information will only be shared with those who require access to the pertinent details of the accommodation.

Employee Name	Date of Initial Request
Department / Primary Work Location	Supervisor

To be completed by employee

Limitations	Job-related task(s) affected by limitation	Is this an essential job requirement? (Y/N)

Please provide details of any specific accommodation requests. Please provide supporting information by a qualified healthcare practitioner that will support your request for accommodation. *(You can obtain a Functional Abilities Form from HR. Additional medical documentation may be required.)*

To be completed by program director (or designate) in consultation with the employee and other healthcare professional(s), as required.

Limitations	Job-related task(s) affected	Accommodations

(please attach additional pages if required)

This plan has been reviewed and approved by all parties, who agree to the above listed accommodations effective: _____

The next review of this accommodation plan will occur on: _____
 (The accommodation measure(s) shall be reviewed annually, at a minimum.)

Employee acknowledgment

In signing below, I acknowledge the information provided in this document, and any attachments related to my disability and request for accommodations, to be current and accurate. I understand that it is my responsibility to notify CLSL of any changes to my accommodation needs.

Employee Signature

Date

Management acknowledgement

Supervisor's Signature

Date

Director's Signature

Date



Multi-Year Accessibility Plan (Appendix D)

Effective Date: July 18, 2017

CORP-PUB-10_Form 4.0_Multi-Year Accessibility Plan

Purpose:

In 2005, the Ontario Government passed the Accessibility for Ontarians with Disabilities Act (AODA), to make Ontario a more accessible province, by 2025. The Act has introduced a phased in approach to the implementation of requirements through its regulations. This Multi-Year Accessibility Plan outlines the actions put in place to make our workplace more inclusive and improve opportunities for persons with disabilities.

Statement of Commitment:

CLSL is committed to providing accessible goods and services, in a timely manner, and to break down barriers and increase accessibility to ensure that persons with disabilities have genuine, open and unhindered access to services, facilities, employment, buildings, and premises. Accessibility will be achieved in a way that takes into consideration the accessibility needs of the individual, based on the type of disability, and allows individuals to maintain their dignity and independence. CLSL commits to being “responsive” and delivering service in a timely manner with respect to the nature and the accommodation required; such as offering alternate formats within a reasonable timeframe.

Multi-Year Accessibility Plan for Community Living Sarnia-Lambton (CLSL)

Integrated Standards General Requirements

Initiative	Description	Action	Status	Compliance Date
Establishment of Accessibility Policies	Develop, implement and maintain policies governing how the organization achieves, or will achieve, accessibility through meeting its requirements under the Integrated Accessibility Standards. This also includes developing and posting a Statement of Commitment.	<p>Policy drafted</p> <p>Policy to be approved and posted.</p> <p>Policy to be reviewed and revised annually (July 2018).</p>	<p>Ongoing</p> <p>To be reviewed annually</p>	January 1, 2014
Accessibility Plans	Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Act and its regulations. The plan must be posted on the organization's website and provided in an accessible format upon request. It must be reviewed and updated regularly, at least once every five (5) years.	<p>Plan has been drafted</p> <p>Plan to be approved and implemented.</p> <p>Review and revise by July 2022.</p> <p>Plan and contact information to be posted on website.</p>	<p>Ongoing</p> <p>To be reviewed every 5 years</p>	January 1, 2014
Training	<p>Training on the requirements of the Integrated Accessibility Standards and on the aspects of the Human Rights Code, as it pertains to persons with disabilities, must be provided to all employees and volunteers, persons who participate in developing the organization's policies, and other persons who provide goods, services or facilities on behalf of the organization.</p> <p>Training will be appropriate to the duties of the participants and provided as soon as practicable. Additional training will be provided in respect of any changes to the policies or practices of the organization as it relates to this plan.</p> <p>Training records will be maintained, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>	<p>Training provided to all current employees, volunteers and Board Members. Training provided to new hires during orientation.</p> <p>Continue to provide ongoing Accessibility training when our policy, practices and/or legislation changes.</p> <p>Training records to be maintained.</p>	Completed and ongoing as required	January 1, 2015

Accessibility Report	Complete government Accessibility Reports	Accessibility reports must be completed as per the government schedule.	Previous reports completed as required.	Next report due December 31, 2017.
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Customer Service Standard

Initiative	Description	Action	Status	Compliance Date
Customer Service Policy	Establishment of Accessible Customer Service Policy	CLSL developed and implemented the Accessible Customer Service Policy. Policy was revised and merged into Integrated Accessibility Policy.	Completed in May 2011 Revised July 2017	January 1, 2012
Training	<p>Training, as required by the Accessibility Standards for Customer Service, to be provided as soon as practicable and as appropriate for an individual's job duties.</p> <p>The training will include:</p> <ul style="list-style-type: none"> • a review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005; • the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07); • how to interact and communicate with persons with various types of disabilities; • how to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person; • what to do if a person with a disability is having difficulty accessing the organization's goods or services; • instructions on organizational policies, procedures and practices pertaining to the provision of goods or services to persons with disabilities. <p>Records will be kept indicating the date and training provided.</p>	<p>CLSL has provided all employees with training as required by the Accessibility Standards for Customer Service.</p> <p>All new employees will receive the training as part of their orientation.</p>	Completed and ongoing as required	January 1, 2012
Interruption of	In the event of a temporary disruption of service, the	CLSL has developed a		January 1, 2012

Service	organization will give notice of the disruption to the public. Notice must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any are available.	process for notifying the public of disruptions at any of our locations.		
Customer Feedback System	Provide a feedback process for customers with disabilities to comment on the manner in which the organization provides goods or services to persons with disabilities. Feedback should be collected using multiple methods (phone, email, comment cards, etc.). The process will specify the actions that the organization will take, if a complaint is received.	CLSL has developed a process for collecting feedback. Information to be posted in customer service locations.		January 1, 2012
Information and Communication Standard				
Initiative	Description	Action	Status	Compliance Date
Emergency and public safety information accessible to the public	Review emergency and public safety information provided such as information about alarms and other emergency alerts and develop a process for responding to requests and supports.		In Progress	January 1, 2012
Feedback	Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Develop a process for responding to requests for alternative formats or communication supports, upon request.	In Progress	January 1, 2015
Accessible Formats & Communication Supports	Accessible Formats and Communication Supports to be made available to the public in a timely manner that takes into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons. Determining the suitability of an accessible format or communication support will be in consultation with the individual making the request. The organization will also notify the public about the availability of accessible formats and communication supports.	Upon request, provide or arrange for the provision of accessible formats and communication supports to persons with disabilities in a timely manner, taking into account the person's accessibility needs. Post on website and/or put signage in reception area.	In Progress	January 1, 2016
Accessible	All new internet websites and web content on those sites	Current agency website	Pending	January 1, 2014

Websites & Web Content	must conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in the regulations.	does not conform with WCAG 2.0; however, when the website is updated it will meet requirements. Other agencies are updating their website and web developers are aware of need for compliance. By January 1, 2021, CLSL will conform with WCAG 2.0, Level AA, in regards to its website and web content.	To be completed by 2020	January 1, 2021
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Employment Standard

Initiative	Description	Action	Status	Compliance Date
Recruitment, Assessment or Selection Process and Notice to Successful Applicants	<p>During a recruitment process, notification will be provided (to employees and the public) about the availability of accommodations for applicants with disabilities.</p> <p>Job applicants who are individually selected to participate in the selection process will be notified that accommodations are available, upon request.</p> <p>Accommodations, that take into consideration the individual's accessibility needs due to disability, will be determined in consultation with the individual making such request and suitable arrangements will be provided.</p> <p>Successful applicants will be notified of the organization's policies for accommodating employees with disabilities.</p>	<p>Job postings will include a statement regarding accommodation.</p> <p>CLSL will notify job applicants that accommodations are available, upon request.</p> <p>An applicant requesting an accommodation shall be consulted in order to ensure the accommodation is suitable and takes into account the applicant's accessibility needs.</p> <p>CLSL will continue to identify barriers that exist and work towards eliminating these.</p>	In Progress	January 1, 2016

<p>Informing Employees of Supports</p>	<p>Employers will inform its employees, and new hires, of its policies used to support its employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs. Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>	<p>CLSL will continue to inform current and new employees of its policies for accommodating and supporting employees with disabilities and of any changes.</p> <p>This will be done either through training sessions, postings and/or memos.</p>	<p>Completed</p>	<p>January 1, 2016</p>
<p>Accessible Formats & Communication Supports for Employees</p>	<p>Upon request, the employer will consult with an employee with a disability to provide or arrange for the provision of accessible formats and communication supports for:</p> <ul style="list-style-type: none"> (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace. 	<p>CLSL will, upon request, provide or arrange for the provision of accessible formats and communication supports to employees with disabilities in a timely manner, taking into account the person's accessibility needs.</p>	<p>In Progress</p>	<p>January 1, 2016</p>
<p>Workplace Emergency Response Information</p>	<p>The employer will provide individualized workplace emergency response information to employees with a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability. This will be completed as soon as practicable after the employer becomes aware of the need for accommodation.</p> <p>If an employee who receives individualized workplace emergency response information requires assistance, and after receiving the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to assist the employee.</p> <p>The individualized workplace emergency response information will be reviewed:</p> <ul style="list-style-type: none"> (a) when the employee moves to a different location in the organization; 	<p>This information is available in the policy.</p> <p>CLSL will create an individual emergency evacuation plan for any employee who discloses they require accommodation.</p> <p>As required, employees will be designated to assist in emergency situations.</p> <p>Only information relevant to the emergency response plan will be shared.</p>	<p>In Progress</p>	<p>January 1, 2012</p>

	<p>(b) when the employee's overall accommodation needs or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>	Ensure any such plan is communicated, as needed and reviewed at least annually.		
Documented Individual Accommodation Plans	<p>Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. The employer will provide individual plans to help employees with disabilities during an emergency and/or provide emergency information that's formatted so an employee with a disability can understand it.</p> <p>This written process will include:</p> <ul style="list-style-type: none"> • the employee participation methods in the development of the individual accommodation plan. • the means by which the employee is assessed on an individual basis. • the manner in which the employer can request a 3rd party medical evaluation, at the employer's expense, to determine if and how accommodation can be achieved. • the manner in which the employee can request the participation of a representative from their bargaining agent, where applicable, or otherwise a representative from the workplace, in the development of the accommodation plan. • the steps taken to protect the privacy of the employee's personal information. • the frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. • the manner in which an individual accommodation plan will be denied, with applicable reasons for the denial provided to the employee. • the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. 	CLSL has developed a written process for the development of documented individual accommodation plans for employees with disabilities.	In Progress	January 1, 2016
Return to Work Process	The employer will develop, implement and document a return to work process for its employees who have been absent from work due to a disability and require disability-related	CLSL has in place a return to work process for its employees who have	In Progress	January 1, 2016

	<p>accommodations in order to return to work. The return to work process will outline the steps the employer will take to facilitate the employee's return to work and use individual documented accommodation plans, as part of the process. The return to work process referenced in this section does not replace or override any other return to work process created by, or under, any other statute.</p>	<p>been absent from work due to a disability and require disability related accommodations in order to return to work.</p>		
Performance Management, Career Development & Advancement and Redeployment	<p>Performance management, career development and redeployment processes need to take into consideration the needs of employees with disabilities, as well as any individual accommodation plans.</p>	<p>CLSL will continue to take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, for employees with disabilities.</p>	In Progress	January 1, 2016

Transportation Standard

Initiative	Description	Action	Status	Compliance Date
Provide accessible vehicles or equivalent services upon request	<p>When transportation services are provided/contracted, ensure transportation provider adheres to accessibility requirements and standards.</p>	<p>Transportation standard does not apply to CLSL</p>	N/A	N/A

Built Environment Standard

Initiative	Description	Action	Status	Compliance Date
New or redeveloped spaces need to be accessible	<p>Requirement applies to new construction and/ or major changes to existing public spaces, such as parking lots. It also applies to newly constructed service counters and fixed queuing guides and newly constructed or redeveloped waiting areas (inside or outside). Public spaces will meet the requirements specified in the Ontario Building Code and the AODA standards and regulations.</p>		In Progress	January 1, 2017

Include procedures for preventative and emergency maintenance of the accessible elements in public spaces	Preventative and emergency work order system in place to ensure all facilities are well maintained		In Progress	January 1, 2017
Procedures for dealing with temporary disruptions when accessible elements under this standard are not in working order.	When temporary disruptions occur, notice is posted electronically and signage is placed at the location which provides alternative accessible routes/locations.		In Progress	January 1, 2017

For More Information:

For more information on this accessibility plan, please contact:

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Accessible formats:

This document is available, free of charge, in accessible formats and can be requested from the Human Resources Department.