

Community Living Oakville Multi Year Accessibility Plan 2023-2028

Statement of Commitment

In fulfilling our mission, vision and core values Community Living Oakville (CLO) is committed to providing services in a way that respects and upholds the dignity and independence of people with disabilities. CLO's Multi-year Accessibility Plan demonstrates its commitment to compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and how we continue to strive to remove barriers and improve accessibility for people with disabilities.

Who We Are

Community Living Oakville was founded by parents in 1954 who dreamed of a better life for their family member with a disability. It has grown over the years to now include Supported Living, Supported Independent Living, Community Participation and Supports, Employment Services and Summer Programs.

Multi-Year Accessibility Plan

Community Living Oakville's Multi-Year Accessibility Plan will be reviewed and updated every 5 years. The Plan is posted on CLO's website and is available in an accessible format upon request.

Customer Service

CLO is committed to complying with the standards established by the Accessibility for Ontarians with Disabilities Act and the 2016 consolidation of the regulations into the *Integrated Accessibility Standards, O. Reg. 191/11*.

- Services are provided in a manner that respects the dignity and independence of persons with disabilities
- CLO will review policies annually and update the website as needed
- Customer satisfaction surveys to solicit feedback from people we support and families are available in accessible formats to people with disabilities upon request
- Complaint Process has been established and made available to people with disabilities, their families, guardians and/or advocates and the general public to encourage feedback regarding the way Community Living Oakville provides services
- CLO will collect, review and respond to gaps or complaints relating to accessible customer service
- People with disabilities have equal opportunity to obtain, use and benefit from our services

- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law
- When communicating CLO considers the person's disability and associated needs
- CLO will issue notification of disruption of services as quickly as possible

Information and Communication

CLO is committed to meeting the communication needs of people with disabilities. We consult with people with disabilities to provide them with information that takes into account the person's disability.

- All publicly available information and communication will be available on request in an accessible format or with a communication support
- CLO will consult with persons with a disability to provide them with information in a manner that takes into account the person's disability
- Clear, plain language is used and on request, alternative formats (such as telephone, mail, email, texting and in-person) to support accessible communication with people supported and employees
- CLO uses resources that support accessible virtual and in person meetings and engagement activities
- CLO's website and web content conform to WCAG 2.0 Level AA standard for accessibility
- CLO provides training on the AODA Information and Communication Standards to employees and volunteers involved in developing or disseminating information internally or externally on behalf of the organization
- CLO will make internal emergency plans available in alternate formats to employees with disabilities when necessary and upon request

Employment

CLO is committed to fair, equitable, inclusive, and accessible employment practices. CLO will:

- Provide accommodation throughout the hiring process (pre-screening, recruitment, selection, and onboarding)
- Endeavour to identify and reduce or eliminate systemic barriers to accessible employment and growth opportunities
- Inform employees of policies supporting employees with disabilities and provide this information to new employees during onboarding
- Provide updated information on accommodations policies to employees when changes occur and consult with employee to determine suitability of format or support
- With the employee, develop individual accommodation plans and return-to-work plans for employees with a disability

- With the employee, develop an Individualized Workplace Response Plan outlining the emergency response information or protocols for the employee when requested
- Ensure Performance Feedback takes into account the accessibility needs of employees with a disability

Training

CLO is committed to provide training to all employees and volunteers on Ontario's accessibility laws and on the Human Right Code as it relates to people with disabilities.

- Upon request provide training resources or materials in an accessible format
- Provide training appropriate to work duties
- Ensure new employees and volunteers complete training in a timely manner
- CLO will maintain a record of the training provided, participant's names and dates of completion

Design of Public Spaces

Community Living Oakville will incorporate accessibility requirements under the IASR when building or redeveloping a public space identified under Accessibility Standard for the Design of Public Spaces.

Transportation

The Transportation Standards apply to public transportation (bus, train, subway, etc.). This standard is not applicable to Community Living Oakville.

For more information on this accessibility plan, please contact:

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