

Accessibility Plan

Introduction

Community Living Mississauga's new 2023-2028 Multi-year Accessibility Plan demonstrates its commitment to compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and how Community Living Mississauga will continue to remove barriers and improve accessibility for people with disabilities. This plan also affirms Community Living Mississauga's commitment to providing quality services and supports in a manner that respects the dignity and independence of people with disabilities.

Statement of Commitment

Community Living Mississauga is committed to providing services in a way that respects and upholds the dignity and independence of people with disabilities. Diversity, equity, and inclusion (DEI) are integral to our values and we are committed to address accessibility through our DEI culture where everyone is able to connect, belong and grow. We are also committed to meeting the needs of people with disabilities in a timely manner and will do so by identifying and removing barriers to accessibility, and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Past Accomplishments:

- Accessibility Policy has been developed and published on our website.
- Accessibility Policy has been reviewed annually.
- Training on AODA Customer Service has been provided to all employees and volunteers at Community Living Mississauga.
- Comments relating to our programs and services with regard to customer service are welcomed and appreciated.
- A process, Complaint/Concern Resolution, 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 Mississauga provides services. This feedback can be made verbally, by e-mail or in writing. All feedback collected from people supported or the general public is reviewed and analyzed regularly to identify potential barriers or gaps in customer services, and to ensure appropriate actions are taken.
- Report compliance with the customer service standard on the Accessibility Compliance Reporting tool at Service Ontario's One-Source for Business website annually.

2023-2028 Multi-Year Accessibility Plan

Accessibility Standards for Customer Service

Community Living Mississauga will continue to make reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Services are provided in a manner that respects the dignity and independence of persons with disabilities.
- Policy review will continue to take place annually.
- A customer satisfaction survey has been designed and will be implemented to solicit feedback from people we support and families regarding the support and services they received.
- 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.
- Community Living Mississauga employees, when communicating with a person with a disability, will do so in a manner that takes into account the person's disability.
- Continue to meet compliance with the Accessible Customer Service Regulation under the AODA.

Emergency Information

Community Living Mississauga is committed to providing general public and people supported with publicly available emergency information in an accessible way upon request. We will make internal emergency plans available in alternate formats to employees with disabilities when necessary and upon request.

Training

Community Living Mississauga will continue 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. Training will be provided in a way that best suits the duties of employees and volunteers.

Community Living Mississauga will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws:

- Provide educational or training resources or materials in an accessible format that considers the accessibility needs of a person with a disability.
- Ensure new employees and volunteers complete training in a timely manner.
- Keep and maintain a record of the training participant's names and dates of completion.

Information and Communication

Community Living Mississauga is committed to meeting the communication needs of people with disabilities. We will continue to consult with people with disabilities to determine their information and communication needs. Community Living Mississauga has undertaken the following plans to ensure compliance with this standard:

- Continue to assess accessibility of existing website, organization, and content; and ensure that essential company information is accessible to persons with disabilities.
- Continue to consult with persons requesting alternative formats. For example, a feedback process has been established that is accessible, and alternate formats are made available such as telephone, mail and in-person. These processes have been communicated to the public and are available on our website.
- Continue to ensure that our website and web content conform to WCAG 2.0 Level AA and are user friendly for people with a range of needs. Our website currently provides a feature that allows users to change the size of text online to suit their preference. Furthermore, a “ReachDeck Toolbar” has been added and is visible on our website to provide support with reading and translation.
- Continue to offer training on the AODA Information and Communication Standards to employees that are involved in developing or disseminating information internally or externally on behalf of the organization.
- Post notices on the website and on premises that information is available in a variety of accessible formats. For example, CLM has created a pool of employees who speaks other languages (i.e. Italian, Hindi) or capable of using other form of communication (i.e. Sign language). Should a person with disability or family requires communication in other languages or format, CLM will engage this pool of employees to offer interpreter services.

Employment

Community Living Mississauga is committed to fair, equitable, inclusive, and accessible employment practices. To remain compliant with AODA, Community Living Mississauga will continue to educate and inform the public and potential employees and volunteers that, when requested, Community Living Mississauga will provide reasonable accommodation to people with disabilities during the recruitment, selection, and onboarding processes. Following actions to be followed:

- Proactively identify and address systemic barriers to employment and growth opportunities for current and potential employees.
- Specify on job postings that accommodation is available for applicants with disabilities. All pertinent recruitment and assessment materials can be available in alternate formats, upon request.
- When making offers of employment, notify successful applicant of policies for accommodating employees with disabilities.
- During onboarding, inform employees of policies supporting employees with disabilities. Provide this information to new employees as soon as practicable after hiring.

- Provide updated information on accommodations policies to employees when changes occur and consult with employee to determine suitability of format or support.

Accommodation and Return to Work

Community Living Mississauga is committed to make reasonable efforts to develop policies and put in place a process for individual accommodation plans and return-to-work plans for employees that have been absent due to a disability. The process includes steps Community Living Mississauga will take to facilitate the return-to-work process and the individual accommodation plans. For further details on the return-to-work process, employees can refer to Human Resources. The steps involve:

- Initiating and/or participating in discussion with the employee requiring the individual accommodation plan.
- Requesting outside medical evaluation to determine if accommodation can be provided and how.
- Ensuring a high level of respect for the individual and their privacy.
- Providing regular review, updates, and follow-ups.
- Providing reason for denial, if applicable.
- Providing Individual Accommodation Plans in a format that considers the needs of the employee.
- Developing/sharing individualized workplace emergency response information, if applicable.

Design of Public Spaces

Community Living Mississauga will establish plans to meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

Community Living Mississauga 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.

Transportation

Community Living Mississauga does not provide transportation.

For more information on this accessibility plan, please contact:

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Standard and accessible formats of this document are available upon request.