

Accessibility Plan 2022

Introduction

Community Living Kingston and District has completed formal Accessibility Plans on an annual basis since 2007.

Community Living Kingston and District's Accessibility Plan addresses accessibility issues at our program locations and in the community at large. Community Living Kingston and District is committed to identifying and removing barriers that reduce the ability of persons served to fully access both our programs and the community as a whole. Community Living Kingston and District's Accessibility Plan is designed to summarize the following:

- Those barriers that were removed or otherwise addressed by the agency in the past, specifically over the course of the past year.
- Those items that the organization still intends to address, as well as new items that have been brought to the agency's attention. Some of these items contain firm deadlines for completion, while others do not.
- Those items that were identified, but that the agency does not feel can be addressed at this time for one reason or another.

Identification of Barriers

In preparing this year's Accessibility Plan, Community Living Kingston and District utilized several methods in which to identify accessibility barriers:

- The organization's 2021 Accessibility Plan was used to identify items that were already considered to have been a concern.
- Individual persons served and personnel were consulted by the Quality Assurance Manager and contributed to the identification of issues and potential ideas on how to rectify them.
- The organization's leadership routinely identifies maintenance and property issues throughout the agency. This information was used to identify property issues that negatively impact the accessibility needs of the persons served by the agency.
- The organization's leadership is brought up to speed on accessibility issues by personnel and by persons served on an ongoing basis. The issues anecdotally identified in this manner were also useful in the creation of this plan.
- An Accessibility Remediation Plan is kept current by the QA Manager at all times and serves as a basis to ensure items are followed up.

Standing Items of Concern

Throughout this plan, reference is made to 'standing items of concern.' These are items that tend to be fairly broad in nature, and it is unlikely that there is a single strategy that will eliminate the barrier. However, they are items of significant importance to CLKD, and it is imperative that they not be forgotten.

Review of Accessibility Plan

Progress around the plan will be completed regularly. A full review of the organization's Accessibility Plan will be completed at least annually. The Quality Assurance Manager assumes the lead for the Accessibility Plan.

Communication of Accessibility Plan

The accessibility plan will be posted on the agency website and will be available to staff via Nucleus.

Accessibility Plan

Area(s) of Concern	Architectural. An <i>architectural</i> barrier is any physical factor that makes accessibility difficult for an individual. This may include narrow doorways, bathrooms that might need to be made more accessible, or even something as simple as the location of furniture.
Items Addressed In 2021	<p>-Mowat has a number of accessibility barriers (it is an old home that is not architecturally equipped for easy accessibility). To this end, a new home on Clover Street was built and occupied as of December 2021.</p> <p>-Front doors were widened at both Co2 and Milestones to promote accessibility. The foyer at Co2 was also reconfigured to be more accessible, and accessible washrooms were built/rebuilt at both locations.</p> <p>-The bathroom at Smithfield was renovated again to address issues with previous work that had not sufficiently ensured accessibility.</p> <p>- Automatic door opener installed at Ringstead to help make bathroom area more accessible.</p> <p>- Significant work was completed in Spring 2021 at the Respite house in order to make it more physically accessible.</p> <p>- An accessible cement deck was put in place in the Arbour backyard to better allow persons served to access their yard.</p>
Standing Items of Concern/Areas needing improvement	<p>- Slow snow and ice removal can restrict access to and from program locations. The agency has contracted snow removal services out to improve this area, but vigilance is required.</p> <p>- As the needs of persons served in Family Home arrangements change, CLKD must be prepared to offer assistance to meet accessibility needs. This often requires requests for funding from MCCSS.</p>
Future Goals	<p>Barrier: No front ramp at Melanie to allow for accessibility.</p> <p>Strategies to Remove Barrier: Build front ramp</p> <p>Potential Obstacles: Costs, and design issue could be challenging</p> <p>Persons Responsible: Mark Vass, Sherrill Boyes</p> <p>Target Date: Is targeted for between two and four years for completion (item held over from 2020)</p>

Area(s) of Concern	Environmental. An <i>environmental</i> barrier is a characteristic of a setting that compromises service delivery and benefits to be gained. This may include items such as flickering lighting, noise levels, and troublesome fragrances
Items Addressed In 2021	<p>Ergonomics assessments were completed at both Atrium and Gardiners, with the accompanying recommendations being put into place.</p> <p>The move of the Lyons and Compass teams to Elliott Avenue ensured better access to services and more flexible service delivery from a 'hub' model.</p>

Standing Items of Concern/Areas needing improvement	None
Future Goals	None

Area(s) of Concern	Attitudinal. An <i>attitudinal</i> barrier is a preconceived (usually negative) attitude that people have towards persons served. Examples of this may include attitudes of neighbours or other community members, or the lack of “person first” language used by agency personnel.
Items Addressed In 2021	<p>- An item of concern towards the end of 2020 was that persons served by the agency were not being recognized as a priority need for COVID vaccinations. This could be perceived as an attitudinal barrier, given that it may be influenced by community perceptions. Provincial advocacy organizations of which CLKD is a member have led advocacy efforts here.</p> <p>- The Natural Supports Working Group was put into place to have a team of key players who could educate staff about the importance of natural supports for persons served. Presentations are completed on the Surge LMS at the time of hire, as well as in person at new staff orientation shortly after. Coordinators are also sharing info from the group with their teams.</p> <p>- CLKD has recently started hiring many new Canadians/temporary staff on a work Visa, and this brings with it the possibility of negative attitudes towards them from other staff. To this end, CLKD has introduced cultural competency and diversity training, starting at the Management and Coordinator levels, which will then be filtered to other staff.</p>
Standing Items of Concern/Areas needing improvement	<p>-There can be challenges with community partners who struggle to understand that individuals with intellectual disabilities may need other services that address mental health, addictions, etc. This is dealt with via advocacy.</p> <p>- Negative attitudes of neighbours and community members can sometimes stigmatize persons served. This is addressed on an ongoing basis through follow-up where such concerns are expressed. Raising the profile of the agency and its mission is also one way to combat this.</p>
Future Goals	None

Areas of concern	Employment. An <i>employment</i> barrier is an indication that a workplace does not provide sufficient flexibility or equipment to ensure a productive and satisfying workplace for employees. An employment barrier may also speak to measures that are in place to promote successful employment for persons with disabilities.
Items Addressed In 2021	<p>-While there was no commitment to securing long-term funding, commitment was made by agency to keep at least some form of Employment Facilitator position active into 2022.</p> <p>- As noted in the <i>attitudinal</i> barriers, CLKD is hiring many new Canadians/temporary staff on a work Visa and has required all Managers and Coordinators to completed cultural communication/diversity training. It is hoped</p>

	<p>that such training will help ensure a fully accessible workplace to all staff, including a focus on communication needs of these new staff.</p> <p>- New involvement in the vjobready initiative as a means of facilitating employment opportunities for persons served.</p>
Standing Items of Concern/Areas needing improvement	Long-term staffing in employment supports division is not secured, as most positions are grant-based.
Future Goals	<p>Barrier: No funding for Employment Facilitator position in Employment Services past March 2022</p> <p>Strategies to Remove Barrier: Try to secure grant or other funding to continue position</p> <p>Potential Obstacles: Lack of grants/funding available.</p> <p>Persons Responsible: Matt Luck, Colleen Kelly-Jansen</p> <p>Target Date: August 31, 2022</p>

Area(s) of Concern	<p>Communication. A <i>communication</i> barrier looks at anything that inhibits information being accessible and understandable to all. Examples may include the possible absence of devices available to persons served or personnel to be able to be understood by others, or promotional materials that are not present in formats that are easily understandable.</p>
Items Addressed In 2021	Upon request, transparent face masks secured for a staff member who is deaf and depends on lip reading
Standing Items of Concern/Areas needing improvement	<p>- Program information is available only in print and assumes a relatively high level of literacy. The organization attempts to combat this via plain-language versions of many documents (rights, complaints procedure). A concerted effort to develop pictorial versions of personal plans has been underway for several years. The organization desires to develop video versions of many documents.</p> <p>- Ongoing need for ASL training for staff throughout agency, especially at CIP. This is addressed by offering/requiring training upgrades as classes become available in community.</p>
Future Goals	<p>Barrier: Ongoing need for ASL training, though level of ASL needed is not consistent across the agency</p> <p>Strategies to Remove Barrier: Joint Staff Education Committee has indicated a willingness to fund production of a video that could be tailored to CLKD's needs.</p> <p>Potential Obstacles: Time to complete project.</p> <p>Persons Responsible: Joint Staff Education Committee</p> <p>Target Date: End 2022</p>

Area(s) of Concern	<p>Transportation. A <i>transportation</i> barrier speaks to situations in which service recipients are unable to reach or participate fully in services because of the lack of suitable and available transportation</p>
Items Addressed In 2021	-Family Support has adopted video and telephone consultations to augment in-person drop ins which were sometimes difficult for families to access due to transportation barriers.

	- New vehicles were purchased in 2021. A plan still exists to continue to replace fleet vehicles as they age.
Standing Items of Concern/Areas needing improvement	<p>Local accessible bus system has limited availability for bookings for persons served. This is primarily being addressed through a good relationship with the service and distributing information to persons served that promotes good booking habits that allows for maximum service flexibility.</p> <p>The number of agency vehicles, especially accessible ones, can be seen as limited, sometimes limiting community involvement activities of persons served. The organization has a vehicle replacement plan organizing the maintenance of the fleet and keeping it at the current level. However, it is very cost-prohibitive to add additional vehicles (upwards of \$70000 per vehicle). A working relationship with an Ontario-based seller has been cultivated over the past few years.</p> <p>Increasing concern is the number of non-drivers or drivers with G2 that CLKD is now hiring. This limit driving access. It also poses potential issues with insurance company, who are reluctant to extend fleet insurance to G2 or inexperienced drivers. Staff who are inexperienced drivers also report trepidation about driving large vehicles.</p>
Future Goals	<p>Barrier: Insurance/safety risks with inexperienced drivers. Strategies to Remove Barrier: Increase driver training to those who meet the standards of outside safety company. Potential Obstacles: Time to manage, costs Persons Responsible: Dixie Luck Target Date: Fully implement by end 2022</p> <p>Barrier: Lack of driving access with staff without full licensing Strategies to Remove Barrier: Attempt to limit hiring of non-G level candidates. Potential Obstacles: Very limited hiring pool Persons Responsible: Lisa Macdonald Target Date: Ongoing</p>

Area(s) of Concern	Community Integration. A <i>community integration</i> barrier is anything that may limit an individual's ability to fully access their community in a way of their choosing
Items Addressed In 2021	<p>Removing community integration barriers are at the core of the organization's everyday work.</p> <p>COVID had significantly disrupted services in CIP, which was closed for the bulk of 2020. In 2021, a truncated reopening of CIP was able to occur within the framework of cohort directives put forward by MCCSS.</p> <p>Requirement that all staff be vaccinated meant that they would be able to provide support at all community locations, allowing for participation with persons served.</p>
Standing Items of Concern/Areas needing improvement	Items listed under <i>transportation</i> and <i>financial</i> are also related to community integration.
Future Goals	None

Area(s) of Concern	Financial. A <i>financial</i> barrier is anything that may mean that a service is restricted because of a lack of sufficient financial resources. Financial barriers may exist at the organizational level or may be specific to funds possessed by persons served.
Items Addressed In 2021	As planned for in last year's report, CLKD was charging less for Passport funded services than it actually costs to provide. In November 2021, families were notified with six months notice of an upcoming fee increase to that they had adequate time to prepare in case service reductions were required. A half-time position in Family Support that had been committed to fiscally has been extended and will be merged with a new half-time position in Lennox and Addington. Note that one of last year's goals was to use an anticipated MCCSS adoption of the Life Share brand to support plans to increase recruitment of Family Home providers. It is now understood that this brand will not be adopted so CLKD cannot access it.
Standing Items of Concern/Areas needing improvement	Funding and finances for persons served are not always sufficient, limiting community participation, quality of life, and the ability of families to maintain care. CLKD combats this by being active in provincial organizations that advocate for additional funding, and by petitioning MCCSS on a situational basis for funds.
Future Goals	None
Area(s) of Concern	Technology. A <i>technology</i> barrier is related to a need of a stakeholder to access technology to ensure communication or inclusion into services.
Items Addressed In 2021	The Family Support program transitioned workshop materials and presentations to online platforms in 2020 as a way to manage during COVID. This included sessions on Passport, ACSD, SSAH, etc.
Standing Items of Concern/Areas needing improvement	Persons served have limited access to assistance with augmented communication systems. A reduction in community resources in 2011 contributed to this, leaving the organization 'communication helpers' without clinical supervision and limiting their ability to expand or maintain their roles.
Future Goals	None

Area(s) of Concern	Housing. A barrier that is not easily categorized Lack of appropriate and accessible housing for persons served. Barrier identified by persons served, personnel and funder.
Items Addressed In 2021	- Established and continued partnership with Home Base Housing as part of development of affordable housing units. - Furthering of relationship with Ongwanada to attempt to create transitional

	affordable housing units.
Standing Items of Concern/Areas needing improvement	None
Future Goals	Continuation of efforts established in 2021.

Requests for Reasonable Accommodations

There were a number of requests for reasonable accommodations by employees or prospective employees in the past year. When applicable, these were documented in *Individual Accommodation Plans*. All requests were able to be accommodated. A summary of the requests follows (note that these do not include short-term accommodations directly related to WSIB claims, and includes only **new** requests made in 2021-22):

Type of Request	Number of Requests
Accommodations for documentation/record keeping (completed in conjunction with OT assessment)	1
Requested OT assessment for ergonomics	1
Request for ergonomically correct chair at location	1
Ergonomics assessment completed at main office (completed by ergonomist)	1
Accommodations for physical nature of work	4
Request for transparent face masks to facilitate communication	1

The accessibility plan was reviewed in March 2022. Monitoring of items will continue throughout the year, with a formal update of the plan again being completed no later than March 2023.

Note: Items in this plan are monitored and tracked regularly. This 'formal' plan is updated annually.