Accessibility Plan 2026-27

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.

● In some cases, 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 2024-25 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.

● The organization's monthly health and safety checklist also asks respondents to identify accessibility concerns.

● 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.

● A specific feedback request was distributed to stakeholders in November 2025 requesting that accessibility concerns be identified.

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 available to staff via Nucleus. Updates around the Accessibility Plan will be included in the annual Quality Assurance Report Card, which will be available on the CLKD website.

Accessibility Plan

Area(s) of Concern	**Architectural**. An *architectural* 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 2025	- Full accessibility needs considered for designs for Elliott (opened summer 2025), the training space (to be opened early 2026) and Milestones (to be opened spring 2026). - Installed accessible exit at Mowat basement.
Standing Items of Concern/Areas Needing Improvement	- 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. - The organization has several older Inclusive Living locations that are not ideal for a variety of accessibility reasons. While replacement of these locations is a significant endeavour, the organization must monitor this need carefully.
Status of 2025 Goals	**Barrier:** Ensure that new office expansions/renovations at Elliott, Milestones, and the training centre include full accounting of accessibility needs of persons served and staff. **Status:** Elliott opened after the fall 2025 meeting and met all accessibility needs reported by stakeholders. The training centre is almost complete as of the report date,with needs similarly met—due to open by February 2025. Milestones designs are complete with accessibility needs addressed in planning—due to open by April 2025. **Goal met.** **Barrier:** No accessible external exit in as-yet unfinished basement apartment at Mowat. **Status:** Egress window put in place, location was fully opened by summer 2025. **Goal met.** **Barrier:** Stretchers/gurneys cannot make it up stairs due to angle of approach at Clover. **Status:** Has been determined that this is impossible to meet without costly and intrusive renovation. CLKD is tabling this one as unfeasible at this juncture. We have a similar potential concern at the Delmar location that is currently under construction, but we are looking at installing a portable evac-chair for assistance. However, a flexible stretcher was purchased for Clover that allows for easier maneuvering around the staircase. **Not met, but concern mitigated.**
Future Goals	**Barrier:** All legal requirements and stakeholder needs will need to be addressed in renovation of Elliott Unit 9, new training space, new South East Regional planning office, new Delmar location, and potentially renovated Smithfield. **Strategy:** Work with stakeholders, architects, and contractors to ensure that all needs are met. **Person(s) Responsible:** Dixie Luck, Mark Vass, and designated Program Managers **Target:** As locations are developed throughout 2025.

Area(s) of Concern	**Environmental.** An *environmental* 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 2025	None.
Standing Items of Concern/Areas Needing Improvement	None
Status of 2025 Goals	N/A. No goals were set.
Future Goals	**Barrier:** Gananoque staff note that thin walls, structure of building, make for noisy location and it is difficult to work with this environmental barrier. **Strategy:** It would be nearly impossible to refurbish the building at a reasonable price point. Purchase noise cancelling headphones for staff use where desired as a mitigation strategy. **Person(s) Responsible:** Rob Yeo **Target:** July 2025

Area(s) of Concern	**Attitudinal**. An *attitudinal* 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 2025	- New Social Capital training designed and ready for implementation January 2026. - Training of leadership and Facilitator level staff around attitudinal barriers with Dr. Al Condeluci June 2025. - Advocacy efforts at Pressures and Priorities table to cease categorizing persons served based on labels like 'behavioural'. - Efforts in Inclusive Living to re-educate staff about values when working in a person's home and increased focus on *presence* and *contribution*. - At the request of a stakeholder, we changed the images used in the rights review, as CLKD didn't recognize the stigmatizing or offensive nature of one graphic that was inadvertently used.
Standing Items of Concern/Areas Needing Improvement	-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. - 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.
Status of 2025 Goals	**Barrier:** No consistent internal training related to organizational philosophy. **Status:** Social capital training designed, ready to implement January 2026. **Goal Met.**

Future Goals	None.

Areas of Concern	**Employment**. An *employment* 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 2025	- Grant secured to increase supports in Employment Supports in 2025-26 fiscal year.
Standing Items of Concern/Areas Needing Improvement	Long-term staffing in employment supports division is not secured, as most positions are grant-based.
Status of 2025 Goals	**Barrier:** No confirmed funding for summer job partner program. **Status:** Canada Summer Jobs confirmed funding for Summer 2025. **Goal Met.**
Future Goals	**Barrier:** No confirmed funding for summer job partner program. **Strategies to Remove Barrier:** Secure funding through Canada Summer Jobs **Potential Obstacles:** Lack of grants/funding available. **Persons Responsible:** Krystle Gauthier **Target Date:** May 2026 **Barrier:** No confirmed funding to extend DSP position in Employment Services. **Strategies to Remove Barrier:** Secure funding through grant. **Potential Obstacles:** Lack of grants/funding available. **Persons Responsible:** Rob Andrews **Target Date:** May 2026

Area(s) of Concern	**Communication.** A *communication* 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.
Items Addressed In 2025	- Communication boards put up in bedroom of person served at McMichael to facilitate better communication. - Multiple staff approved via JSEC for ASL training.
Standing Items of Concern/Areas Needing Improvement	- Program information is available mainly 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. - Ongoing need for ASL training for staff throughout agency, especially at McMichael, Arbour, CIP. This is addressed by offering/requiring training upgrades as classes become available in community and by directing staff to Surge training.
Status of 2025 Goals	N/A. No goals set**.**

Future Goals	None

Area(s) of Concern	**Transportation.** A *transportation* 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.
Items Addressed In 2025	- Continued to replace aging vehicles to ensure full CLKD fleet. This has been achieved despite challenges sourcing accessible vehicles and the significant cost associated with them (up to $150,000 per vehicle).
Standing Items of Concern/Areas Needing Improvement	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. The organization continues to be vigilant about accessible vehicle acquisition and replacement. 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 $150,000 per vehicle). A working relationship with an Ontario-based seller has been cultivated over the past few years.
Status of 2025 Goals	N/A- No formal goals set
Future Goals	None

Area(s) of Concern	**Community Integration**. A *community integration* barrier is anything that may limit an individual's ability to fully access their community in a way of their choosing
Items Addressed In 2025	-Significant re-scaling of services in CIP completed, allowing many persons served back to community activities after COVID shutdowns. - Continued support of CLKD's Volunteer Services program which facilitates many persons served making community connections. - Introduced Passport utilization as a performance indicator for Inclusive Living.
Standing Items of Concern/Areas Needing Improvement	Items listed under *transportation* and *financial* are also related to community integration.
Status of 2025 Goals	**Barrier:** No consistent way to track community resources and their accessibility. Plan to develop database of community resources that also notes the accessibility of those resources. **Status:** No significant progress at this point. It will be rolled over to be a goal for 2025.
Future Goals	None formal, but some success determined by Inclusive Living's effectiveness indicator related to Passport utilization.

Area(s) of Concern	**Financial**. A *financial* 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. and **Service Access.** A *service access* barrier is related to the inability of persons served to access services due to lack of availability.
Items Addressed In 2025	- Continued engagement in opportunities to develop affordable housing (see Strategic Plan update). - CLKD took on additional service at Cassidy Street in January 2025 to ensure that needs of transition-aged youth are better met. - CLKD utilized resource at Mowat Avenue to support a vulnerable person served even though they did not fit the original funding/referral model. - Efforts to develop creative housing options for persons served, as outlined in Strategic Plan update. - Ongoing TAY planning updates through new South East Regional Planning team. - Continued participation in Community Living Ontario's *Waiting to Belong* campaign.
Standing Items of Concern/Areas Needing Improvement	Funding and finances for persons served are not sufficient, limiting community participation, quality of life, and the ability of families and CLKD 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. Many persons served are finding dental care a barrier, as eligibility requirements for dental coverage for ODSP and for CDCP conflict with one another.
Status of 2024 Goals	**Barrier:** Ongoing need for funding in DS sector **Status:** CLKD reached out to local candidates for 2025 Ontario election to discuss needs of DS sector and has kept up resulting dialogue with local MPPs. **Goal Met, but requires ongoing attention.**
Future Goals	**Barrier:** Lack of accessible or available respite options. **Strategy:** With assistance of MCCSS, renovate Smithfield and fund it to allow for respite to be delivered [cannot be considered until Delmar is opened and Smithfield residents moved to this home]. **Persons Responsible:** Erin Impola, Krystal Wood, Mark Vass **Timeline:** Develop plan by year end 2026.

Area(s) of Concern	**Technology.** A *technology* barrier is related to the need of a stakeholder to access technology to ensure communication or inclusion into services.
Items Addressed In 2025	None

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.
Status of 2025 Goals	N/A. No goals identified.
Future Goals	None

Requests for Reasonable Accommodations

CLKD fielded approximately 114 requests for reasonable accommodations from staff in the 2025 calendar year. These included:

- Requests for physical accommodation due to injury (both workplace and non-work related) or illness. These make up the majority of the requests.
- Mental health-related accommodations
- Scheduling accommodations for religious or other observances.
- Needing communication translation

Individual accommodation requests may be documented in a variety of ways, including *Individual Accommodation Plans*, medical assessments, WSIB documentation, email follow-up, and other written follow-up.

Review

The accessibility plan was reviewed in January 2026. Monitoring of items will continue throughout the year, with a formal update of the plan again being completed no later than twelve months later.

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