COMMUNITY LIVING
Kingston and District
Inspiring Possibilities

Multi Year Accessibility Statement

Revised May 2026

Introduction

Community Living Kingston and District's (CLKD) Accessibility Policy guides the agency's work in the areas of accessibility. The Accessibility Policy Statement is the agency's commitment statement and is as follows:

CLKD strives at all times to provide all of its goods and services in ways that respect the dignity and independence of people with disabilities. The organization is also committed to providing access to support and services in ways that take into account peoples' disabilities and specific requirements for the provision of service. This policy applies to all people with disabilities whether they are seeking services from our organization, seeking employment with our organization, visiting, or volunteering with our organization. The agency will comply with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, AODA, the Ontario Human Rights Code and all other related legislative requirements.

Description of CLKD

CLKD was incorporated in 1953 to support people who have an intellectual disability and their families. The agency has a strong membership governed by a volunteer Board of Directors elected annually and consisting of family members, self-advocates, and community leaders. Our mission is*: "To provide support for individuals with an intellectual disability and advocate alongside them so that they are welcome, included, and have every opportunity to participate fully in our community with dignity and independence."*

CLKD provides supports and services to over 600 adults and children with intellectual disability. This includes inclusive residential living, employment services, childcare resource consulting, non-vocational day programs, family support, respite, and emergency support for both adults and children. In addition, CLKD provides a range of recreational and summer programs. Approximately 325 employees provide quality supports.

Accessibility Goals

CLKD is dedicated to meeting the needs of people with disabilities in a timely manner and will do so by working to prevent and remove barriers to accessibility through advocacy work and as available resources allow.

Accessibility Documents

CLKD will address accessibility via a number of documents:

- This Multi-Year Accessibility Statement, which provides an overview of all activities. This statement will be reviewed annually and updated as needed (and no less than every five years).
- An accessibility policy- *Human Resources 2.08- Meeting Accessibility Needs of Stakeholders*. This policy will be reviewed annually and updated as needed.
- An *Accessibility Plan* (multi-year) that identifies and addresses accessibility issues in the community including locations owned/leased/operated by CLKD. The agency is dedicated to identifying and removing barriers that limit and restrict the ability of people with disabilities from fully accessing the community and our locations. This plan will be updated annually. This plan identifies the following:
  - Barriers that were addressed or removed by the agency over the past year;
  - Barriers that have been identified and CLKD intends to address as well as new ones brought to the agency's attention. Completion deadlines may or may not be in place;
  - Barriers that have been identified but the agency is unable to address at this time;
  - This plan will address an array of accessibility concerns, including architectural, environmental, attitudinal, community integration, communication, technology, employment, transportation, and financial.

Definitions

1. Barrier: An obstacle that prevents a person with a disability from doing the day-to-day activities that many take for granted. A barrier may make it difficult or impossible for people with disabilities to take part in society, to go shopping, work or take public transportation.

2. Performance Management: The methods the agency uses to assess and improve an employee's performance, productivity, effectiveness, and overall success.

3. Career Development: Providing employees with learning and development opportunities and increasing their current job responsibilities.

4. Job Changes: Moving an employee to another position within the agency.

Assessment

CLKD has extensive experience in accessibility matters due to more than sixty years in the provision of supports and services to people who have an intellectual disability that may also include mobility and health related challenges. Methods and tools that may be used by the agency to identify accessibility barriers could include:

- An accessibility survey distributed to various stakeholders;
- People supported, families and staff identify any potential barriers and report them to the Manager of Quality Assurance;
- The Joint Health and Safety Committee conduct regular inspections of all agency locations and any barriers would be recorded for action;
- Program Health and Safety representatives identify accessibility barriers while doing monthly inspections.

- The Manager of Quality Assurance completes an annual accessibility plan that identifies barriers and provides solutions
- Annual review of the Multi Year Accessibility Statement.

Customer Service

CLKD will uphold the customer service standards of the Accessibility for Ontarians with Disabilities Act. Current customer service practices are outlined in CLKD's HR Policy 2.08-- *Accessible Standards For Customer Service.* This document outlines the agency's customer service practices and is also available via the agency's website at www.myclkd.ca.

Accessible Emergency Information

The agency is committed to providing the people supported and others with publicly available emergency information in available accessible formats upon request.

Training

CLKD will ensure that all staff have received training around AODA Customer Service Standards in a way that meets Ontario's legislated requirements.

As appropriate, the agency will provide training to employees, volunteers, and other stakeholders as appropriate regarding its:

- Accessibility Plan;
- Accessibility Policy;
- Multiyear Accessibility Statement;
- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005, (AODA) and its regulations and five standards (Customer Service, Transportation, Information and Communication, Employment and Built Environment).

Kiosks

The agency does not have a self-service kiosk and therefore is not bound by the January 1, 2014, AODA deadline in this regard. However, computer equipment is available for general use by stakeholders, providing the means to review and access agency information by using available accessible formats. The needs of people with disabilities will be considered by the agency for computers available for general use and enhancements provided as available resources allow.

Information and Communication

CLKD is committed to meeting the communication needs of people with disabilities and will consult, as required, to determine the alternative format that will remove any barriers to information and communication.

Website

The agency's website is in compliance with the AODA's website requirements WCAG 2.0, Level A.

Feedback

Any form of feedback requested on CLKD's behalf will be catered to the person and their communication needs. The agency will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request:

If the agency is requesting feedback information (i.e., signature to confirm policy review, survey responses, or workplace questionnaires) from an employee, person supported, families etc.,

the information given and received will be provided in an accessible format as required. Examples include:

- If the person is visually impaired, the information will be delivered audibly;
- If the person is hearing impaired, the information delivered and received will be completed on the CLKD feedback form or via computer.

Customer Service Feedback

CLKD has implemented an Accessibility and Customer Service Feedback form. This is the method used to receive and respond to feedback about the manner in which we provide supports and services to people with disabilities. This form is available on the CLKD website and is available in an accessible format upon request.

Public Information

CLKD will take the following steps to make sure all publicly available information is made accessible upon request:

- All publicly available information will be accessible upon request and if a person with a disability wants this information, the agency will work with the person to meet their needs in a timely manner and within available resources. Accessible formats may include larger print and audio readings (online and/or personnel), etc.

Employment

CLKD is committed to fair and accessible employment practices. All job postings indicate the availability of accommodation processes related to the recruitment process.

Emergency Information

Emergency information has been and is provided to employees who have a disability in an accessible format prior to the January 1, 2012, compliance date. Employees with disabilities are accommodated by having individualized emergency response information identified in their Individual Accommodation Plan, as necessary.

Accommodation Plans

Individual Accommodation Plans are in place for employees who have a disability will include:

- The accommodation to be provided by the agency;
- How the agency will help the employee be safe in an emergency;
- The accessible and communication supports the employee needs;
- How and when the employee's accommodation plan will be reviewed and updated;
- In what circumstances the person's accommodation plan will be shared with others, including the employee's signed consent.

Process to Accommodate Employees

The agency has employment processes in place to identify any barriers to employment for people with disabilities, including:

- The recruitment, assessment and hiring processes;
- Return-to-work policies for employees that have been absent due to a disability;
- The accessibility needs of employees with disabilities are considered when using performance management, career development and job changes;
- Methods to prevent and remove other accessibility barriers identified.

Actions are in place by the agency to ensure its employment processes comply with AODA.

Design of Public Spaces

CLKD will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to its public spaces. Agency public spaces include:

- sidewalks, ramps, and curb ramps;
- accessible off-street parking;
- service counters and waiting areas.

Should there be any disruption in the availability of regular accessibility measures for public spaces, a notice of alternative measures will be posted.

Accessibility Plan Review and Update

The plan will be reviewed by the agency's Manager of Quality Assurance on an annual basis, with input from other management staff as required.

Distribution and Publication of the Accessibility Plan

The Multi Year Accessibility Plan is posted on the agency's website, available in additional formats as requested and accessible formats as determined with the person, within available agency resources.

For more information on this accessibility plan, please contact: 613-546-6613 or jeffrey.harrison@clkingston.ca