

Accessibility Plan 2020-21

Introduction

Community Living Dryden-Sioux Lookout (CLD-SL) has completed a formal Accessibility Plan in January 2020. The plan will be reviewed on an annual basis thereafter.

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

- Those barriers that were removed or otherwise addressed by the agency in the past.
- Those items that the agency 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 Dryden-Sioux Lookout utilized several methods in which to identify accessibility barriers:

- The agency's 2020 Accessibility Plan was used to identify items that were already considered to have been a concern.
- Individual persons supported and staff's concerns were used and contributed to the identification of issues and potential ideas on how to rectify them.
- The agency'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 supported by the agency.
- The agency's leadership is brought up to speed on accessibility issues by staff and by persons supported on an ongoing basis. The issues anecdotally identified in this manner were also useful in the creation of this plan.

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 CLD-SL, 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 agency's Accessibility Plan will be completed at least annually. A member of the Leadership team will take the lead around updates of the Accessibility Plan.

Communication of Accessibility Plan

The accessibility plan will be posted on the agency website (www.cldsl.ca), and will be available to staff via NucleusLabs under Agency Documents.

2020-21 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, alarms that are not able to be heard by individuals with hearing impairments, or even something as simple as the location of furniture.
Items addressed prior to first official plan	Automatic door openers installed at following locations: 41 King Street, 280 Arthur Street, 288 Arthur Street (all are public access) Lifts installed at following locations: Hub Dryden, 19 Anton Road, 3-288 Arthur Street, 32 First Avenue Chair Lift installed at 83-C Colonization Avenue Outdoor elevator installed at 83-A Colonization Avenue Accessible bathroom/shower at following locations: 32 First Avenue, 94 Prince Street, 20 Centennial Drive, 2 Meadwell Drive, 41 King Street, 280 Arthur Street, 3-288 Arthur Street, 19 Anton Road, 98 Queen Street Portable ramp was purchased and donated to the Dryden bowling alley
Standing Items of Concern/Areas needing improvement	As people we support age, they are more in need of equipment and modification to their environment in order to keep them, as well as the staff who support them, safe. We are slowly addressing these issues as they come up on a case by case basis, however, it is important to keep this in mind when doing any future planning.
Future Goals	Barrier: More accessible bathrooms needed for 41 King Street Strategies to Remove Barrier: Renovate hallway bathroom Potential Obstacles: Cost, \$9874 Persons Responsible: Director of Finance and Assets Target Date: March 31, 2020

<p>Area(s) of Concern</p>	<p>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.</p>
<p>Items addressed prior to first official plan</p>	<p>Renovations of the office areas in both Dryden and Sioux Lookout created more space and eased crowding.</p> <p>Security cameras installed at 41 King Street and 288 Arthur Street.</p>
<p>Standing Items of Concern/Areas needing improvement</p>	<p>-As our agency keeps growing, lack of office space and crowding is always an issue.</p> <p>-Safety also is an issue to be aware of around our buildings as we are located in an area where several social issues co-exists. This is the case in both Dryden and Sioux Lookout.</p>
<p>Future Goals</p>	<p>Barrier: Lack of office space in Dryden, crowding in program area at 288 Arthur</p> <p>Strategies to Remove Barrier: Purchase new building, renovate and furnish</p> <p>Potential Obstacles: Costs, approximately \$330,000</p> <p>Persons Responsible: Senior Leadership</p> <p>Target Date: Target is one year for completion</p> <p>Barrier: Lighting inadequate in administration at 41 King Street</p> <p>Strategies to Remove Barrier: Upgrade lighting</p> <p>Potential Obstacles: Costs, \$7796</p> <p>Persons Responsible: Director of Finance and Assets</p> <p>Target Date: March 31, 2020</p> <p>Barrier: Exterior lighting inadequate at 32 First Avenue</p> <p>Strategies to Remove Barrier: Upgrade lighting to LED</p> <p>Potential Obstacles: Costs, \$4207</p> <p>Persons Responsible: Director of Finance and Assets</p> <p>Target Date: March 31, 2020</p>

Area(s) of Concern	Attitudinal. An attitudinal barrier is a preconceived (usually negative) attitude that people have towards people we support. Examples of this may include attitudes of neighbours or other community members, or the lack of “person first” language used by employees.
Items addressed prior to first official plan	We have changed the language we use to refer to the people we support. We officially adopted the language “person/people supported” instead of the word client.
Standing Items of Concern/Areas needing improvement	- The rights of the people we support are sometimes not respected or recognized. They are sometimes disregarded without due process in the name of safety, liability or perceived liability. - Negative attitudes of community members can sometimes stigmatize the people we support. 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 address this.
Future Goals	Barrier: The rights of the people we support are sometimes disregarded without due process in the name of safety or perceived liability. Strategies to Remove Barrier: Establish a Rights Committee Potential Obstacles: Recruitment of qualified committee members Persons Responsible: Quality Assurance Department Target Date: Target is one year for completion

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 agency level, or may be specific to funds possessed by persons supported.
Items addressed prior to first official plan	None in a widespread manner; many instances where issues have been addressed on a case-by-case basis. For example the agency has covered the cost of private addictions treatment at Aurora's for a few people we support. The program is better suited to people we support and more accessible than publicly funded programs, although not easily affordable.
Standing Items of Concern/Areas needing improvement	Funding and finances for people we support are not always sufficient, limiting community participation and quality of life. CLD-SL combats this by being active in provincial agencies that advocate for additional funding, and by petitioning MCCSS and ODSP on a situational basis for funds.
Future Goals	<p>Barrier: Funding is often not available to fund special projects</p> <p>Strategies to Remove Barrier: Continue to invest in grant software</p> <p>Potential Obstacles: Ability to designate time to do grant applications</p> <p>Persons Responsible: Sherry Baum</p> <p>Target Date: March 31, 2021</p>

<p>Area(s) of Concern</p>	<p>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.</p>
<p>Items addressed prior to first official plan</p>	<p>- A number of years ago, changes were put in place so that the people we support shared 100% of the profit of all contracts they worked on.</p> <p>-In 2018, the agency eliminated all in house contract work and focused on helping people we support being employed directly for at least minimum wage rather than taking in contracts.</p> <p>-In 2018, the agency assisted three persons we support to start their own independent business which has grown very much in profitability since.</p>
<p>Standing Items of Concern/Areas needing improvement</p>	<p>ODSP employment support program does not currently receive the attention needed to grow to its full potential. Since its service recipients are not only the people we support, our focus needs to grow in order to succeed. We do not have the manpower to take it to the next level at present.</p>
<p>Future Goals</p>	<p>Barrier: No appropriate resources in place to fully develop the ODSP Employment Support Program</p> <p>Strategies to Remove Barrier: Hire a coordinator who has the connection and the drive for a one year contract to give the program the full time attention needed to make it successful.</p> <p>Potential Obstacles: Finding and retaining the right candidate</p> <p>Persons Responsible: Senior Leadership</p> <p>Target Date: April 1,2020</p> <p>Barrier: No appropriate resources in place to fully develop the ODSP Employment Support Program</p> <p>Strategies to Remove Barrier: After the successful completion of the one year contract, continue to establish a separate program for ODSP Employment Support. The goal of the program is to find employment for the service recipients, help them start their own business, establish a business that can be used as grounds for training as well as be profitable enough to sustain itself.</p> <p>Potential Obstacles: Finding and retaining the right candidate as well as jobs for service recipients.</p> <p>Persons Responsible: Director of Services</p> <p>Target Date: April 1,2021. This is a five year project.</p>

<p>Area(s) of Concern</p>	<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 supported or staff to be able to be understood by others, or promotional materials that are not present in formats that are easily understandable.</p>
<p>Items addressed prior to first official plan</p>	<ul style="list-style-type: none"> -Contracted a French-language Resource Consultant to translate our website. -Put in place e-mail for all staff. -Adopted a new Client Software System (NucleusLabs) so that all staff have up to date information about the people we support at their fingertips.
<p>Standing Items of Concern/Areas needing improvement</p>	<ul style="list-style-type: none"> -Program information assumes a relatively high level of literacy. The agency attempts to combat this via plain-language versions of many documents (rights, complaints procedure). -The agency desires to develop video versions of many documents.
<p>Future Goals</p>	<p>Barrier: Person Centered Plans (PCP) assume a relatively high level of literacy. Strategies to Remove Barrier: Develop pictorial versions of PCP where appropriate. Potential Obstacles: Time to develop the process Persons Responsible: Quality Assurance Department Target Date: March 31,2021</p> <p>Barrier: Consistent direct messaging is difficult to achieve. Strategies to Remove Barrier: Increase communication with our stakeholders through videos and via website integration. Potential Obstacles: Time to set up, cost of new equipment Persons Responsible: Director of Finance and Assets Target Date: July 1,2020</p>

<p>Area(s) of Concern</p>	<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>
<p>Items addressed prior to first official plan</p>	<p>Accessible vehicles purchased for following locations: 32 First Avenue, 19 Anton Road, 98 Queen Street</p>
<p>Standing Items of Concern/Areas needing improvement</p>	<p>-Lack of accessible and regular transportation is an issue both in Dryden as well as Sioux Lookout. There are no regular public transportation in place in either communities. Both communities have an accessible public transportation service available but only during day time weekdays which must be booked in advance and only within City limits. There are no services evenings and weekends.</p> <p>-Both municipalities are in the process of trying to address these issues as part of their Community Well Being Plans. CLDSL has representations on these committees.</p> <p>-People supported rely greatly on transportation provided by CLDSL through agency vehicles as well as staff vehicles.</p>
<p>Future Goals</p>	<p>Barrier: People supported residing at 2 Meadwell Drive are experiencing increased mobility issues due to aging, causing them difficulty accessing the community.</p> <p>Strategies to Remove Barrier: Purchase an accessible van</p> <p>Potential Obstacles: Cost, approximately \$50,000</p> <p>Persons Responsible: Gerson Agustin, Jake Penner</p> <p>Target Date: Is targeted for the end of March 2020</p>

<p>Area(s) of Concern</p>	<p>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</p>
<p>Items addressed prior to first official plan</p>	<p>Removing community integration barriers are at the core of the agency's everyday work.</p>
<p>Standing Items of Concern/Areas needing improvement</p>	<p>Items listed under transportation and financial are also related to community integration.</p>
<p>Future Goals</p>	<p>Barrier: Legal legislation regarding capacity in Ontario restrict people we support's ability to make decisions for themselves. Strategies to Remove Barrier: Participation in Supported Decision Making Pilot Project. Potential Obstacles: Failure to affect change in legislation, inability to find partners to participate in project. Persons Responsible: Sherry Baum, Lynda Ménard-Penner, Kendall Miller Target Date: This is a five year study</p>

Area(s) of Concern	Technology. A technology barrier is related to a need of a stakeholder to access technology to ensure communication or inclusion into services.
Items addressed prior to first official plan	Purchase of i-guard stove technology for Meadwell basement and Centennial basement as a safety measure.
Standing Items of Concern/Areas needing improvement	Persons supported have limited access to technology which can assist in giving them more independence. This relates to the Just Enough Support model of support.
Future Goals	<p> Barrier: People we support could be more independent with the help of technology. Strategies to Remove Barrier: Invest time in researching appropriate technology that could address this issue. Potential Obstacles: Time Persons Responsible: Jake Penner Target Date: March 31, 2021 </p> <p> Barrier: Have an area where all stakeholders as well as the community can find information about our agency. Strategies to Remove Barrier: Have a full, bilingual, complete and accessible website. Potential Obstacles: Time Persons Responsible: Sherry Baum Target Date: March 31, 2020 </p>

Area(s) of Concern	Other. A barrier that is not easily categorized Lack of affordable accessible housing/Lack of housing
Items addressed prior to first official plan	-Participated in a housing summit hosted by the municipality of Sioux Lookout
Standing Items of Concern/Areas needing improvement	There is a growing concern in both Dryden and Sioux Lookout surrounding lack of housing. This makes it difficult for people to stay safe, receive services, find employment, etc. This also makes it difficult for our agency to recruit personnel in Sioux Lookout specifically as there is nowhere to live.
Future Goals	Barrier: No housing for prospective people supported or staff. Strategies to Remove Barrier: Work in partnership with KDSB on housing initiative. Potential Obstacles: None Persons Responsible: Sherry Baum Target Date: February 1, 2020

Area(s) of Concern	Other. A barrier that is not easily categorized Lack of ability to provide some funded services because of other needed resources
Items addressed prior to first official plan	-Updated processes around recruitment and screening for Host Family providers -Negotiated new language with our union around basic requirements of casual staff
Standing Items of Concern/Areas needing improvement	-Difficulty with Host Family recruitment -Difficulty recruiting staff
Future Goals	Barrier: Difficulty hiring casual staff and filling shifts in Sioux Lookout Strategies to Remove Barrier: Creating a full time position and schedule them with casual shifts. Potential Obstacles: Could be a failure, fill as a temp trial Persons Responsible: Barb Kirouac, Lynda Ménard-Penner Target Date: April 1, 2020

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):

Type of Request	Number of Requests
Schedule request for religious observance	0
Accommodations for documentation/record keeping	0
Requested ergonomics assessment	0
Medical device required in workplace	0
Accommodations for physical nature of work	
Request assistance with external interview process	0
Request scent reduced workplace	0
Schedule request for medical reason	0

The accessibility plan was created in January 2020. Monitoring of items will continue throughout the year, with a formal update of the plan again being completed no later than March 2021.