



Empowering you to live at home
in the City and County of Peterborough



Multi-Year Accessibility Plan 2023-2027

COMMUNITY CARE PETERBOROUGH
ACCESSIBILITY ADVISORY COMMITTEE

Introduction

In 2005, Ontario became the first jurisdiction in Canada to pass a law establishing a goal and timeframe for accessibility. The [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#) sets out a process for developing and enforcing standards to make Ontario more accessible and inclusive by 2025.

Under the act's [Integrated Accessibility Standards Regulation \(IASR\)](#), non-profit organizations with 50 or more employees are required to develop and publish multi-year accessibility plans, update those plans at least every five years, and report on them annually. As an organization with fewer than 50 employees, Community Care Peterborough is not legislated to have a Multi-Year Accessibility Plan, but we choose to participate as we recognize the value in identifying, mitigating, preventing, and removing wherever possible, accessibility barriers for clients and their families, volunteers, employees, and other stakeholders.

Accessibility Commitment Message from the Executive Director

The 2023-2027 Multi-Year Accessibility Plan describes how Community Care Peterborough (CCP) will respond to our obligations to identify, prevent and remove barriers for people with disabilities – both internally in our organization, and in our interactions with our stakeholders and the public. In addition, as a not-for-profit organization serving older adults and adults living with disabilities, we intend to continue helping to foster more inclusive and accessible community support services, both for those who work in the sector and for those who rely on our programs and services.

As a core value of CCP, accessibility is all-encompassing. At the heart of everything we do is a desire to remove barriers of all kinds. By being open, inclusive, and responsive, we create opportunities for engagement and human connection. Accomplishing accessibility goals requires systemic, cultural, and behavioural change at all levels of the organization. It's a way of thinking and working that aims to remove barriers and make accessibility a priority from the moment we start designing the policies, programs, facilities, and services that our clients and their families rely on. When we design our workplace and services with clients at the centre, we can ensure that they work better for *everyone*.

Danielle Belair
Executive Director
November 2023

Accomplishments of Our Last Plan

CCP has had an Accessibility Plan in place since 2014. Highlights of our achievements include:

- Moving the Apsley service office into a more accessible space in 2018.
- Moving the Havelock and Norwood service offices in 2021 into one space that is accessible for clients, volunteers, and employees.
- Adding features to our website to enhance accessibility for users with low vision.
- Referencing workplace accommodations in employment agreements.
- Human Resources policy titled Diversity in the Workplace was developed in June 2018, and reviewed and updated in December 2020, and September 2023.
- Adding point of sale devices to the Apsley, Havelock, Lakefield, Millbrook, and Norwood service offices to increase payment options for clients and thrift store customers.
- Creating an email address specifically for stakeholders to share feedback about accessibility barriers and related questions and concerns.

Strategies and Actions 2023-2027

The multi-year initiatives set out in this plan continue the foundational work of previous plans and incorporate new ideas to address persistent barriers to accessibility.

Accessibility Advisory Committee

CCP will maintain an Accessibility Advisory Committee composed of the Director of Support Services and employee representatives from the City and County of Peterborough. The Committee meet annually, at minimum, and will be responsible for:

- Sharing relevant information pertaining to AODA with all employees and volunteers.
- Reviewing employee and volunteer training needs related to accessibility annually.
- Reviewing relevant policies and procedures.
- Reviewing AODA Feedback Forms from stakeholders to identify trends and recommend actions.
- Assisting the Executive Director with any actions required to achieve AODA compliance.
- Completing an annual Accessibility Assessment to identify themes and recommend action steps for the accessibility plan.
- Evaluate the effectiveness of the Accessibility Plan.

Annual Accessibility Assessment

CCP will meet the standards of FOCUS Accreditation by conducting an annual, formal Accessibility Assessment that identifies, mitigates, prevents, and removes (where possible) accessibility barriers for all stakeholders. This formalized annual assessment was implemented in Fall 2023 and in future years will be expanded to seek out and include feedback from stakeholders.

Accessibility Compliance Reports

CCP completes Accessibility Compliance Reports for the Ontario Ministry for Seniors and Accessibility every three (3) years. The report due December 31, 2023 was submitted by CCP on May 9, 2023. The next submission will occur before December 31, 2026.

Accessibility Policy

CCP has comprehensive accessibility policies, procedures, and practices that meet all legislated requirements. The Accessibility Policy was reviewed and updated in 2023. These policies and procedures include:

- Accessibility policy statement
- Accessibility Advisory Committee Terms of Reference
- Annual Accessibility Assessment and Plan
- Multi-Year Accessibility Plan
- Training
- Assistive Devices
- Communication
- Service Animals
- Support Persons
- Notice of Temporary Disruption
- Feedback Process
- Notice of Availability of Documents
- Information and Communications
- Employment
- Employee Workplace Emergency Response Information
- Design of Public Spaces
- Compliance Reporting
- Specialized Transportation

CCP will continue to review and update policies and practices to remain current and compliant with AODA requirements.

Customer Service

CCP is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others.

CCP will include point-of-sale devices for the Buckhorn and Chemung service offices in the budget recommendations for future years to improve payment options available for clients in those regions.

Information and Communications

CCP is committed to making our information and communications accessible to people with disabilities. CCP has a feedback process that is accessible to people with disabilities by providing or arranging for accessible formats or communication supports upon request. This process is shared publicly on our website. When a request is made, staff consult with the person to determine their accessibility needs.

The Accessibility Advisory Committee will collaborate with the Marketing and Branding Committee to ensure that printed material, website, and other communications adhere to accessibility standards.

CCP will hire a new web developer in 2024 to redesign our website and web content to conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA to meet Integrated Accessibility Standard 13.1.

Employment

CCP is committed to fair and accessible employment practices. We notify applicants/employees about the availability of accommodations for those with disabilities during recruitment, selection, offer of employment, and onboarding. We will work with employees with disabilities to develop individual workplace emergency response information and individual accommodation plans.

The Accessibility Advisory Committee will collaborate with the Human Resources Committee to review the Workplace Accommodation policy.

Training

CCP continues to provide training to employees, students, volunteers, and contractors, on the requirements of Ontario's accessibility laws and the Ontario Human Rights Code through orientation and onboarding of new recruits. The Accessibility policy and related training continues to be provided to educate members of our workforce on their roles and responsibilities as it relates to providing services.

Specialized Transportation Standards

CCP has a comprehensive policy for Specialized Transportation that covers the accessibility standards. We will advise clients about our accessible equipment and features on our vans and information will be provided in accessible formats upon request. The transportation of support persons will be free of charge.

Furthermore, CCP meets the IASR for specialized transportation by:

- Training staff to use accessible equipment and features safely, finding solutions if accessible features stop working or if routes contain barriers, and ensuring passenger safety during emergencies.

- Estimating the demand for specialized transportation services by monitoring service units and documenting refusals due to unavailability. Estimating demand assists us to align our service to better match the demand.
- Reducing wait times for scheduled pick-ups by the County Caremobile by not overbooking the service and keeping clients informed of schedule changes.
- Managing accessibility equipment failures by training drivers on how to use the lifts manually, having the vehicles scheduled for regular maintenance, and promptly scheduling repairs. CCP will ensure that our clients are informed when any of our accessible equipment is out of service. Where possible, we will find alternative ways to accommodate our clients.

Design of Public Spaces

CCP will meet accessibility laws when building or making major changes to public spaces. CCP completes an annual Accessibility Assessment identifying accessibility issues about the physical design of current service offices. Wherever possible, CCP will seek solutions to mitigate the impact of the physical design on the accessibility of our services located in older buildings.

For More Information

For more information on this accessibility plan, please contact Community Care Peterborough's Accessibility Advisory Committee using the contact information below. As well, standard and accessible formats of this document are free on request from:

705-742-7067

accessibility@commcareptbo.org

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Our accessibility plan is publicly posted at:

<https://www.commcareptbo.org/accessibilityandclientpolicies>