

Bruce Peninsula Association for Community Living Multi Year Accessibility Plan 2024-2029

Bruce Peninsula Association for Community Living's Accessibility Policy SUPSER 3.75, guides the agency's work in accessibility. The Accessibility policy statement, approved by the Board of Directors, is the agency's commitment statement and is as follows:

BPACL believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated regulations and strive to meet the needs of people with disabilities in a timely and effective manner.

Accessibility Goals:

Bruce Peninsula Association for Community Living 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 as resources allow.

Purpose:

The purpose of the Accessibility Plan is to identify and address accessibility issues in the community including locations owned/leased/operated by Bruce Peninsula Association for Community Living. 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 identifies the following:

- Barriers that were addressed or removed by the agency over the past year;
- Barriers that have been identified and Bruce Peninsula Association for Community Living 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 them at this time.

Definitions:

Accessibility — The term accessibility means giving people of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service, product, device, or environment is available to as many people as possible. Accessibility can be seen as the ability to access and benefit from a system, service, product or environment.

Barrier — Barriers are obstacles that limit access and prevent people with disabilities from fully participating in society. Most barriers are not intentional. Barriers usually arise because the needs of people with disabilities are not considered from the beginning.

Disability — Ontario's accessibility law adopts the definition for disability that is in the Ontario Human Rights Code. It defines disability broadly:

- a. "any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b. a condition of mental impairment or a developmental disability,
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. a mental disorder, or
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997."

Assessment:

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, and /or designate.
- The joint Health and Safety Committee conducts regular inspections of all agency locations and any barriers found are recorded and corrective action taken.
- Annual review of the Multiyear Accessibility Plan.

Multi-Year Accessibility Plan for Bruce Peninsula Association for Community Living

General Requirements

Initiative/Barrier	Description	Action	Status	Compliance/ Due Date
Review and maintenance of Accessibility Policies	Review and maintain policies governing how the organization achieves accessibility through meeting the requirements under the Integrated Accessibility Standards. This also includes posting our Statement of Commitment.	Policies to be reviewed annually.	Ongoing	December 2012
Accessibility Plan	Establish, implement, maintain and document a multi-year accessibility plan, which outlines the agency's strategy to prevent and remove barriers and meet the requirements in the Act and it's regulations. The plan must be posted on the organization's website and provided in an accessible format upon request. It must be reviewed and updated at least once every five (5) years.	Review and revise plan by 2023. Post plan and contact information on website.	Ongoing To be reviewed every 5 years	January 2014

Training	<p>Training on the Integrated Accessibility Standards and on the aspects of the Human Rights Code, as it pertains to persons with disabilities, must be provided to all employees, volunteers, board members.</p> <p>Training will be appropriate to the duties of the person. Additional training will be provided when there are changes to policies or practices of the Agency as it relates to this plan. Training records are maintained including the dates the training was provided and the number of people to whom received the training.</p>	<p>Training is provided to all current employees, volunteers and Board Members annually. New hires receive training as part of their orientation.</p> <p>Training records to be maintained.</p>	Ongoing	January 2015
Accessibility Report	Complete government Accessibility Reports	Accessibility Report must be completed every three (3) years.	Previous reports completed as required.	December 2020
Self Service Kiosk	The agency is committed to incorporating accessibility features/ considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.	BPACL does not have a self-service kiosk and therefore is not bound by this standard.	N/A	N/A

Customer Service Standard				
Initiative/Barrier	Description	Action	Status	Compliance/ Due Date
Customer Service Policy	Review and maintain the agencies Customer Service Policy	Review annually	Ongoing	January 2012
Training	<p>Train all employees, volunteers, persons who participate in developing policies, and any other person who provides goods, services or facilitates on behalf of the agency on applicable IASR requirements and the organizations responsibilities under the Human Rights Code as it pertains to persons with disabilities.</p> <p>Records are kept indicating the date and training provided.</p>	Training for new employees (including contract and unpaid positions) will be delivered via their orientation that covers all applicable content as required under the IASR	Ongoing	January 2012
Disruption of Service	In the event of a temporary disruption of service, the agency will give notice of the disruption to the public. Notice will include information about the reason for the disruption, the anticipated duration and a description of alternative facilities or services, if available.	A process has been developed to notify the public of disruptions at any of our locations.	Completed	January 2012

<p>Customer Feedback System</p>	<p>The agency provides multiple methods for people with disabilities to comment on the manner in which the agency provides goods and services to persons with disabilities.</p>	<p>BPACL has developed a process for collecting feedback.</p> <p>Feedback is collected via phone, email, agency website, and a form that is provided in our reception area.</p>		<p>January 2012</p>
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Information and Communication Standard				
Initiative/Barrier	Description	Action	Status	Compliance/ Due Date
Accessible Websites and Web Content	Ensure website and web content published after January 1, 2012 conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level A.	Ensure that the requirements of the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level AA. are met.	Completed	January 2012 February 2024 (Website relaunch)
Feedback	Ensuring that feedback processes are accessible to people with disabilities by providing or arranging for accessible formats and communication supports, upon request.	A process has been developed for responding to requests for alternative formats or communication supports when requested.	Completed	January 2015

<p>Accessible Formats and Communication Supports</p>	<p>Upon request, provide accessible formats and communication supports to people with disabilities.</p> <p>Notify the public about the availability of accessible formats and communication supports.</p> <p>Determining the suitability of an accessible format or communication support will be in consultation with the person making the request.</p>	<p>People may submit a complaint or inquiry through BPACL's website or via our Feedback form that is accessible to the public at our main office.</p> <p>Post on agencies website and put signage in reception to notify public of the availability of accessible formats and communication supports.</p>	<p>Ongoing</p>	<p>January 2016</p>
<p>Emergency Procedure, Plans or Public Safety Information</p>	<p>Ensure all emergency plans and procedures are available in accessible formats along with communication support.</p>		<p>Completed</p>	<p>January 2012</p>

Employment Standards				
Initiative/Barrier	Description	Action	Status	Compliance/ Due Date
Workplace Emergency Response Information	<p>Provide individualized plans to assist employees with disabilities during an emergency.</p> <p>Obtain consent from employees with individualized plans to disclose emergency response or evacuation plans to the person responsible for assisting the employee in situations where the plan requires the assistance of a colleague.</p> <p>Provide emergency information formatted in a way that an employee with a disability can understand its contents.</p> <p>Reviews the individualized plan/information at the same time other policies and reviews are made.</p>	<p>BPACL in collaboration with the employee(s) has created employee emergency response plans for any employee who has disclosed that they require one.</p> <p>Plans are communicated as needed and reviewed annually or as required.</p>	Ongoing (based on Employee needs)	January 2012
Documented Individual Accommodation Plans	Develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities.	BPACL has developed and implemented a process for the development of documented individual accommodation plans for employees with disabilities. The plans meet all of IASR Requirements.	Ongoing	January 2016

<p>Recruitment, Assessment, and Selection</p>	<p>Notify employees and the public about the availability of accommodations for applicants with disabilities.</p>	<p>BPACL notifies employees and the public about the availability of accommodations for applicants with disabilities during all stages of our recruitment process.</p>	<p>Ongoing</p>	<p>January 2016</p>
<p>Accessible Formats and Communication Supports for Employees</p>	<p>Upon request, the agency will consult with an employee with a disability to provide or arrange for the provisions of accessible formats and communication supports for:</p> <ul style="list-style-type: none"> a) Information that is needed in order to perform the employee's job; and b) Information that is generally available to employees in the workplace. 	<p>BPACL will, upon request, provide or arrange for accessible formats and Communication supports to employees with disabilities based on their request and Individual accommodation plan.</p>	<p>Ongoing</p>	<p>January 2016</p>
<p>Information for Employees</p>	<p>Communicate the agency's policy on accommodating employees with disabilities to all staff members.</p> <p>Ensure that all new hires are informed of the agency's policy on accommodating employees with disabilities.</p>	<p>BPACL's policies encompass the IASR standards and are made available to all employees via the agency's internal server.</p> <p>All new employees are provided with orientation to all agency policies as part of their orientation.</p>	<p>Ongoing</p>	<p>January 2019</p>

Return to Work Process	Create a process to develop accommodation plans and return to work plans for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.	BPACL has in place a return to work process for its employees who have been absent from work due to disability and require disability related accommodations in order to return to work.	Ongoing	January 2016
Performance Management and redeployment	Performance management and redeployment processes need to take into consideration the needs of employees with disabilities, as well as any individual accommodation plans.	BPACL will continue to take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, for employees with disabilities.	Ongoing	January 2016

Transportation Standard				
Initiative/Barrier	Description	Action	Status	Compliance/ Due Date
Provide accessible vehicles or equivalent services upon request	When transportation services are provided/contracted, ensure transportation provider adheres to accessibility requirements and standards.	Transportation standard does not apply to BPACL	N/A	N/A

Built Environment Standard				
Initiative/Barrier	Description	Action	Status	Compliance/ Due Date
Design of New or redeveloped spaces need to be accessible.	Requirement applies to new construction and/or major changes to existing public spaces. Public spaces will meet the requirements specified in the Ontario Building Code and the AODA standards and regulations.	BPACL has not made any modifications to our public spaces on or after January 1, 2017.	Ongoing	January 2017
Include procedures for preventative and emergency maintenance of the accessible elements in public spaces.	Preventative and emergency maintenance systems in place to ensure all locations are well maintained.	Review and revise system annually	Ongoing	January 2017
Procedures for dealing with temporary disruptions when accessible elements under this standard are not in working order.	When a temporary disruption in service occurs, notice is posted electronically and signage is placed at the location with information regarding alternative accessible routes/location if available.	BPACL has a process in place for notification of temporary disruptions.	Completed	January 2017