



CLH Developmental Support Services
Multi Year Accessibility and Inclusion Plan 2021-2026
2022 Annual Status Review

This Accessibility and Inclusion Status Report is the annual update on the progress of measures taken to improve accessibility and Inclusion at CLH DSS, and implement the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11).

Year	Focus Areas	Deliverables	Activities	Lead (s)	Status		
					Complete	In Progress	Ongoing
2012	Feedback	Accessible process for receiving and responding to feedback	Provide or arrange for accessible formats and communications supports, upon request. Continue to monitor CLH's feedback. Feedback form added to website	HR Full Management Team	✓		
2014	Procurement	Incorporate accessibility design, criteria and features, wherever possible.	Update procurement process and policy with requirements for accessibility features.	Senior Management Team Tendering Committee			✓
2014	Employment	Review current employee HR accommodation process.	Incorporate accessibility accommodations within all HR functions	HR	✓		

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					Complete	In Progress	Ongoing
2014	Facilities Manager IT	Planned purchase of new equipment with added accessibility features.	Accessibility accommodations integrated into the purchasing process	Tendering Committee IT / Facilities Manager			✓
2014	Recruitment	Enhance accessibility of job application process.	Accessibility accommodations integrated into the application process. All postings indicate accommodation is available and contact information	HR	✓		
2014	Recruitment	Notify all applicants being interviewed that CLH provides accommodations, in a manner that takes into account their disabilities.	Applicants contacted for an interview, are notified that accommodations are available upon request, and in a manner that takes into account the applicant's accessibility needs.	Full Management Team	✓		
2014	Accessibility Policies	Develop, implement, revise and maintain policies that outline CLH's activities to meet the IASR requirements and become more accessible.	Policies to be reviewed and updated. Ensure documents are in accessible digital format Continue to develop strategy to communicate and improve policies for staff, volunteers and students.	HR Senior Management Team	✓		
2014	Multi Year Plan.	Create 5 year plan outlining strategic direction to prevent and	Multi-year plan prepared and vetted Plan posted and made accessible	Full Management Team			✓

Year	Focus Areas	Deliverables	Activities	Lead (s)	Status		
					Complete	In Progress	Ongoing
		remove barriers, post plan and make accessible.	Receive regular input. Prepare status report on portions of the plan that are completed or being implemented at least annually				
2014	Accessibility Plans	a) Annual Status Report b) Status Report on website	Prepare an annual status report on the progress of measures taken to implement Accessibility. Post the status report on CLH's website, and provide the report in an accessible format upon request.	HR collects data and writes report for posting.			✓
2014	Offer of Employment	At the offer of employment, successful applicants must be notified of CLH's policies of accommodation.	Offers of employment to successful applicants includes notification of CLH's policies of accommodation Newly hired employees are advised that accommodations are available upon request during orientation	HR	✓		
2014	Informing Employees of Supports	CLH will provide its up-to-date policies on disabilities and information on its supports as soon as practicable after their employment	Employees are informed of CLH's policies and the supports it provides to employees with disabilities prior to commencing employment	HR Full Management Team	✓		

Year	Focus Areas	Deliverables	Activities	Lead (s)	Status		
					Complete	In Progress	Ongoing
			Employees are notified whenever there is a change to policies or accommodations.				
2015	Training	Enhance AODA and accessibility awareness	Continue to update and review AODA policies in line with changing needs.	Full Management Team			✓
2015	Training	Apply Human Rights Code to the AODA	Incorporate into current Customer Service Regulation Training	HR	✓		
2015	Return to Work Process	<p>CLH will revise, update and document the steps in a return to work process where absenteeism is due to a disability that requires disability-related accommodations.</p> <p>This process does not replace or override any other return to work process created by or under any statute.</p>	Steps to the return to work process are revised, updated and documented for occupational and non occupational injuries and illnesses.	HR Managers Supervisors	✓		
2015	Performance Management	Consider IAPs and accessibility, and improving employee performance, productivity and effectiveness for Performance management	IAPS, accessibility and activities related to assessing and improving employee performance, productivity and effectiveness are considered during performance management	HR Managers Supervisors	✓		
2015	Career Development and Advancement	Consider accessibility needs and IAPs for career development and advancement; greater responsibilities at current	Accessibility needs and IAPs are taken into account for career development and advancement of employees with disabilities.	Full Management Team	✓		

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		position; moving to a position higher in pay, level, or responsibilities; or any combination.					
2015	Redeployment	Consider accessibility needs and IAPs when: redeploying; reassignment and/or when a job or location changes.	Accessibility needs and IAPs are taken into account when deploying employees with disabilities.	HR Managers Supervisors	✓		
2016	Emergency Response Information	Individualized workplace emergency response information (IWRI)	Information is provided at the commencement of employment as part of the HR orientation HR reviews the IWRI and ensures accommodation needs HR issues memo to all employees annually. Safety Coordinator and Supervisor explore emergency procedures for location and integrates employee accommodation as required Safety Coordinator and Facilities Manager review location emergency plans annually or as required	HR Safety Coordinator Supervisor Facilities Manager	✓		
2016	Accessible formats and communications supports	Formats and communication supports that ensure existing	Provide or arrange for supports, upon request and in consultation with the person.	Full Management Team	✓		

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					Complete	In Progress	Ongoing
		feedback processes are accessible to people with disabilities and to make sure all publicly available information is made accessible upon request.	<p>Notify the public about accessible formats and communication supports. Examples:</p> <ul style="list-style-type: none"> • HTML and Word • Braille • Audio formats • Large print • Text transcripts • Reading information aloud • Written notes • Note taker or communication assistant • Captioning or audio description • Assistive listening systems • Augmentative communication methods (letter, word or picture boards; speaking devices) • Sign language • Repeating, or clarifying 				
2016	Website	Websites and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, starting at Level A and increasing to Level AA by 2021.	Website will implement the WCAG 2.0, Level A with their next update.	IT	✓		
2016	Accessible formats and communication supports	Consult with employees on the provision and suitability of accessible formats and	Employees are consulted on their needs for accessible formats and communication supports.	Full Management Team	✓		

Year	Focus Areas	Deliverables	Activities	Lead (s)	Status		
					Complete	In Progress	Ongoing
		communication supports for information needed to perform their duties, which are generally available to all employees					
2016	Documented Individual Accommodation Plans (IAP)	CLH develops and has a written process for the development of documented IAPs for employees, which includes 1. Employee participation in developing IAP. 2. Employee assessment. 3. CLH's privacy of information protocol. 4. Updating schedule and protocols for IAPs. 5. Protocols on informing employees why an employee's request for an IAP is denied, 6. Protocol for providing the IAP in an appropriate accessible format.	Protocols are developed and documented.	HR	✓		
2016	An Individual Accommodation Plan (IAP) shall:	a. If requested, provide information on accessible formats		HR Supervisors	✓		

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					Complete	In Progress	Ongoing
		<p>and communication supports</p> <p>b. If required, include individualized workplace emergency response information</p> <p>c. Identify other accommodations.</p>					
2016	Design of Public Spaces	Implement the Accessibility Standards when building or making major modifications to public spaces.		Facilities Manager Senior Management Team			✓
2019	Inclusive Workplace	Transform the organizational culture	<p>Administer Employee Engagement Survey and Identify priority areas.</p> <p>Priorities identified: Recruitment, Training and Development, communication</p> <p>Strategies developed to address priority areas</p> <p>Wellness Matters Committee created to focus on employee engagement and recognition</p> <p>Wellness Matters bi-monthly Newsletter created</p>	HR	✓		

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2019	Inclusive Workplace	Training	Cultural competency in recruitment, selection and onboarding Mental Health Disabilities at Work Safer Spaces Training Cultural Sensitivity Training Investigating Workplace Violence and Harassment Complaints Workplace restoration Alternate Dispute Resolution Difficult Conversations Train the Trainer Religious and Gender Identity Accommodation Driving organizational wellbeing	HR Senior Management Group			✓
2020	Inclusive Workplace	Commitment to Truth and Reconciliation Commission of Canada, Call to Action 57: Professional Development and Training	References to Residential Homes in written documents, policies and procedures and website removed and changed to Supported Living Homes	Senior Management HR			✓

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			Residential Counsellor job title changed to Direct Support Professional Targeted recruitment of Indigenous peoples				
2020	Inclusive Workplace	Transform the organizational culture	Equity, Diversity and Inclusion Advisory Council (EDIAC) created comprised of employee representative across the organization	HR	✓		
2021	Multi Year Accessibility and Inclusion Plan	Create new 5 year plan outlining the association's goals and initiatives that confirm it's commitment to identification, removal and prevention of accessibility barriers.	2021-2026 Multi-year accessibility plan developed incorporating inclusion Plan posted and made accessible Receive regular input Prepare status report on portions of the plan that are completed or being implemented at least annually	Human Resources EDIAC Senior Management Team	✓		
2021	Accessible website and web content	Website compliant with WCAG 2.0 Level AA		IT	✓		
2021	Inclusive Workplace	Commitment to Truth and Reconciliation Commission of Canada, Call to Action 57:	Cross Cultural Training offered to all employees				

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		Professional Development and Training					
2021	Inclusive Workplace	Training	<p>Dimensions of Diversity: Keys to building a thriving workforce offered to Leadership Team</p> <p>Diversity and Culture: Strategies for working with differences</p> <p>Overcoming adversity through the lens of diversity and inclusion</p> <p>Unconscious Bias</p> <p>Connecting With Diverse Families</p> <p>Circulation of monthly webinars and resources regarding Diversity and Inclusion</p> <p>Town Hall Guest Speakers</p>	HR			✓
2021	Inclusive Workplace		Calendar of social media announcements created to highlight diversity, inclusion and wellbeing	Social Media Committee			✓
2021	Inclusive Workplace	Employment	Gender neutral language incorporated into the Collective Agreement	HR	✓		

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2021	Access to Services	Build capacity in the criminal justice system across the region	Implementation of the CNSC-CE Justice App -visual representation of content - auditory function for visually impaired - content and font easily changed - downloadable on any electronic device for flexibility and portability	CNSC-CE Centre for Behaviour Health Sciences	✓		
2021	Access to Services	Building capacity in delivery of services to Indigenous families	Recruitment of Indigenous Resource Consultants to provide services to Indigenous families Formalized partnerships with Indigenous Community Program providers	Human Resources Mgr. Children Support Services	✓		
2022	Inclusive Workplace	Transforming the organizational culture	Develop and deliver an Equity, Diversity and Inclusion Employee Survey and identify recommendations Written Diversity and Inclusion Policy	Ryelle Consulting EDIAC HR	✓		
2022	Inclusive Workplace	Training	Crafting inclusive and equitable workplaces Micro Conference Workplace Mental Health Leadership Certificate Indigenous Cultural Safety Training	HR Senior Management Team			✓

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2022	Employment	Review human resources policies and procedures to identify, prevent and remove barriers to employment	<p>Contracted with Diversity, Equity and Inclusion (DEI) consultants to review human resources policies and make recommendations</p> <p>Contracted with DEI consultants to review recruitment, selection, and onboarding processes and make recommendations</p>	Ryelle consulting HR			✓