CLH Developmental Support Services

Multi Year Accessibility and Inclusion Plan
2021-2026

CLH Developmental Support Services Commitment

CLH Developmental Support Services (CLH) is committed to creating inclusive services and programs served by a diverse workforce that reflects the community. By removing barriers to services and programs and in the workplace, CLH recognizes the strength that comes with differences and the importance of creating conditions for people to realize their full potential.

The 2021-2026 Multi Year Accessibility and Inclusion Plan (MYAIP) outlines goals and initiatives that confirm the organization's commitment to identification, removal and prevention of accessibility barriers, thereby providing an accessible and inclusive environment in which supported individuals and families, employees and visitors with disabilities can access our programs, services, facilities including information and communications, in a way that meets their individual needs.

CLH is equally committed to supporting employees through support, advice, policies, tools and resources that promote an inclusive workplace.

Accessibility and Inclusion Strategy

Under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) organizations are required to develop a multi-year accessibility plan. CLH is compliant with the Integrated Accessibility Standards Regulation (IASR) under the AODA. CLH's future strategy focuses on maintaining and monitoring compliance, as well as promoting accessibility and inclusion beyond the legislative requirements.

Guiding Principles

1. Leadership and Accountability
CLH will lead by example in accessibility and inclusion excellence by striving for maximum accessibility over minimum compliance.

CLH will:

- Foster a culture of equity and inclusion by challenging assumptions and biases when planning and delivering services
- Identify and address discriminatory systems, processes and behaviours
- Establish an accountability and compliance framework to ensure accessibility and inclusion goals are achieved

2. Dignity and Independence

CLH's programs, services and employment opportunities will be provided to people of all abilities in a manner that respect the inherent dignity, diversity and abilities of all individuals.

CLH will:

- Create and maintain an atmosphere of dignity and respect for all employees, supported individuals and families, and visitors
- Provide employment opportunities and services in an equitable, inclusive, non-judgmental manner, free from discrimination and harassment
- Respect the independence of employees, supported individuals and families, and visitors with disabilities by enabling their access to employment, services and programs

3. Integration and Equity

CLH's programs, services and employment opportunities will be provided to people of all abilities in a similar way unless an alternative measure is necessary.

CLH will:

- Ensure people with disabilities can access and benefit from services, programs and facilities in an equitable way as others
- Seek permanent accessibility solutions for employees, supported individuals and families and visitors with disabilities to access and benefit from services, programs and facilities
- Take into account individual needs and proactively provide accessible formats, communication supports or other accommodations to ensure equitable outcomes
- Take an equity sequence approach that allows for reflection of impacts and opportunities to reduce bias, discrimination and inequity during all stages of employment, policy development, planning and delivery of services and programs

4. Collaboration and Engagement

CLH will:

- Commit to ongoing, meaningful engagement with diverse stakeholders including employees, supported individuals and families when designing and implementing programs and services, and in the development and implementation of employment policies, procedures and practices

- Gather feedback to support continuous improvement identify accessibility and inclusion priorities

General Accessibility

Initiatives:
- Establish an Accessibility and Inclusion Accountability Framework to oversee the implementation of MYAIP.
- Develop relevant departmental implementation plans that will include detailed deliverables and timelines.
- Develop, maintain and monitor accessibility guidelines and tools to support implementation and AODA compliance.
- Provide status updates on an annual basis and ensure updates are posted on the website.
- Promote accessibility awareness within the organization as well as the communities we serve through education and awareness campaigns.
- Host employee meetings and public events in facilities and public spaces that are accessible.
- Continue to engage and consult with supported individuals and families, employees and EDIAC on advancing accessibility and inclusion.
- Develop and implement a plan, including social media, to acknowledge and celebrate diverse perspectives, backgrounds and cultures.
- Continue to embed accessibility and inclusion into the Strategic plan.
- Use Equity Sequence Tool to consider equity impacts of all new planning, projects, policies and initiatives.

Training

Initiatives:
- Continue to provide the required training under the AODA on the requirements of the IASR and on the Ontario Human Rights Code to all employees, volunteers and persons who participate in the development of CLH policies and procedures.
- Continue to enhance leadership knowledge and skills to ensure compliance with CLH policies, Human Rights Legislation and AODA.
- Provide training on psychological safety including holding psychologically safe conversations.
- Provide awareness raising training to all employees on the history of Indigenous Peoples in Canada.
- Create and deliver Cultural Competency and Cultural Sensitivity Training to all employees, as well as unconscious bias, and power and privilege
- Train employees on the Equity Sequence Tool to consider impacts of all new planning, projects, policies and initiatives in order to promote equitable outcomes and support inclusion.

- Apply an equity and accessibility analysis to all organizational learning and development activities.

Procurement

Initiatives:
- Continue to ensure accessibility design standards are key requirements during the procurement process except where it is not feasible to do so.
- Review and update resources and tools for accessible procurement to ensure that current best practices and technologies are considered.
- Continue to work with vendors and community partners to meet or exceed accessibility requirements.

Information and Communication

Initiatives:
- Continue to notify the public about the availability of accessible formats and communication supports.
- Continue to ensure that any process for receiving and responding to feedback is accessible by providing or arranging for accessible formats and communication supports.
- Continue to ensure that employees understand the accommodation request process, including the requirement to arrange for accessible formats and communication supports, and the requirement to consult with the person making the request in order to determine suitable accessible formats or communication supports.
- Continue to ensure that the website and web applications conform to W3C WAI's Web Content Accessibility Guidelines 2.0, Level AA.

Customer Service

Initiatives:
- Continue to embed and strengthen an accessible customer service approach in the delivery of programs and services and in responding to questions and concerns from supported individuals and families, employees, visitors and the community.
- Continue to evaluate programs and services to ensure inclusion and equitable participation of employees, supported individuals and families and visitors.

Employment

Initiatives:
- Continue to embed an equity and inclusion analysis into all recruitment processes to remove any unintended accessibility barriers.

- Review human resources policies and procedures to identify, prevent and remove barriers to employment and development opportunities.
- Continue the practice of preparing individualized accommodation and emergency response plans for employees with disabilities.
- Foster a culture of employee engagement and inclusion through analysis of Employee Engagement Surveys and the development of action plans in partnership with EDIAC.
- Determine strategy to collect data about the diversity of the workforce and use the information to inform recruitment and retention processes and inclusion initiatives.

The Built Environment

Initiatives:
- Continue to prioritize and retrofit existing built environment barriers to owned facilities and implement accessibility standards for new builds.
- Continue to respond to temporary disruptions when accessible elements in public spaces are not in working order by notifying the public and prioritizing repairs.

Review and Feedback

CLH's MYAIP will be reviewed and updated at least every five years. An annual status report will be completed and document the progress and measures taken to meet the requirements of the Integrated Accessibility Standards Regulation.

CLH welcomes feedback on the MYAIP, and on the accessibility of our programs and services, and facilities. If you have any ideas or suggestions, please contact us.

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