



Community Living Durham North

Our Commitment to Accessibility

This Accessibility Plan will outline the actions that Community Living Durham North will follow and implement to improve opportunities for people with disabilities regarding the Accessibility for Ontarians with Disabilities Act.

### **Statement of Commitment**

Community Living Durham North is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessibility audits are completed yearly to identify any significant barriers which will then be added to an ongoing Accessibility Work Plan. Routine and affordable concerns will be addressed as they arise while more significant barriers will be reviewed by the Accessibility Committee annually at which time a report will be issued to supported people, employees and the Board of Directors.

### **Accessible Emergency Information**

Community Living Durham North is committed to providing to everyone relevant emergency management information and will do so in an accessible way, upon request. We will also provide employees and people we support, who have disabilities, with individualized emergency response information, when necessary.

### **Training**

Community Living Durham North will provide ongoing training to employees and volunteers on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees and volunteers.

### **Information and Communication**

Community Living Durham North is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Community Living Durham North ensures that all contents on our website conform to WCAG 2.0, Level A.

We will welcome feedback regarding barriers in the following ways:

- Communication in person at the front reception
- Via our website
- By letter, email, or over the phone

We will respond within three business days and all such feedback will be noted in our AIMS database.

## **Employment**

Community Living Durham North is committed to fair and accessible employment practices.

Community Living Durham North will regularly review Employment Standards requirements under the Accessibility for Ontarians with Disabilities Act and maintain compliance with the following standards:

- Offer accessible formats and communication supports to employees, when called upon.
- Develop a process for individual accommodation plans and return to work policies.
- Offer necessary accommodations to people during the recruitment and hiring processes.

## **For More Information**

For more information on the accessibility plan, please contact:

- Leeanna Cliff at 905-985-8511 ext. 222 or email [leeanna@cldn.ca](mailto:leeanna@cldn.ca)

or

- Glenn Taylor at 905-985-8511 ext. 225 or email [glenn@cldn.ca](mailto:glenn@cldn.ca)