



COMMUNITY LIVING

Hamilton

Accessibility Plan
2017 - 2018



Accessibility Plan

Overview

Community Living Hamilton (CLH) is committed to conform to all aspects of the Accessibility for Ontarians with Disabilities Act (AODA) and the Human Rights Code and strives to ensure that all locations owned or operated by CLH provide barrier free services, and employment. CLH recognizes that key principles to accessibility are independence, dignity, integration and equality.

The purpose of the Accessibility Plan is to identify and address accessibility issues at locations owned, leased, or operated by CLH. CLH is dedicated to identifying and removing barriers that limit and restrict the ability of the clients we support from fully accessing CLH programs and the community. This plan is designed to summarize the following:

- Those barriers that were removed or otherwise addressed by the organization in the past, specifically over the course of the last fiscal year.
- Those barriers that have been identified and the organization intends to address and those that may not be able to be addressed at this time. An explanation as to where the organization is at with respect to addressing the barrier is given for each item.

This list is intended to be dynamic with additions and updates being added throughout the year. The plan will be reported annually.

Types of Barriers

Architectural – any physical factor that makes accessibility difficult. Examples include: narrow doorways and hallways, stairways, ramps, bathrooms that are not physically accessible, poor lighting, alarms etc.

Environmental – a characteristic of a setting that compromises service delivery. This may include excessive noise, flickering lighting and/or fragrances or specific foods which may cause an allergic reaction.

Communication – anything that inhibits information being accessible and understandable. Examples may include: the absence of devices available to clients or personnel to be able to be understood by others, or promotional materials that are not present in formats that are easily understandable.

Financial – anything that may mean, at an organizational level, that a service is restricted or eliminated due to a lack of sufficient finances.

Transportation – clients are unable to reach or participate fully in services due to the lack of available and suitable transportation.

Attitudinal – a preconceived attitude (usually negative) that people have towards people with a disability.

Community Inclusion – anything that may limit a client's ability to fully access their community in a way of their choosing

In addition to these barriers, other barriers that are not easily categorized may also be identified.

Identification of Barriers

In order to identify any accessibility barriers in the organization, the following methods are implemented:

- Staff and clients identify any potential barriers and report them to the manager utilizing Form #921;
- Information regarding accessibility obtained through the Complaints and Feedback;
- Any general observations or discussions.

Communicating the Accessibility Plan

A paper copy of this plan is located at the main office (191 York Blvd.) and posted on the organization's website at: www.communitylivinghamilton.com.

BARRIERS ADDRESSED 2016 - 2017

Location	Barrier Identified	Type of Barrier	Outcome/Action Completed	Completion Date
Leeming	Program did not have equipment that would allow clients with specific mobility challenges attend.	Other Community Inclusion	Sit/Stand lift purchased. Clients with this specific mobility need are now able to attend the program.	November 2016
Mountain	Bathroom design and equipment not adequate to allow optimal independence and safety of clients.	Architectural	Bathroom assessed for equipment needs. Grab bars were installed allowing clients to achieve more independence.	November 2016
Community Participation sites	Technology and equipment are required for clients to experience up-to-date programming and to facilitate communication and participation in programs.	Other Community Inclusion	Wireless technology has been added to all day sites, increasing clients' ability to communicate and participate in programs. This technology has allowed programs to expand program curriculum.	December 2016
Charlton	Need for flexible and accessible respite options for families.	Financial Architectural	The fundraising feasibility study has been completed. This is the next step towards the building of an accessible respite location.	December 2016

BARRIERS IDENTIFIED

These are items that have been identified in the barrier identification process that have not been addressed yet, or are in the process of being addressed. While areas that have been partially addressed to reduce the accessibility concern are noted, there may still be future work to be done to fully eliminate the barrier.

Location	Year First Identified	Barrier Identified	Type of Barrier	Strategies for Removal or Prevention and Comments on Progress	Potential Cost	Timeline for Completion	Person Responsible
Office space @ 191 York	2011	Offices and washroom are not wheelchair accessible	Architectural	A proposal was submitted in 2012 to MCSS for funding to renovate which was not accepted. Going forward any new space will be accessible and any existing space will be made accessible as funds become available.	Significant	As plan and funds become available	Executive Director
Residential	2015	Some residences are not optimal for clients requiring wheelchairs or other mobility devices	Architectural	To assess and plan for the changing needs of clients related to accessibility in order to include any building needs in the next MCSS Infrastructure Survey. See below for specific plans as requests are made and funds become available.	To be determined	As plan and funds become available	Director, Client Services
	2017	Kensington: Exterior door is not wide enough for wheelchair access; ramp is not sufficient to needs	Architectural	Doorway and ramp are to be modified to ensure entrance to home meets accessibility standards	\$20,000	2017 – 2018 fiscal	Director – Corporate Services
	2017	Appleford: Exterior doors are not wide enough for wheelchair access	Architectural	Doors are to be modified to ensure entrance to home meets accessibility standards	\$10,000	2017 – 2018 fiscal	Director – Corporate Services
Charlton	2015	Need for flexible respite options for families	Financial Architectural	Feasibility studies have been completed. The plan has moved into the quiet phase of the fundraising campaign.	Significant	As plan and funds become available	Executive Director

RECORD OF BARRIERS PREVIOUSLY ADDRESSED

Location	Barrier Identified	Type of Barrier	Action Completed and Outcomes	Completion Date
Organization	Wheelchair accessible van needing replacement, otherwise there will be inadequate number of organization vehicles, limiting community involvement	Transportation Community Integration	Wheelchair accessible van purchased	July 2012
Templemead	Bathroom not wheelchair accessible	Architectural	Bathroom renovated	Fall 2012
Templemead	Bedrooms not wheelchair accessible	Architectural	Doorways widened	Fall 2012
Templemead	House had no wheelchair access limiting access to service for clients	Architectural	Wheelchair lift added	March 2013
Organizational	Staff Comments/ behaviour indicated a need for education attitudes and conduct towards clients	Attitudinal	Education sessions held for frontline staff. Material designed and led by Frontline staff (Peer) regarding Inclusion. Education session held for frontline staff regarding Behaviour Management.	Fall 2013 Spring 2015
CAC James	Building and layout not conducive to optimal programming	Architectural	Funding from the Ministry was obtained for renovating a CLH owned building (22 Leeming). CAC James Program was moved from James Street to Leeming street. New program location includes: -large program area conducive to programming with client who have wheelchairs or other devices -accessible bathrooms -outdoor space	December 2013 (inside) Spring 2015 (outdoor)
Website	Website needs to be more accessible	Communication	Program subscription purchased – Essential Accessibility which allows users to browse and use the website according to their abilities and preferences. Functionality includes (but not limited to): -hands-free tracking (voice or head control) -onscreen keyboard -page reader	Spring 2014

			-manual or auto scan	
Charlton	Building not conducive to optimal programs and services	Architectural Procedural	Improvements have been made to the building and property to make it more accessible, including: -paved driveway and improved ramp to get into house -living room and kitchen layout changed to accommodate wheelchair use including new table that a wheelchair can fit under Booking procedures for this program have been redesigned to allow for more optimal client use.	Fall 2014
Organization	The increase in services offered in summer months decreases the availability of vehicles to use throughout the organization	Transportation Community Inclusion	2 vans were rented for high service weeks during the summer to offset the demand for organizational vehicles. This plan worked well and will be assessed for future use.	Summer 2014 Summer 2015
York	Program area can be noisy and contribute to overstimulation and/or reactive behavior	Environmental	A space was designed for clients to be able to use when they needed to calm and de-stimulate.	October 2015
Computers and Technology	Up to date computers and technology are required to ensure staff are able to perform required duties and to facilitate up to date and meaningful programming	Communication other	Asset management plan includes a schedule for replacing computers and other technology in keeping/aligned with budget. Staff are better able to complete their work. For example, laptops provide more flexibility as to where their documentation occurs in the program. Program activities have expanded to include technology (e.g. use of computer/internet classes).	Fall 2015
Charlton	Need for flexible respite options for families	Financial Architectural	Feasibility study for a respite site that is fully accessible both inside and outside space has been completed. This is the first step towards the building of an accessible	December 2015

			respite location.	
Program vehicles	Vehicles owned by CLH are aging, with 5 of them exceeding 11 years, including one wheelchair accessible van.	Community Inclusion Transportation	<p>2 Wheelchair accessible vehicles were purchased in 2016. The asset management plan will continue to monitor need for vehicles.</p> <p>The vehicles are in full use. The interior layout of the purchased vehicles allows for a wheelchair to be in the front-passenger position. Clients who have never driven in the front seat are now experiencing that for the first time.</p>	Spring 2016
York	Program area that operates contracts, does not align with a day services model	Community Inclusion Architectural	<p>Renovations completed to provide for a range of non-vocational service delivery options.</p> <p>Community based activities have been implemented and both clients and staff have been exploring opportunities within the community. This is the largest program at CLH, therefore this change has affected a large percentage of clients who are enrolled in CLH day programs.</p> <p>Certain work contracts remain in order to provide true vocational and training opportunities for those clients who wished to continue with this goal.</p>	Fall 2016