

Accessibility Plan

January 2025

Introduction

Community Living Oshawa Clarington (CLOC) has been developing processes to meet Accessibility Standards since 2005.

CLOC's Accessibility Plan addresses accessibility issues at our services, locations and in the community at large. CLOC is committed to identifying and removing barriers that reduce the ability of persons served to fully access both our programs and the community as a whole. CLOC's Accessibility Plan is designed to summarize the following:

- Those barriers that were removed or otherwise addressed by the agency in the past, specifically over the course of the past ?? years.
- Those items that the organization still intends to address, as well as new items that have been brought to the agency's attention. Some of these items contain firm deadlines for completion, while others do not.

Types of Barriers

CLOC's Accessibility Plan encompasses ten types of barriers:

An **architectural** barrier is any physical factor that makes accessibility difficult for an individual. This may include narrow doorways, bathrooms that might need to be made more accessible, alarms that are not able to be heard by individuals with hearing impairments, or even something as simple as the location of furniture.

An **environmental** barrier is a characteristic of a setting that compromises service delivery and benefits to be gained. This may include items such as flickering lighting, noise levels, and troublesome fragrances.

An **attitudinal** barrier is a preconceived (usually negative) attitude that people have towards persons served. Examples of this may include attitudes of neighbours or other community members, or the lack of "person first" language used by agency personnel.

A **financial** barrier is anything that may mean that a service is restricted because of a lack of sufficient financial resources. Financial barriers may exist at the organizational level or may be specific to funds possessed by persons served.

An **employment** barrier is an indication that a workplace does not provide sufficient flexibility or equipment to ensure a productive and satisfying workplace for employees. An employment barrier may also speak to measures that are in place to promote successful employment for persons with disabilities.

A **communication** barrier looks at anything that inhibits information being accessible and understandable to all. Examples may include the possible absence of devices available to persons served or personnel to be able to be understood by others, or promotional materials that are not present in formats that are easily understandable.

A **transportation** barrier speaks to situations in which service recipients are unable to reach or participate fully in services because of the lack of suitable and available transportation.

A **community integration** barrier is anything that may limit an individual's ability to fully access their community in a way of their choosing.

A **technology** barrier is related to a need of a stakeholder to access technology to ensure communication or inclusion into services.

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

Identification of Barriers

In preparing this Accessibility Plan, CLOC utilized several methods in which to identify accessibility barriers:

- The organization's previous Accessibility Plan was used to identify items that were already considered to have been a concern.
- Individual persons supported and personnel were consulted and contributed to the identification of issues and potential ideas on how to rectify them.
- The organization's leadership routinely identifies maintenance and property issues throughout the agency. This information was used to identify property issues that negatively impact the accessibility needs of the persons served by the agency.
- The organization's leadership is brought up to speed on accessibility issues by personnel and by persons served on an ongoing basis. The issues anecdotally identified in this manner were also useful in the creation of this plan.
- The Joint Health & Safety Committee identifies issues where risk are associated with accessibility.

Review of Accessibility Plan

A full review of the organization's Accessibility Plan is completed at least biennially. A member of the Management team will take the lead around updates of the Accessibility Plan.

Communication of Accessibility Plan

The accessibility plan is posted on the agency website and on the learning management system. Paper copies will be made available to all those who request the plan.

Items Addressed

| Program | Barrier Identified/Type of Barrier | Action Completed | Completion Date |
|-----------------|--|--|--|
| Agency | Concerns that there were no guidelines for pets, visiting animal, and service animals (<i>communication</i>) | CLOC implemented policy Service Animals | 2011 |
| Agency | Customer Service Standard Training became a requirement (<i>communication</i>) | CLOC completed in-house training for all employees with direct contact with the public beginning in 2011 CLOC added written training and acknowledgement regarding basic customer service training in all orientation packages for all employees without direct contact and any new employees, volunteers and board of directors in 2012 | 2012 |
| Agency | Notice of Public Interruption (<i>communication</i>) | CLOC ensures all public interruptions of services are posted on social media, and at the door of facilities that are not in service for the day. | 2012 |
| Agency | AccessON reporting | CLOC has completed Provincial AccessON reporting as required since 2017 | 2021 |
| Agency | Feedback` Process | Customers who wish to provide feedback on the way Community Living Oshawa Clarington provides goods and services to people with disabilities can provide concerns in writing or electronically to any or all Doris Maniacco @ 905-576-3011 #320 or dmaniacco@communitylivingoc.ca Janice Dewland @ 905-576-3011 #398 or jdewland@communitylivingoc.ca Marisa Hall @ 905-576-3011 #322 or mhall@communitylivingoc.ca Terri Gray, Executive Director @ 905-576-3011 #301 or tgray@communitylivingoc.ca All feedback, including complaints, will be referred to the appropriate supervisor of the department or area of expertise. Customers can expect to hear back in two business days. | This information is posted on the website under "Contact Us – Feedback". This information is also part of the Complaint and Resolution Process policy. |
| Adelaide | Mobility difficult from sidewalk to front entrance | Driveway resurfaced | Oct 2016 |
| 947 Adelaide | Access to exterior doors and | OTF grant allowed for total rebuild of | 2022 |

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| | deck/ramp difficult for wheelchairs | deck/ramp and replacement and widening of exterior doors | |
| Annapolis | Difficult access to front door | Ramp added and threshold leveled | 2023 |
| Bessborough | A washroom was not fully accessible for persons served | Complete bathroom renovation completed | 2011 |
| Bessborough | Old ramp and walkway in disrepair, narrow front door restricting access to wheelchairs | Concrete ramp and sidewalk constructed,constructed ; front door widened to 36" | Mar 2016 |
| Bessborough | Back deck and ramp were not functional, wood starting to deteriorate | Complete rebuild <ins>rebuilding</ins> of deck, ramp and concrete walkway | 2016 |
| Central Park | Access to and maneuverability within the house was very restrictive | Addition was added to the north side of the house including a wheelchair lift, large accessible bathroom and wider hallways | 2008 |
| Central Park | Fire evacuation difficulties when the lift is not available | Fire evacuation chair was purchased for use down the front stairs | 2016 |
| Central Park | Access to back yard and lower-level washroom | Renovation including fully accessible washroom, basement walkout and walkway to backyard patio | 2017 |
| Clarington Project | Access to current location entrance and washrooms difficult for people served | New baseline location to be renovated including accessible doorways and washroom | Scheduled for completion Feb 2017 |
| Enfield | Newly purchased home, not accessible | Complete renovation including ramps at 4 entrances, 3 accessible washrooms, widened hallways and doorways Garage converted to additional living space including a fully accessible washroom | 2012 2015 |
| Enfield | Access to garage apartment | Deck and steps installed to replace uneven concrete step | 2023 |
| Holcan | Ramp to side entrance of the house not functional | Ramp rebuilt | 2014 |
| Holcan | Mobility difficult from sidewalk to front entrance, the driveway slope 8 ft down from house to road | Concrete driveway complete with heating system installed | 2016 |
| Holcan | Access difficult from dining room to back deck and side ramp | Removed patio slabs and installed raised paver deck and installed wider access door | 2022 |
| Holt | Washrooms were not fully accessible for persons served | Both bathrooms were completely renovated | 2010 & 2012 |
| Holt | Access difficult from driveway | Driveway resurfaced | 2020 |
| Inglewood | Access to front porch and door | Railing installed | 2023 |
| Killdeer | Limited access for wheelchair to main floor of the house | North walkway was widened and leveled with access to side door | 2012 |
| Killdeer | Access to backyard uneven | Walkway and back deck rebuilt | 2023 |
| King | Newly purchased home, not accessible | Complete renovation including ramps at entrances, accessible washroom on main floor, | 2018 |

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| | | Garage converted to additional living space including a fully accessible entrance | |
| Old Scugog | Washroom was not fully accessible for persons served | Complete bathroom renovation completed | 2008 |
| Old Scugog | Wrap around deck and ramps were not functional, wood starting to deteriorate | Complete rebuild of deck and ramp | 2014 |
| Old Scugog | Access from driveway uneven | Landscaping completed increasing parking area for 3 vehicles | 2017 |
| Olive | Washroom was not fully accessible for persons served | Complete bathroom renovation completed | 2009 |
| Olive | Mobility difficult from sidewalk to front entrance | Driveway resurfaced | Oct 2016 |
| Olive | Access to front door, ramp in disrepair | New ramp and deck installed with ThruFlow decking | 2018 |
| Olive | Assistance required from bedroom | Handrails installed in living area | 2023 |
| Pinecrest | Mobility throughout the home difficult for 6 residents in wheelchairs | Complete east bathroom renovation completed Front entrance door widened to 42" Major renovation including accessibility to the west bathroom, widening both hallways, a new larger bedroom and a new west exit door and ramp | 2011 2014 2016 |
| Pinecrest | Access to rear door, ramp in disrepair | New ramp and deck installed with ThruFlow decking | 2021 |
| Rossland | Both the front and back ramps were not functional, wood starting to deteriorate | Both ramps reconstructed with composite, slip resistant deck and aluminum railing Front entrance door widened to 38" | 2016 |
| Rossland | Washroom was not fully accessible for persons served | Complete bathroom renovation completed | 2010 |
| Rossland | Mobility difficult from sidewalk to front entrance | Driveway resurfaced | 2015 |
| Simcoe | Access from bedroom with wheelchair difficult | Bedroom door widened to allow access | 2020 |
| Simcoe | Front entrance not accessible, both residents in wheelchairs | New ramp and deck installed with ThruFlow decking | 2022 |
| Wayne | Some residents have difficulty accessing the tub | Complete bathroom renovation completed including roll in shower | 2022 |
| Wayne | Window in lower-level bedroom used for fire exit is difficult for resident to access | Stairs installed to assist with fire egress | 2022 |
| Wyndfield | Access to rear door, ramp in disrepair | New ramp and deck installed with ThruFlow decking with full access to front walkway | 2022 |
| 13 group homes | Assistance required for transfer of individuals from wheelchair, bed, bath, etc. | Ceiling lifts have been installed in bathrooms and bedrooms at Bessborough, Rossland, Olive, Simcoe, Pinecrest, 947 Adelaide, Old Scugog, Enfield and Inglewood | 2010-2016 |
| 39 | Access to the front entrance | New universal access ramp was constructed | 2014 |

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| Wellington | was difficult, ramp was very steep | | |
| 10 group homes | Transportation of people receiving services | Wheelchair vans purchased for locations: Bessborough, Central Park, Old Scugog, Pinecrest, Olive, Clarington Project, Rossland, Olive and Simcoe | 2011-2021 |
| 13 group homes | Difficulty accessing bedrooms with auto door closure | Magnetic hold open devices installed interlocked with fire systems | 2012-2023 |
| All Locations | Number of vehicles and wheelchair accessible vehicles to allow community access | CLOC has entered into and agreement with Enterprise for lease and replacement of the fleet of 33 vehicles | 2019 |
| All Locations | Snow and ice removal is of paramount importance, as it restricts access to and from program locations (other) | CLOC has maintenance vehicles equipped with snowplows and one with a bulk salter. Individual locations have been equipped with electric snow throwers where necessary. | 2020 |
| Annapolis | Access to front door | Ramp built | 2024 |
| King | Residents in lower level not easily able to access bathtub, roll in shower required | Bathroom renovated with roll in shower | 2024 |
| Central Park | Driveway uneven | Driveway expanded and resurfaced, new ramp installed at NW door | 2024 |
| Enfield 2 | Roll in shower had uneven floor | Bathroom renovation completed | 2024 |
| Holcan | Wheelchair access limited | Renovated back deck and installed wider door for access | 2023 |
| Killdeer | Wheelchair access limited | Ramp built in garage for access to main floor only | 2021 |
| Numerous location | Access to bedroom is difficult with automatic door closures installed | Magnetic hold open devices have been installed to assist. The magnet is integrated with the fire system and disengages if alarm is triggered | 2018-2024 |
| Residential location vehicles | Transport of individuals in wheelchair | Agency has leased/purchases 11 wheelchair accessible vans | 2018-2024 |

Items Yet To Be Addressed

Standing Items

The following items have been brought up repeatedly throughout the barrier identification process, though the nature of these barriers means that they are unlikely to be fully addressed in any given year. These items are of concern to the agency and will continue to be over the long term. They will be carefully monitored for the foreseeable future. While some action has been taken to reduce the accessibility concern related to some of these items, further action might be necessary to fully remove the barrier.

| Program | Year Item First Identified | Barrier Identified/Type of Barrier | Strategies for Removal or Prevention and Comments on Progress | Potential Cost | Timeline for Completion | Person(s) Responsible |
|------------------|----------------------------|---|---|----------------|-------------------------|-----------------------|
| Annapolis | 2022 | Residents not easily able to access bathtub, roll in shower required | Added to infrastructure list | \$20k | | |
| Annapolis 2 | 2023 | Access to front door of upper unit will require a ramp as mobility of residents decreases | Added to infrastructure list | \$30k | | |
| Inglewood | 2022 | Residents not easily able to access bathtub, roll in shower required | Added to infrastructure list | \$20k | | |
| Olive | 2022 | Residents not easily able to access bathtub, roll in shower required | Added to infrastructure list | \$20k | | |
| Simcoe | 2012 | Back deck and ramp are not functional, wood starting to deteriorate | Added to infrastructure list | \$50k | | |
| 43 Wellington | 2015 | Back deck and ramp are not functional, wood starting to deteriorate, front concrete ramp in disrepair | Added to infrastructure list | \$90k | | |
| 43 Wellington | 2015 | The lower level of the building is not accessible requiring an elevator | Added to infrastructure list | \$130 | | |
| 39/43 Wellington | 2015 | Parking lot paving has been repaired numerous times, often resulting in tripping hazards | Added to infrastructure list | \$85k | | |

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| Agency | 2007 | Finances are not always sufficient to meet the needs and wishes of all people served, limiting their community participation and hampering their quality of life (<i>financial</i>). | This is a long-standing issue that CLOC will continue to struggle with. CLOC has continued to seek enhancements to funding and has been active in political activism to attempt to remove this barrier. | None | Ongoing | Leadership team |
| Agency | 2011 | Local Accessible Bus system has limited availability for bookings for people served (<i>transportation, community integration</i>) | CLOC will continue to cultivate good working relationships with local municipal transit agencies | None | Ongoing | Operation Managers |
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Several residential locations will not be able to be fully accessible

The following items have been brought up repeatedly throughout the barrier identification process, though the nature of these barriers means that they will not be addressed. The individuals residing in these location have the physical capabilities to navigate these barriers. As physical needs change, individuals may be required to move to other areas of the home or to a different residence.

| Location | Year first identified | Accessibility limitations | Number of residents affected |
|--------------|-----------------------|--|------------------------------|
| Adelaide | 2012 | Home is a raised back split. 4 – 5 stairs either up or down to bedrooms | 5 |
| Central Park | 2012 | One bedroom in the lower level only accessible by flight of 6 stairs | 1 |
| Holcan | 2012 | Separate apartment in lower level only accessible by a full flight of stairs | 1 |
| Holt | 2012 | The kitchen and sitting area of the main floor is raised by one step. The separate apartment is accessible by a flight of 5 stairs | 5 |
| Killdeer | 2012 | Only the bedroom on the main floor is accessible. The 4 bedrooms on the second level are accessed by a full flight of stairs | 4 |
| Old Scugog | 2012 | The lower level bedrooms are accessed by one step inside the unit | 2 |
| Olive | 2012 | The bedroom on the mid-lower level is accessed by 6 stairs | 1 |
| Wayne | 2012 | There are several stairs to enter the home and 5-6 stairs up or down to access the sleeping areas | 8 |
| Rossland | 2012 | Separate apartment in lower level only accessible by a full flight of stairs | 1 |
| | | | |