

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 Maniaco @ 905-576-3011 #320 or dmaniaco@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 rebuilding 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 an 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

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