



DSL

DEVELOPMENTAL SERVICES
OF LEEDS AND GRENVILLE

Enhancing Abilities, Promoting Independence,
Advocating for Inclusive Communities

Developmental Services of Leeds and Grenville

Accessibility Plan Including Integrated Accessibility Standards Regulations Requirements

April 2020/2025



Revisions control page

Date	Summary of changes made	Changes made by (Name)
July , 2010	Creation of Accessibility Plan – Implementation of Customer Service and introduction to requirements under AODA	Lisa Crawford
September, 2012	Re-draft of Accessibility Plan – Complete Revision and overhaul of document format to include additional requirements of AODA beyond Customer Service	Lisa Crawford
Dec, 2013	Re-draft of Accessibility Plan – Complete Revision and overhaul of document format to include additional requirements of AODA for the Integrated Accessibility Standards Regulation.	Lisa Crawford
March, 2020	Update of Accessibility Plan –made to reflect 2020/2025 goals, removal of barriers made to date.	Lisa Crawford



Introduction

Developmental Services of Leeds and Grenville completed its first Accessibility Plan in 2010 in part, as preparation for the implementation of requirements for Regulation 429/07 Accessibility for Ontarians with Disabilities Act. However, the organization has been committed to and has actively invested its resources to assist in the removal of barriers and to improve accessibility for people receiving services for over 35 years.

Developmental Services of Leeds and Grenville's Accessibility Plan addresses accessibility issues at our program locations and in the community at large. The organization and its staff are committed to identifying and removing barriers that reduce the ability of all persons to fully access both our programs and the community as a whole. In preparing our Accessibility Plan, Developmental Services of Leeds and Grenville considered the following:

- The plan shall report on barriers that were removed or otherwise addressed by the agency in the past, specifically over the course of the past five years.
- The plan shall examine all aspects of its operations, including its best practices, facilities, programs and supports to determine their effect on accessibility of persons served
- The plan shall report on barriers that have been identified through the Agencies Accessibility Self Audit/ Assessment
- The plan will identify items that the organization intends to address over the course of time, 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.
- The plan will include items that were identified; but that the agency does not feel it can address at this time for one reason or another.
- The plan will identify key strategic actions the organization will need to take of the course of the next few years to ensure it implements all of the Integrated Accessibility Standard Regulations required for an agency of its size and nature.
- The plan will identify key strategic actions the organization will need to take over the course of the next few years to ensure it maintains momentum towards achieving an accessible community as outlined in the AODA.

Scope

The scope of this plan is limited to in the events that the agency is aware of in relation to Accessibility and it not meant to address emergency circumstances that are beyond the organizations control. This is an Accessibility Plan, not a daily problem resolution procedures document and as such, these items fall outside the scope of this document.

AODA Standards



The Accessibility for Ontarians with Disabilities Act Standards addressed within the confines of this document is as follows:

1. Overview of the Act
2. Customer Service Standard
3. Integrated Accessibility Standard
 - a. Statement of Organizational Commitment
 - b. Multi Year Accessibility Plans
 - c. Purchasing or Acquiring Goods, Services or Facilities
 - d. Self Service Kiosks
 - e. Accessibility and Human Rights Training
4. Standard for Information and Communications
5. Standard for Employment
 - a. Human Rights Code
6. Standard for Transportation
7. Standard for Built Environment

Overview of the Act

The Accessibility for Ontarians with Disabilities Act (AODA) is a law in Ontario that allows the government to develop specific standards of accessibility and to enforce them. The Accessibility for Ontarians with Disabilities Act (AODA) was passed in 2005, with the goal of creating standards to improve accessibility across the province by 2025. One goal of AODA was to remove barriers so that all individuals have access to goods, services, facilities, accommodation, employment, buildings, structures and premises.

A second goal was to provide for involvement of persons with disabilities, the Government of Ontario and representatives of industries and various sectors in the development of accessibility standards. As part of the AODA Act Developmental Services of Leeds and Grenville needs to ensure that when providing services and supports that we accommodate the person with the disability (service recipient) and any family member who have a disability.

The AODA goal and purpose will be accomplished through the implementation of mandatory accessibility standards in six central areas of everyday living.

- Customer Service Standard
- Integrated Accessibility Standards
 - Information and Communication
 - Employment
 - Transportation and
- Built Environment



Each one of these standards will be phased in over the between now and 2025. The Act and standards applies to broad public sector organizations including Developmental Services of Leeds and Grenville

Definition of the Disability

The AODA uses the same definition of “disability” as the Ontario Human Rights Code. In the Act, “disability” means,

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

Types of Barriers

Developmental Services of Leeds and Grenville’s Accessibility Plan encompasses eight 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.

A **communication barrier** is anything that inhibits information being accessible and understandable to all individuals. Examples may include the possible absence of a device 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.

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

Identification of Barriers

In preparing this year's Accessibility Plan, Developmental Service of Leeds and Grenville utilized several methods in which to identify accessibility barriers. The organization's previous Accessibility Plans were used to identify items that were already considered to have been a concern. In addition, the agency completed an **Accessibility Self Audit/Assessment** that provided meaningful information about current accessibility conditions and future necessary developments. The **Accessibility Self Audit/Assessment** included staff personnel who were consulted by the Manager of Quality Assurance as part of preparation for Focus Accreditation Domain Committee work. This committee made several contributions to the identifications of issues and potential ideas on how to rectify them.

The organization's Health and Safety committee routinely identifies maintenance and property issues throughout the agency. This information was used to identify any issues that negatively impact the accessibility needs of the persons served by the agency. The organization's Management Team was requested to provide a review and identification of accessibility issues related to respective sites of service under their lead. The organization's leadership continues to be advised on accessibility issues by personnel and by persons served on an ongoing basis. The issues anecdotally identified in this manner were also used in the creation of this plan.

Customer Service Standard

The Customer Service Standard applies to all people or organizations (both public and private) that:

- Provide goods or services either directly to the public or other businesses or organizations who have one or more employees in Ontario.



Providers in the following sectors are affected:

- Private
- Non-profit, and
- Public, including provincial and municipal governments, universities, colleges, hospitals, school boards and public transportation organizations.

Every person who participates in developing policies, practices, procedures for provision of goods and services must be trained on accessible customer service. This includes all DSLG staff, management, and any person involved in providing goods and services. Further, all DSLG Volunteers, Board and Committee Members, Distress Centre Volunteers, and Program Support Volunteers must also receive training. The onus is on DSLG to have proof that we have provided Customer Service Training to all relevant individuals who will be dealing with the public.

Central to Accessible Customer service is a commitment to flexible service that meets the needs of an individual who has a disability. It is putting the person first and knowing that understanding that some methods of service may not work for all people and ensuring that accommodations are made where and when possible to allow full access to a person with a disability.

Accessible Customer Service focuses on how we communicate and interact with individuals with a disability can greatly impact the quality of our customer service. DSLG has developed tips on how to provide service to individuals and covers a wide range of disabilities. This information is part of our Accessible Customer Service Procedures and Best Practices. It is available to all staff for review and implementation. Accessible Customer Service should be the same as any other Customer Service. Treating a person with dignity and respect should be everyday occurrences regardless if disabilities are involved or not. Always put the person first, both figuratively and literally. Flexibility will be needed once you understand the particular barrier the customer is facing. Patience will be needed when dealing with people to find out the best method to communicate. The principles of Accessible Customer Service are dignity, independence, integration, equal opportunity and respect. Accessible Customer service includes provisions for policies, procedures and practices that address the need for accessible communication and documentation, use of assistive devices, use of service animals, support People and an accessible feedback process.

Integrated Accessibility Standard

Statement of Organizational Commitment

The organization and its staff are committed to identifying and removing barriers that reduce the ability of all persons to fully access both our programs and the community as a whole. In preparing our Commitment and Implementation Strategy for the Integrated Accessibility Standards Regulation, Employment Standard and Information and



Communication Regulations Requirement, Developmental Services of Leeds and Grenville considered the following:

- The integrated Accessibility Standards Regulation (IASR) establishes accessibility standards and introduces requirements for:
 - Information and Communications,
 - Employment and
 - Transportation
- The IASR also establishes the compliance framework for obligated organizations
- The IASR applies to all public, private and not-for-profit organizations, with at least one employee.
- Organizations have current and ongoing obligations under the Ontario Human Rights Code (OHRC) respecting non-discrimination. The IASR does not replace or affect the existing legal obligations under the Ontario Human Rights Code and other laws in respect to accommodations of people with disabilities.
- Organizations must comply with both pieces of the legislation. The OHRC is an individual, complaints-based legislation that addresses discrimination.
- The IASR, created under AODA, applies to all organizations in Ontario and will increase accessibility for all.

Developmental Services of Leeds and Grenville is committed to implementing all of the requirements outlined in the Integrated Accessibility Standard Regulation and ensuring that all necessary individuals receive training on the various components of the regulation as applicable.

Purchasing or Acquiring Goods, Services or Facilities

Developmental Services of Leeds and Grenville is committed to considering the requirements of the IASR when purchasing or acquiring Goods, Services and or Facilities to ensure that we do not decrease accessibility or create new barriers to accessibility when making purchases. Although this section of the act is applicable to the Government of Ontario and the Legislative Assembly and designated public sector organizations, the organization believes in the fundamental principles of this section of the legislation. Some examples of where the organization has and will continue to take the AODA standard on purchasing or acquiring goods, services and facilities include:

- Reviewing all building rentals/purchases with accessibility in mind to ensure built environments are accessible and or barrier free.
- Purchasing accessible furniture that allows for high adjustments in chairs and or lumbar supports/ wheel chair access to workstations etcetera.
- Increasing the size and adjustment capabilities of computer monitors to allow end-users larger screens with height/position adjustments.
- Ensure that renovations to existing structures do not create new barriers not previously identified.



Self Service Kiosks

Developmental Services of Leeds and Grenville does not use at this time Self Service Kiosks as a means to provide or access its services and supports. Hence, we have no obligations to follow under this section of the regulation.

Accessibility and Human Rights Training

Training on the Integrated Accessibility Standard Regulations, as well as, the Human Rights Code as it pertains to persons with disabilities will be provided to all employees and applicable volunteers. All persons who participate in developing the organizations policies and procedures; and all other persons who provide goods, services, or facilities on behalf of the organization shall receive training on the IASR and Human Rights. This training shall be appropriate to the duties and responsibilities of person and shall be provided as soon as practicable (at point of first hire/first volunteering). Developmental Services of Leeds and Grenville will provide additional training in respect to any changes to policies or procedures after the initial training and shall keep a record of the training provided under this section, including dates on which training is provided and number of people it was provided to.

Standard for Information and Communications

This standard outlines requirement for organizations to create, provide and receive information and communications in ways that are accessible for people with disabilities. This should help people with disabilities access information and communications that many of us rely on every day. Making accessibility a part of the way we send and receive information and communications will help to ensure people with disabilities have the same access to information as others, in a means appropriate to their needs. Under this section of the regulation organizations are required to address the following:

- DSLG
 - Accessible formats and communication supports
 - Emergency procedure, plans or public safety information
 - Accessible websites and web content
- Other Requirements for designated Service Providers
 - Educational and Training resources and materials
 - Training to educators
 - Producers of education or training material
 - Libraries or educational and training institutions
 - Public libraries

Under this section organization are required to provide accessible information and communication about the goods, services or facilities offered to customers, clients or others. Organizations must ensure that their feedback processes are accessible to persons with developmental disabilities by providing or arranging for accessible formats and communications supports, upon request. Organizations must make information about their feedback processes available to the public. The feedback process must allow



for feedback in a variety of ways including in person, by telephone, by writing or via email. Every organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. This must be done in a timely manner and take into account the person's accessibility needs due to disabilities and at a cost that is no more than the regular cost charged to other persons. DSLG shall notify the public about the availability of accessible formats and communication supports (notice posted on website, on bulletin board in public area of office etc.) and is applicable only to information that the organization controls directly (all DSLG Information) or indirectly through contractual relationships (example DSLG website/ pamphlets and brochures).

Standard for Employment

Employment Standard, under the IASR, requires employers to provide for accessibility across all stages of the employment life cycle. By proactively removing barriers across the employment life cycle, employers can help to create workplaces that are accessible and which allow employees to reach their full potential. This standard applies to paid employees only; but as good business practice, employers may apply it to volunteers and other forms of unpaid work. The intent of this requirement is that all employers will notify internal and external job applicants that, where needed, accommodations for disabilities will be provided, on request, to support their participation in all aspects of the recruitment process.

Employers are required to notify their employees and the public about the availability of accommodations for disabilities, where needed, to support their participation in recruitment processes. Employers have the flexibility to consider their existing recruitment processes in determining how they provide notification. The requirements that are covered in this section are:

- Recruitment, assessment and selection
- Accessible formats and communication supports for employees
- Workplace emergency response information
- Documented individual accommodation plans
- Return to work process
- Performance Management
- Career development and advancement
- Redeployment

For detailed information about this component of the AODA, please see 2014 AODA Accessibility Training Document.

Human Rights Code

The Ontario Human Rights Code requires organizations to accommodate people with disabilities to the point of undue hardship. The Ontario Human Rights Code or other applicable legislation may require additional accommodation measures that go beyond or are different from the standards established by the regulations of the AODA. We need to



know about the Ontario Human Rights Code because we all have rights and responsibilities to make sure that everyone is treated equally and without discrimination. Human Rights are for everyone. Human Rights issues touch our lives every day. We all have rights and responsibilities to make sure that everyone is treated equally and without discrimination. Developmental Services will provide training to all applicable individuals on Human Rights.

Standard for Transportation

The transportation standard will help transportation providers, as well as, municipalities, universities, colleges, hospitals and school boards make their services and vehicles accessible to persons with disabilities. Although Developmental Services of Leeds and Grenville is not a transportation provider, it is important for all staff to be aware of the intent of this regulation (See 2014 AODA Accessibility Training document).

Standard for Built Environment

The standard for Built Environment – the draft regulation has released for consultative purposes and therefore, this section of the Regulation was updated based on that draft. DSLG does not own or operate any Recreational Trails, Beaches, Outdoor public eating spaces, Outdoor Play Spaces.

It does have Exterior Paths of Travel and has made a commitment to ensure it follows the technical requirements outlined in this regulation for any new or re-developed exterior paths of travel including but not limited to: Firm, stable surface, slip resistant, meet minimum clear width requirements, where connecting with curb ramp, head room clearance, rail and other barrier edge with cane detectable surface, maximum run and cross slope, bevel, gates, bollards and other entrance design requirements for all walkways and ramps.

New ramps will follow all legislative requirements including run slope, width, be slip resistance surface, with landings at the top and bottom of the ramp and or when there is a change in direction including – will include appropriate size of landings, handrails on both sides that follow specifications, including guards and ramp edge protection.

Stairs will also meet regulation requirements related to risers, tread, nose projection, high colour contrast, tactile walking surface indicators, hand rails, guards and treads.

DSLG does not provide on or off street parking for its customers (exclusion is for employee parking) but in the event this changes, DSLG will with any new and redeveloped parking facilities, meet the requirements as outlined if used for the public.

Installation of any new or redeveloped Service Counters will follow the requirements set out in the regulation and will accommodate mobility aides by having an accessible



service counter including appropriate height for seated person, floor space clearance to accommodate a mobility aid.

DSLGL does not have fixed Queuing Guidelines and its waiting area do not have fixed seating. In the event this changes, DSLGL will follow the requirements for new or redeveloped waiting areas or fixed queuing.

Maintenance procedures and preventative emergency maintenance of all accessible elements in public spaces including temporary disruptions where accessible elements are not in working order will be posted and repairs made as soon as possible. Alternate accessible routes will be identified where possible while the repair is made.

Multi Year Accessibility Plans

As part of the Integrated Accessibility Standard Regulation, Developmental Services of Leeds and Grenville is required to complete and make accessible its multi-year accessibility plan. In accordance to the requirement of accessibility plans, DSLGL has conducted an assessment of where it currently stands with respect to accessibility for people with disabilities and the AODA Regulations. The assessment has assisted to determine what specific steps the organization needs to take to increase accessibility and how it can reach the agencies accessibility goals. The agency completed its first accessibility plan to address accessibility needs of the Organization in 2011/2012. This Document the "Multi-year Accessibility Plan" addresses all AODA Regulations and Requirements; will be updated minimally every five years and will replace the yearly accessibility plan.

Communication of Accessibility Plan

The accessibility plan will be accessible to all staff of the organization once the agency finalizes its internal intra-net site associated with its website. It will also be published and accessible to the public as per the legislation requirements.

Awareness of the Accessibility Plan was included as part of the Employee Relation Committee Agenda Items regarding Accessibility.

Paper copies are available to Management Teams and all managers are to review it with all team members and available at the main reception office of Developmental Services of Leeds and Grenville. Copies will be made available to all those who request the plan.

Action Plan for 2020/2025

Previously Identified Items Addressed from the 2010/2018 Plans.

Program/ Department	Barrier Identified/ Type of Barrier or Initiatives	Action Required/ or Recommendation Made	Outcome/ or Completion Date
Agency			
	<p>The main office doors do not have automatic door openers limiting the ability of persons served to use wheelchairs and walkers to gain access to the building without assistance. (architectural)</p>	<p>The agency reviewed all sites of service to investigate the availability and need of automatic door openers to reduce barriers for those persons accessing various sites for service. The agency installed automatic door openers in the main office site on its lower entry level and main entrances.</p> <p>Park Street site has automatic door openers.</p> <p>Prescott site has automatic door openers.</p> <p>Gananoque site has a shared entrance with various other tenants who occupy the building. At this time we have not installed automatic door openers on this shared entrance.</p> <p>Explore with landlord the possibility of having automatic door opener installed. This would benefit all tenants and service recipients in the building.</p>	Complete
	<p>Provide all staff and volunteers with training on AODA and Accessible Customer Service by January 1, 2012 and to provide said training to any new hires/volunteers at the as part of their orientation. (attitudinal/ education/ communication)</p>	<p>All DSLG staff and Volunteers have received training on AODA and Accessible Customer Service and the IRS. This training included best practices, the agency's policy on accessible customer service, its feedback process and interruption/disruption of service requirements.</p> <p>Managers have been provided with all training materials that are to be used as part of the orientation of any new hires/volunteers recruited.</p>	Complete
	<p>Actively promote the need for accessibility awareness training within our service network, to business, professionals and service communities (education/information and communication)</p>	<p>The agencies inclusive child care program staff took the initiative to review with participating child care provider centres the requirements of AODA and the need for Customer Service Training.</p>	Completed 2012.



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	A staff person required the use of a tablet laptop in order to complete requirements of job function effectively and efficiently (employment/communication)	The Agency purchased a tablet laptop and configured the agency programs to allow for data entry using a computer pen and or tablet screen. The workstations used by the staff person were modified to allow for the tablet to be connected to the network via plug and play.	Complete
	Ensures that DSLG Health and Safety reviews include checking to ensure assistive devices are in good working order (architectural/ environmental/ attitudinal.	Accessibility as a topic is now a part of Health and Safety reviews and is included as part of the agenda for the employee relations committee.	Complete
	Review current DSLG Offices and consult with Managers of all programs to identify any outstanding accessibility needs of the various programs (environment)	Documents DSLG's need for specific assistive devices and make recommendations to the Executive Director for purchase of these devices	Managers/Executive Director - Ongoing
	Lack of awareness on the use of current available assistive devices (environment)	Ensures that all front-line staff and volunteers are provided instruction on the use of assistive devices provided by DSLG as required.	Complete
	Awareness of AODA requirements for service recipients (communication)	Ensure AODA requirements are outlined in DSLG's Handbook for Service Recipients and Their Families.	Complete
2011	Snow and Ice removal is of paramount importance, as it restricts access to and from program locations (other)	Staff have been reminded that it is everyone's responsibility under health and safety to ensure walkways are clear of snow and ice debris	Complete 2015
2012	Some agency staff have not been mindful of the privacy of persons served and do not always respect the sensitivity of information (especially with the use of staff owned cell phones) (attitudinal)	The agency has made considerable effort to re-emphasize the important of confidentiality and privacy in all aspects of work. Staff are required to review and sign off on the agencies code of ethics and Oath of Conduct and has implemented updated/new policies on use of Electronic Communication/ and use of technical devices.	Complete 2020 with ongoing monitoring
2012	Staff have indicated that font size on DSO- SER Applications and Summary Reports are very small and difficult to read (communication/employment)	Request to DSO-SER for alternative methods to receive information other than pdf/ printed copies so to allow staff to review on screen and adjust font size/screen view percentage.	2019 DSO now send through DSCIS so we have electronic version
Site Specific			



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	Prescott office is a two level/split building and access to both levels requires the use of stairs. Persons served who use wheelchairs/walkers or have other mobility issues cannot get into the building comfortably or independently. (architectural)	The agency installed a lift in the Prescott Office location that allows persons served and staff with mobility issues to move comfortably and independently in the building.	Complete
	Staff persons have light sensitivity and lighting in some agency office and meeting rooms does not meet needs (environmental, employment)	The agency has provided optional lighting alternatives and is in the process of replacing outdated lighting fixtures in all of its site of service. The agency has installed dimmer switches in many of its office meeting rooms and staff have been provided with alternate light sources. The agency, where possible has upgrade its lighting fixtures to reduce light sensitivity issues.	Complete
	The Prescott office entrances did not have ramps and persons served who use wheelchairs/walkers or have mobility issues cannot get into the building comfortably or independently. (architectural)	Due to the landscape of these sites of service, the installation of permanent ramps was not architecturally feasible. Portable ramps were purchase and are available for use. As these offices are only used for programs that include support staff, this option is acceptable and respects the need for independence of persons served.	Complete
	The Prescott Office Building did not have an accessible bathroom when the location was built. As part of the overall renovations established for the building, an accessible bathroom was included in the plans (architectural)	The Prescott Office Space has a new accessible bathroom installed.	Complete
	Both Buell Street Buildings entrances did not have ramps and persons served who use wheelchairs/walkers or have mobility issues cannot get into the building comfortably or independently. (architectural)	Due to the landscape of these sites of service, the installation of permanent ramps was not architecturally feasible. Portable ramps were purchase and are available for use. As these offices are only used for programs that include support staff, this option is acceptable and respects the need for independence of persons served.	Complete
	Main site lower level accessible bathroom was being used by some staff as storage unit. This resulted in this bathroom being not accessible (architectural).	Through Accreditation Committee Meetings on accessibility, the issue was raised as part of health and safety and ERC. All staff were reminded that accessibility is of key importance to the agency and staff are responsible for keeping these areas free of debris. The items were removed and the bathroom is fully accessible.	Complete with ongoing monitoring as part of ERC and Health and Safety. 2011.
	Main site main level accessible bathroom although accessible required upgrading to provide better accessibility to the hand washing sink as the current configuration presented barriers to those using wheelchairs and walkers (architectural) .	The main site main level accessible bathroom was renovated and a more accessible hand washing station provided that is accessible to persons using wheelchairs and walkers.	Complete 2012
	Prescott office – lift was being used to transport materials to and from various floors that violate the	Staff were instructed on the safe and proper use of the lift (i.e., the lift is to be used by persons who have accessibility	Complete 2012



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	license of the lift (environmental/ attitudinal/ architecture).	issues only and is not to be used to transport goods/supplies/garbage or persons who do not have accessibility issues).	
	There are no Lever handles on doors, at may sites of service that may restrict the ability of persons served and or staff to access various rooms and offices (environmental, architectural/ employment)	The agency, where possible is installing lever handled door openers as appropriate. It has moved to a swipe card keyless entry for all of its sites of service, hence reducing the need for keys, turning of door handles to access locations where possible.	Complete 2018
	Main site lower level and main level renovations and moving of main area reception.	DSLJ completed extensive renovations to is lower and main level. This included installation of new accessible bathrooms, moving and revamping of it reception and waiting area as well as new meeting rooms. All accessibility requirements for service counters, washrooms and meeting rooms were followed including specifications for accessible washrooms. All new doors include swipe card access and lever hand door openers.	Completed 2018
	New Building – Colonel Douglas Drive, Brockville	DSLJ completed extensive renovations to is lower, main and upper level. This included installation of new accessible bathroom, hand rails, stair lift, temporary ramp etc., to this new home.	In progress 2020
2012	AODA Compliance Reporting (attitudinal/ communication)	Complete yearly compliance Report to AODA and Ministry as required.	Complete update as required
Program Specific			
	Distress Centre Volunteer Call-rooms hands free headsets were being disconnected from main phones (environmental/ communication)	The Distress Centre includes training for all volunteers on the use of hands free headsets that are available in each call room. Training included the importance of leaving the devices in working order at all times for volunteer use and includes instruction on re-connection of the headsets. Staffs are to review the functionality of the headsets as part of regular office work.	Complete 2012
	STTC – A new home has been purchased (with AODA regulations and accessibly needs as part of the decision making process). (architectural)	The agency has completed an Infrastructure Survey to address any outstanding accessibly issues related to the new purchase.	Complete
	Main floor bathroom was not wheel chair accessible – required (roll-in) shower and vanity (architectural)	Renovated main floor bathroom to add a wheel chair accessible (roll-in) shower and vanity	Complete
	Main floor bathroom doorway was not wheel chair accessible (architectural)	Widened the wheelchair accessible bathroom entrance and putting in a pocket door for ease of accessibility	Complete
	Light switches in accessible bathroom are too high (architectural)	Lowered light switches in wheelchair accessible washroom	Complete



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	Door leading to accessible bed and bathroom is too narrow (architectural)	Widened the door in the hall that accesses the wheel chair accessible bedroom and bathroom	Complete
	Accessible bedroom doorway is too narrow (architectural)	Widened the wheelchair accessible bedroom entranceway	Complete
	House does not have accessible ramp to access the building (architectural)	Estimates for permanent wheelchair accessible ramp were sought and new ramp completed spring of 2014. A temporary wheel chair ramp was available until the permanent ramp was installed at the front doorway	Complete
	Park Street Site was purchased for CPS use	The building was renovated to ensure the following: accessible bathrooms, wheelchair accessible site, automatic door openers, no slip floor surfaces that were wheelchair accessible, painting in contrast, wide entrances etc. In fall of 2019, the parking lot was re-paved to include accessible parking for agency owned accessible vehicles.	Completed 2015/16 2019



New Items and Outstanding Items Yet Addressed from Previous Years Including Integrated Accessibility Standards and Human Rights.

Standing Items

Program/ Department	Year Item First Identified	Barrier Identified/ Type of Barrier or Initiatives	Strategies for Removal or Prevention and Comments on Progress	Potential Cost	Timeline for Completion	Person(s) Responsible
Agency						
	2011	Persons served have limited access to assistance with augmented communication systems, thus limiting their ability to communicate (communication)	This is a long standing issue that the Agency struggles with. There are limited resources and specialists in the community who can assist with developing augmentative communication systems. Leeds and Grenville County has extremely limited speech-language professionals and the agency currently does not have any speech/ language professional consultation services at this time. The agency has several staff training in using board-maker communication tool and some staff with experience and training in the use of Hanen Communication.	Training Cost and additional license cost for board-maker and additional pic libraries (variable cost)	Ongoing	Executive Director and Director of Client Service
	2011	Although DSLG has a balanced budget and does prudent financial planning, finances are not always sufficient to meet the needs and wishes of all persons served/waiting for service – result in limiting access to some services. (financial)	This is a long standing issue related to the transformation of the Developmental Service Sector and the agency will continue to be faced with this as an issue. The agency has and will continue to seek enhancements to funding and has been active in political activism to attempt to remove this barrier (i.e., Provincial Network and Great Lakes Society)	None	Ongoing	Executive Director and Director of Finance
	2012	Program information is available only in print and assumes a high level of literacy (communication)	The agency has developed several plain language brochures and picture communication assistive tools for use with persons who have difficulty understanding written communications. Areas that seen some development include, Rights and Responsibility Training, Abuse Prevention, Identification and Reporting Training and Consent to Service.	Unknown	Ongoing	Management Team



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			The agency is aware that future work in this area is required for many of its service and support programs to make information accessible.			
	2011	Local Accessible Bus system has limited availability for booking for persons served and bus service is limited to the city of Brockville (communication/ other)	Continue to cultivate good relationships with bus service and advocate for need for more services availability. Continue to advocate for alternative transportation options for persons living in rural communities.	None	Ongoing	Management Team
	2010	AODA Regulations and Implementation period (2025) (all)	Continue to monitor AODA Standard development and implement any requirements that become law.	Agency Time and resources	Ongoing	Management
		Ensure physical accessibility through barrier free design for new and modified agency sites of service including structures not covered under building code. (environment and employment)	Continue to monitor accessibility needs when purchasing/ leasing site of service space.	Unknown	Ongoing	Executive Director/
Site Specific						
	2012	The Gananoque site doors do not have automatic door openers limiting the ability of persons served to use wheelchairs and walkers to gain access to the building without assistance. (architectural)	Gananoque site has a shared entrance with various other tenants who occupy the building. At this time, we have not installed automatic door openers on this shared entrance. Explore with landlord the possibility of having automatic door opener installed. This would benefit all Tenants and service recipients in the building.	Unknown	External to Agency	Building Owner
AODA Standard Specific						
Agency - Integrated Accessibility Standards Regulations	2014					



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	2014	Develop Statement of Organization commitment to IRA Standards	Please see IASR Commitment and Implementation Strategy for complete details of the requirements, timelines etc.		Complete	
	2014	Develop IASR Policy				
	2014	Develop Multi Year Accessibility Plan Policy	This document is currently being written and will require ED approval.	Time and Resources - July 2013	Complete	L. Crawford
	2014	Develop Multi Year Accessibility Plans	In progress.	Time and Resources	Complete and Ongoing	L. Crawford
	2014	Develop/ Modify existing Purchasing or acquiring goods, service or facilities Policy	This requirement only applies to the Government of Ontario and the Legislative Assembly and designated public sector organizations. Statement of commitment in principle has been integrated into both the Multi-year accessibility plan and the Commitment and implementation Strategy.	N/A	N/A	N/A
	2014	Address the Use of Self-Service Kiosks requirements (as applicable)	The agency currently does not use self-service kiosks.	N/A	N/A	N/A
	2014	Training Requirements to Address Integrated Accessibility Standards Regulation and Human Rights Training requirements	Training Requirements have been identified to the ED. Training materials are part of the required training all new hires. All existing staff will completed the training in April of 2014 (as part of all other required training under QAM)		Complete	
	2014	Develop IASR / Human Rights training materials	Training package has been written that covers the Integrated Accessibility Standards Regulation and Human Rights Training.		Complete	
Information and Communications Standard	2014/2021					
	2014/2021	Develop statement committing to and planning for accessible Information and Communication.	Document has been written		Complete	
	2014/2021	Develop Policy on Accessible Information and Communication	Review current policies to see if IASR can be integrated into existing polices or if new policy needs to be written. Approval of ED.	Time and Resources	Complete	



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	2014/ 2021	Develop Policy on Accessible Formats and Communication Supports	Review current policies to see if IASR can be integrated into existing polices or if new policy needs to be written. Approval of ED.	Time and Resources	Complete	
	2014/ 2021	Develop/Integrate into existing Policy - Feedback process on Accessible Communication and Information	Review current policies to see if IASR can be integrated into existing polices or if new policy needs to be written. Approval of ED.	Time and Resources	Complete Complete	
	2014/ 2015	Identify what agency documents need to be made accessible, prioritize and setup timeline for completion.	Administration to action.	Time and Resources	Pending Discussion with ED/Assista nt to ED and HR on direction we what to take (new or integrate into existing policies/practice	Ongoing
	2014	Develop/Integrate into existing Policy – Emergency Response procedures, plans or public safety information.	Review current policies to see if IASR can be integrated into existing polices or if new policy needs to be written. Approval of ED.	Time and Resources	Pending Discussion with ED/HR on direction we what to take (new or integrate into existing policies/practice	Ongoing
	2014	Develop Policy on Accessible Website and Website content.	Review current policies to see if IASR can be integrated into existing polices or if new policy needs to be written. Approval of ED.	Time and Resources	Pending Discussion with ED/HR on direction we what to take (new or integrate	Ongoing



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					into existing policies/practice	
Employment Standard	2016					
	2013	Develop statement of organizational commitment and accessibility achievement for employment standard	Complete as part of Accessibility Plan		Complete	
	2016	Develop/Integrate into existing Policy to meet the obligations under the employment standard (Including the following below noted)	Review current policies to see if IASR can be integrated into existing polices or if new policy needs to be written. Approval of ED.	Time and Resources	Complete	2019
	2016	Recruitment	Review current policies to see if IASR can be integrated into existing polices or if new policy needs to be written. Approval of ED.	Time and Resources	Complete	2019
	2016	Employee Notifications	Review current policies to see if IASR can be integrated into existing polices or if new policy needs to be written. Approval of ED.	Time and Resources	Complete	2019
	2016	Individual Accommodation Plans	Review current policies to see if IASR can be integrated into existing polices or if new policy needs to be written. Approval of ED.	Time and Resources	Complete	2019
	2016	Return to Work Process	Review current policies to see if IASR can be integrated into existing polices or if new policy needs to be written. Approval of ED.	Time and Resources	Complete	2019
	2016	Performance Management, Career Development, Advancement and Redeployment	Review current policies to see if IASR can be integrated into existing polices or if new policy needs to be written. Approval of ED.	Time and Resources	Complete	2019
	2016	Accessible Formats and Communication Supports	Review current policies to see if IASR can be integrated into existing polices or if new policy needs to be written. Approval of ED.	Time and Resources	Complete	2019
	2016	Workplace Emergency Response Information	Review current policies to see if IASR can be integrated into existing polices or if new policy needs to be written. Approval of ED.	Time and Resources	Complete	2019
Transportation Standard						



	This	Standard	Is Not Applicable To	Our	Type of	Service
Built Environment Standard						
	2019	The agency is following all Building Code requirements related to accessibility as well as Built Environment Standard Draft Recommendations	For new Construction or and or re-development/ renovation. Walkways, stairs,			

Follow-up

The Accessibility Plan will be reviewed by the Management team at least yearly and updated accordingly. The Accessibility Plan will be available to stakeholders in November/ December of each year including reporting requirements that are included under AODA. The report will be published on Developmental Services Website under a section regarding Accessibility.