

Developmental Services of Leeds and Grenville

# MULTI-YEAR ACCESSIBILITY PLAN



2025 -2030



## Revisions Control Page

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Date	Summary of Changes	Changes made by
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
March 2025	Updates	Linda Ostler and Amanda Bradford



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## Statement of Commitment

Developmental Services of Leeds and Grenville (DSLGL) is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. DSLGL complies with the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers and ensuring equal opportunities. Our commitment is to meet the needs of individuals with disabilities in a timely, inclusive, and respectful manner that upholds dignity and independence.

## Introduction

DSLGL completed its first Accessibility Plan in 2010 in preparation for Regulation 429/07 under AODA. For over 40 years, DSLGL has actively invested resources to remove barriers and improve accessibility for individuals receiving services. This plan addresses accessibility at our program locations and within the broader community, focusing on removing barriers that limit access to services, supports, and community participation. It will be reviewed at least once every five years and updated as required.

## Scope

This Accessibility Plan addresses known barriers, strategies for removal, and long-term commitments under AODA. It is not intended to serve as a day-to-day problem resolution guide but as a strategic plan for accessibility improvements from 2025 to 2030.

## Overview of the Act

The Accessibility for Ontarians with Disabilities Act (AODA), 2005 was created to improve accessibility across Ontario by 2025. The Act requires organizations to remove barriers in areas such as customer service, information and communication, employment, transportation, and the built environment. DSLGL's plan aligns with these standards and the Integrated Accessibility Standards Regulation (IASR).

## Types of Barriers

Under the AODA, a barrier is defined as "anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability." In practice, barriers occur when environments, information, services, or attitudes are designed in ways that limit equal access.

For Developmental Services of Leeds and Grenville (DSLGL), barriers have been grouped under the categories of the Integrated Accessibility Standards Regulation (IASR) to align with our strategies and action plans:

### **Physical / Architectural Barriers**

Obstacles in the built environment that make it difficult for persons with disabilities to move freely or safely.

*Examples: stairs without ramps or lifts, heavy doors without automatic openers, narrow doorways, or washrooms that are not accessible.*



### **Information and Communication Barriers**

Barriers that make it difficult for people to receive, understand, or share information.

*Examples: documents that are not available in plain language, alternate formats, or accessible digital formats; websites that do not meet WCAG standards; absence of captioning or sign language interpretation.*

### **Attitudinal Barriers**

Behaviours, perceptions, or assumptions that discriminate against or limit the participation of persons with disabilities.

*Examples: stereotypes, stigma, lack of “person-first” language, or reluctance to provide accommodations.*

### **Technological Barriers**

Barriers that occur when technology is not accessible or compatible with assistive devices.

*Examples: software that cannot be used with screen readers, self-service kiosks without accessible features, or electronic systems requiring mouse-only navigation.*

### **Employment Barriers**

Barriers that prevent equitable participation in the workplace.

*Examples: lack of accommodation in hiring and assessment processes, absence of individualized accommodation plans, or inflexible return-to-work practices.*

### **Systemic / Policy Barriers**

Policies, procedures, or practices that unintentionally restrict accessibility.

*Examples: feedback processes that are only available in one format, restrictive eligibility requirements, or procurement practices that overlook accessibility.*

### **Transportation Barriers**

Barriers that limit a person’s ability to travel independently and safely.

*Examples: inaccessible public transit, limited availability of accessible vehicles in rural areas, or lack of scheduling flexibility.*

### **Environmental Barriers**

Features of the physical or social environment that impact participation.

*Examples: poor lighting, high noise levels, strong fragrances, cluttered spaces, or snow and ice that restrict safe passage.*



## AODA vs IASR

<b>AODA (the Act - the “why”)</b>	<b>IASR (the Regulation - the “what/how”)</b>
Accessibility for Ontarians with Disabilities Act, 2005	Integrated Accessibility Standards Regulation (O. Reg. 191/11)
Passed in 2005	Came into effect in 2011 (and has been updated)
Sets Ontario’s goal: full accessibility by 2025	Provides detailed rules and timelines for organizations
Applies to all organizations in Ontario (public, private, nonprofit, depending on size)	Applies to those same organizations, but with specific obligations
Creates the legal framework (the umbrella law)	Lays out five detailed standards organizations must implement:
Why: To remove and prevent barriers for people with disabilities in goods, services, facilities, employment, housing, buildings, structures, and premises	What/How: Explains exactly how organizations must provide accessibility

## Past Achievements to Remove and Prevent Barriers (2020-2025)

<b>Categories</b>	<b>Past Achievements</b>
<b>Design of Public Spaces / Built Environment</b>	Installation of automatic door openers at multiple sites (main office, Park Street, Prescott).
	Accessible washrooms installed or upgraded at Prescott, Buell Street, and main site locations.
	A lift was installed at the Prescott office to improve access for persons using mobility devices.
	Introduction of swipe card access and lever-handled door openers across sites to improve access.
	Extensive renovations at Colonel Douglas Drive and Park Street sites to ensure AODA compliance in design.
<b>Information and Communications Standard</b>	Implementation of plain language brochures and picture communication tools to improve communication accessibility.
	Fillable PDFs were implemented that included a font that is more accessible.
	Added Plan English to consents to better support DSLG’s client needs and comprehension.
<b>Training (Integrated Accessibility Standards Regulation)</b>	Training for all staff and volunteers on AODA, Accessible Customer Service, and Human Rights Code requirements.
<b>Employment / Organizational Practices</b>	Inclusion of accessibility topics in Health and Safety reviews and ongoing monitoring by Employee Relations Committee.



## Strategies and Actions ( -2030)

Categories	Strategies and Action Plans
<b>Customer Service</b>	Provide ongoing AODA and accessible customer service training to all staff, volunteers, and Board members (annual review).
	Maintain accessible feedback processes in multiple formats (in-person, online, phone, email).
<b>Information and Communications</b>	Ensure public documents are available in plain language and alternate formats upon request.
	Maintain compliance with WCAG 2.0 Level AA for DSLG's website.
	Promote availability of accessible formats through signage, website notices, and staff awareness.
<b>Employment</b>	Provide accommodation throughout the recruitment, assessment, and employment lifecycle.
	Maintain individual accommodation plans and return-to-work processes for staff with disabilities.
<b>Procurement</b>	Consider accessibility when purchasing or acquiring goods, services, or facilities.
	Document decisions when accessibility features are not available and seek alternatives.
<b>Self – Service Kiosks</b>	DSLГ does not currently use self-service kiosks. Future acquisitions will include accessibility criteria.
<b>Training</b>	Provide training on AODA, IASR, and Human Rights Code to new hires and volunteers upon onboarding.
	Maintain training records and provide refresher training as policies change.
<b>Design of Public Spaces</b>	Meet accessibility requirements for any new or redeveloped spaces, including ramps, bathrooms, service counters, and waiting areas.
	Maintain accessible paths of travel, signage, and emergency maintenance procedures.
<b>Transportation</b>	Although DSLГ is not a transportation provider, we will advocate for accessible public transit services in our communities.
	Collaborate with local transportation providers to support persons served.
<b>Other</b>	Continue advocacy for funding to address financial barriers to services.
	Provide staff training and support for augmentative communication tools (e.g., Boardmaker, Hanen).
	Maintain snow and ice removal protocols for safe access to all buildings.



## **Monitoring and Reporting**

This Accessibility Plan will be reviewed annually by DSLG's Management Team. Updates and progress will be published on the DSLG website and shared with stakeholders. Upon request a paper copy or alternative format can be made available. Ongoing staff and stakeholder input will guide updates and future accessibility initiatives.

## **For More Information**

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