
Statement of Commitment

Community Living St. Catharines is committed to treating everyone in a way that allows an individual to maintain dignity and independence. Community Living St. Catharines believes in integration, and is committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Description of CLSC

CLSC was incorporated in 1953 to support people who have an intellectual disability and their families. The agency has a membership governed by a volunteer Board of Directors elected annually consisting of self-advocates, family members and community leaders. Our mission: *“That people with intellectual disabilities have the opportunity to participate in all elements of the community.”*

CLSC provides a range of services for children and adults with intellectual disabilities. This includes (but not limited to) residential services, resource – planning consultation, non-vocational day program and recreational programs.

Multi-Year Accessibility Plan

CLSC’s Accessibility Plan outlines the steps taken to meet accessibility requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

This plan is posted on CLSC’s website and provided in an accessible format upon request. CLSC reviews and updates this plan at least once every 5 years.

Customer Service

Community Living St. Catharines remains committed to complying with the standards established by the Accessibility for Ontarians with Disabilities Act; and CLSC policies reflect the 2016 consolidation of the regulations into the *Integrated Accessibility Standards, O. Reg. 191/11*.

- Services are provided in a manner that respects the dignity and independence of persons with disabilities.
- When communicating, CLSC considers the person’s disability and associated needs.
- Annually CLSC policy undergoes a review and any changes posted on the agency website.

- Current feedback processes are available in accessible formats to people with disabilities, upon request. This includes a *Customer Accessible Feedback Survey* form available on CLSC website.
- CLSC will collect, review and respond to gaps or complaints relating to accessible customer service.
- A copy of CLSC's Accessibility Policy is located on CLSC website.
- CLSC will issue notification of disruption of services as quickly as possible.

Information and Communications

Community Living St. Catharines is committed to meeting the communication needs of people with disabilities. We consult with people with disabilities to provide them with information in a manner that takes into account the person's disability.

- All publicly available information and communication will be available on request in an accessible format or with a communication support.
- CLSC will work in consultation with the person with the disability to provide them with information in a manner that takes into account the person's disability.
- Clear, plain language is used; and varieties of communication options provided (e.g. phone, email and text messaging) to support accessible communication with employees and people supported.
- CLSC utilizes resources that support accessible virtual and in-person meetings and engagement activities.
- CLSC website and website content complies with current WCAG 2.0, Level AA standards for accessibility.

Employment

Community Living St. Catharines is committed to fair and accessible employment practices. CLSC will:

- Provide accommodations throughout the hiring process (pre-screening, recruitment, assessment and selection) to applicants with disabilities.
- Work with the employee to develop an Individualized Workplace Response Plan outlining the emergency response information/protocols for the employee, as requested.
- Work with the employee to develop a Return to Work Accommodation Action Plan for employees with disabilities.
- Ensure that the Performance Appraisal and Succession Planning processes takes into account the accessibility needs of its employees with disabilities.
- Endeavour to reduce or eliminate barriers to accessible employment.

Training

Community Living St. Catharines is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- Employees, volunteers/students and board members receive training as soon as practicable after being hired; and as changes to policy or legislation occur.
- Training will be appropriate to work duties.
- Upon request, CLSC will provide training in alternate formats.
- We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Design of Public Spaces

CLSC is committed to providing accessible and inclusive spaces for employees, people supported, families and visitors. Newly constructed or redeveloped buildings and spaces will incorporate barrier-free requirements under the Ontario Building Code and the technical requirements under the AODA Design of Public Spaces Standards into its design and consultation process.

For More Information

For more information on this accessibility plan, please contact:

Human Resources Dept.

Community Living St. Catharines

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