



**Community Care Durham**  
SUPPORTING PEOPLE, STRENGTHENING COMMUNITY

# Accessibility Plan 2022-2025

## **Mission - “Supporting People, Strengthening Community”**

With coordinated networks of volunteers and staff, enrich the well-being and quality of life for people wherever they call home.

## **Vision**

Communities where people are enabled to maximize their independence and thrive wherever they live.

## Values

**Compassion** - We will understand of the unique needs of individuals and communities we serve, while providing a supportive environment for our staff and volunteers.

**Respect** - We will approach all of our interactions with respect, maintaining the dignity and acknowledging the worth of each person.

**Optimism** - We believe in the power of people, community, and partnership to achieve positive change through hope and persistence in the face of adversity.

**Safety** - We will provide safe experience of care for clients, and for our staff and volunteers that serve them.

**Integrity** - We are a mission driven organization that is accountable to our community purpose. We will do so transparently, so others know what we stand for, and where we stand.

**Equity and Inclusion** - We acknowledge the systemic barriers to authentic inclusion in our society. We are committed to the rights, respect, and inclusion of all individuals without biases based on differences of any kind.

**Enrichment** - We will strive to enrich and bring joy to the lives of those we serve, and those that work and volunteer for us.

**Quality and Innovation** - We will strive to achieve the highest of standards through commitment to quality improvement and innovation, including leadership that is open to new ideas and risk.

**Responsiveness** - We will listen and be adaptive to the needs of individuals and communities, creating solutions that make a difference as defined by the people we serve, staff and volunteers.

**"We assist our clients with services that support their independence,  
Health and quality of life."**

Community Care Durham (CCD) is a multi-service registered charitable organization providing a broad range of community support services for adults and their caregivers who have needs related to aging, physical and/or mental health. We assist our clients with services that support their independence, health, and quality of life. In doing so, we help them remain in their own homes – where they want to live.

**Strategic Priorities:**

**Strategic Priority #1 - Enhancing Client Quality of Life**

Through a focus on quality, safety, and innovation, we will enhance our clients' ability to live safely and independently where they choose to call home.

**Strategic Priority #2 - Investing in Our People**

CCD is committed to becoming an agency of choice for employment and volunteerism in Durham Region's non-profit sector.

**Strategic Priority #3 - Championing Healthy Communities**

As a trusted leader in the community, Community Care Durham will support initiatives and partnerships that advance the health and well-being of individuals living in Durham Region.

**Strategic Priority #4 - Building for Our Future**

Community Care Durham will ensure that it is well-positioned to meet the challenges and opportunities of the future, while enhancing the client care experience and joy of work today.

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Community Care Durham respects the privacy of users of its website and is committed to the responsible use of any information provided online. This information includes all contact information such as name, address, telephone number, etc. We will safeguard any information provided to us by complying with legislative requirements.

For more information about our privacy protection practices, please contact Lisa Wokral by phone 905-430-9300 or by email [privacyofficer@communitycaredurham.on.ca](mailto:privacyofficer@communitycaredurham.on.ca)

## **MULTI-YEAR ACCESSIBILITY PLAN 2022 - 2025**

Community Care Durham (CCD) is committed to complying with both the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) as we continue to meet our ongoing obligations in respect to non-discrimination. CCD is committed to excellence in serving all individuals.

Our accessible customer service standards are consistent with the principles of independence, dignity, integration and equality of opportunity and we ensure that all individuals have access to services.

Our policy statement along with the procedures and practices are monitored for barriers to accessibility and modified as necessary in efforts to implement systemic processes to prevent, identify, minimize, and remove barriers to accessing services and to evaluate the effectiveness of our actions.

Our policies are compliant with the AODA including:

- ✓ Customer Service Standards
- ✓ Employment Standards
- ✓ Information and Communications Standards
- ✓ Integrated Accessibility Standards

All documents are available upon request at no charge and in a variety of formats.

CCD strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps CCD is taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how CCD will play its role in making Ontario an accessible province for all Ontarians.

CCD recognizes that the Accessibility for Ontarians with Disabilities Act (AODA) of 2005 has the goal of making Ontario accessible by 2025. We are committed to continuing our compliance efforts with the AODA and applicable standards to meet the accessibility needs of persons with disabilities in a timely manner.

### **CCD'S AODA FRAMEWORK**

- ✓ Accessibility Committee remains aware of AODA requirements, levels of accessibility, barriers and priorities and is supported by a Terms of Reference. Our statement of commitment, policies and plans are reviewed and revised by our Accessibility Team with the approval of the Executive Director.
- ✓ Statement of Commitment establishes our vision and goals for accessibility and provides CCD with purpose and direction. Our Statement of Commitment is posted on our company website, intranet and included in our documents.
- ✓ Accessibility Policies set the formal rules that CCD has in place to achieve our accessibility goals.
- ✓ Multi-Year Accessibility Plan has been in place since January 1, 2014. It is updated every five years or sooner as changes are implemented. Our plan outlines a strategy to prevent and remove barriers to meet ongoing requirements under the AODA. In this document we outlined all action taken since our last 2019 to 2021 multi-year accessibility plan and all action planned for over the next few years to remain compliant with the AODA and to prevent and remove barriers to accessibility.

A copy of this plan has been posted on the CCD's website, placed on the Company Shared Drive and, upon request, will be provided in an accessible format.

## **ACCESSIBILITY REPORTS**

Our last accessibility report was submitted in June of 2021. Our next submission will occur by December 31, 2024. The report will be reviewed with the Accessibility Committee and the Senior Management Team.

## **TRAINING**

We continue to provide training to staff, students and volunteers on the AODA through orientations and onboarding of new recruits. Training continues to be provided to educate members of our workforce on their roles and responsibilities as it relates to providing services under the AODA including:

- General Requirements
- Information and Communication Standard
- Design of Public Spaces Standard
- Employment Standard
- Transportation Standard
- Customer Services Standards

## **FEEDBACK PROCESS**

1. The Policy on Feedback/Complaints is reviewed to ensure it is comprehensive.
2. Community Care Durham conducts surveys of service users and stakeholders; this survey tool is reviewed regularly to ensure compliance. Last survey completed July 2018.
3. AODA compliance monitoring is a standing item on all meeting agendas.
4. AODA Terms of Reference and Accessibility Committee was underway in January 2019 to provide support in the compliance of CCD policies, practices, communication, and the overall application of the AODA.

## **ACCESSIBLE FORMATS AND COMMUNICATIONS SUPPORT**

In 2020 CCD created a diverse Accessibility Committee with established terms of reference with the goal to provide a representation of staff, volunteers, clients, and the community. The Committee is responsible for the review of printed material, website and communications systems and adherence to policies and processes.

An approval form has been prepared by the Communications Team to provide staff with the AODA requirements when preparing documents to support appropriate communications (i.e., print advertisements, newsletters, correspondence, emails,

website updates, brochures, etc.). This will assist in the compliance with CCD Communication Plan.

CCD is in the process of identifying all communications provided internally and externally to support compliance with AODA requirement.

## **POLICIES PRACTICES AND PROCEDURES**

CCD has in place policies and procedures to support AODA requirements which were reviewed and updated in 2020 and 2021 including:

- ✓ Accessibility Policy Statement
- ✓ Accessibility Committee and Terms of Reference
- ✓ Multi-Year Accessibility Plans
- ✓ Accessibility, Disabilities and Barriers
- ✓ Customer Service Standards
- ✓ Communicating with People with Disabilities
- ✓ Assistive Devices
- ✓ Service Animals
- ✓ Support Persons
- ✓ Temporary Disruptions
- ✓ Feedback for Employees and the Public
- ✓ Training
- ✓ Employment Standards
- ✓ Individual Emergency Response Information

CCD will continue to review and update policies and practices to remain current and compliant with AODA requirements.

## **FEEDBACK**

CCD has established processes for receiving and responding to feedback received on the services we provide and are accessible to persons with disabilities; the feedback process is posted on our website and made available to the public and are accessible to persons with disabilities in accessible formats and supportive communication.

CCD will continue to review our feedback, accessible formats, and supportive communication processes to ensure ongoing compliance with the AODA.

In 2021, CCD created an Accessibility Assessment Tool to provide for an audit on compliance and review of potential barriers to accessibility.

## **EMERGENCY PROCEDURE**

Emergency information will be made available to the public, staff, and volunteers and if required in an accessible format and/or with communication supports. Individualized

Emergency Response Information will be provided for those individuals with disabilities as required.

## **WEBSITE**

In December 2021, CCD implemented compliance measures to support compliance of CCD's website and web content to conform with WCAG 2.0 Level AA. This initiative was supported by the expertise and consultation with a third-party provider.

## **TRANSPORTATION**

CCD will advise clients about our accessible equipment and features on our vans and information will be provided in accessible formats upon request. We will ensure that CCD clients/caregivers are informed when any of our accessible equipment or our accessible vans are out of service. Where possible, we will find alternative ways to accommodate our clients. Our staff will be trained to use accessible equipment and features safely, finding solutions if accessible features stop working or if routes contain barriers and ensure passenger safety during emergencies. The transportation of support persons will be free of charge.

For more information, contact our Accessibility Committee:

**Phone Number:** 905-668-4254

**Email Address:** [accessibility@communitycaredurham.on.ca](mailto:accessibility@communitycaredurham.on.ca)

**CCD Website:** [www.communitycaredurham.on.ca](http://www.communitycaredurham.on.ca)

Standard and accessible formats of this document are free on request as above.