

## Accessibility Plan and Policies for KW Habilitation

*This 2014-2021 Accessibility Plan and background policy summary outline the policies and actions that KW Habilitation has already put in place already and/or will implement in the future to improve opportunities for people with disabilities.*

### **POLICY (BACKGROUND)**

KW Habilitation, in compliance with the Accessibility for Ontarians with Disabilities Act 2005 (AODA) and corresponding Customer Service Standards, strives to offer services that are barrier free in relation to services, buildings, environment, transportation and Information and communication.

The AODA legislation identifies three types of barriers to providing quality services including;

- Visible barriers (building environment, information/communication, transportation)
- Invisible barriers (attitudes) and
- Systemic barriers (expectations)

KW Habilitation has responded to these types of barriers as follows:

#### *A. VISIBLE BARRIERS*

##### *(i) Building/Environment*

- All main service properties and program areas where services are provided by KW Habilitation will be physically accessible to people with mobility disabilities. This may include all or part of a building or program area but must provide, at minimum, an accessible entrance and bathroom facilities that are wheelchair accessible. All buildings must comply with municipality fire regulations.
- Access to common program areas or household areas, unless specified for safety reasons, must be accessible to all people participating in the program. For instances, kitchen, dining and living room areas are accessible or alternatives provided.
- Notice of Temporary Disruption of Service Requirements states that the public needs to know when facilities or services provided to people with disabilities are temporarily not available. This is accomplished through public radio announcements and internal communication systems.

### *(ii) Information/Communication*

- Information and communication about services provided must be done in a manner that is understood by the participant and takes into consideration his or her disability. This involves a complaint processes people can utilize if they are not satisfied with the accessibility standards of KWH.
- Access to communication aids that support people to communicate or understand other's communication must be available and utilized by staff members.
- Interpreters will be investigated to support people when their main language differs from the usual language the service is provided in. This is especially important for any legal or medical information where consent is required.

### *(iii) Transportation*

- In services where transportation is provided, all vehicles must be accessible to the participants involved in that service or accommodations made for accessible transportation.

## **B. INVISIBLE BARRIERS**

- Attitudes of staff members, managers, and directors who provide services to people with disabilities are monitored through annual performance evaluations.
- The Mission, Vision and Value's statements of KW Habilitation and several key policies and principles address attitudinal cultures within its service procedures. These are mandatory reading for all employees.
- KW Habilitation endorses ongoing staff training for all its employees to maintain best practices in service provision of people with disabilities.

## **C. SYSTEMIC BARRIERS**

- Systemic barriers to quality service provision are addressed through KWH employment requirements which require knowledge, competency experience and capacity that is geared towards supporting people with disabilities so that expectations are realistic of the people who are supported.
- Expectations are monitored through internal and external staff training, policies and procedures and the feedback of people using services.

When barriers are identified, it is the responsibility of KW Habilitation to make every effort to minimize the barrier to meet the needs of the people accessing services. This is accomplished through a legislative reporting procedure that requires that "all designated public sector organizations and obligated business or organizations in the private or non-profit sector with twenty (20) or more employees will:

- document in writing all their policies, practices and procedures for providing accessible customer service to people with disabilities;
- document how they are meeting all the requirements of the accessible customer service regulations;

- let customers know that these documents are available upon request; and
- provide this information to a person with a disability in a format that takes into account his or her disability."

## **PROCEDURES**

- 1.0 The designated staff will review with the person supported by the organization and/or his/her designated advocate(s) their rights with respect to accessible services, information/communication, transportation and building/environment.
  - 2.0 Employees and volunteers of KW Habilitation will identify any barriers or potential barriers that would impact negatively on the service it provides to people with disabilities and document on an Incident Report and forward to their designated Manager.
  - 3.0 If a complaint is made the designated staff receiving the complaint will document the identified concern on an Incident Report and forward to their designated Manager.
  - 4.0 The designated Manager will investigate and respond to the complaint and will send the result of the action taken to their designated Director.
  - 5.0 The designated Director will file a report on-line through Service Ontario's website at [www.ontario.ca/en/services](http://www.ontario.ca/en/services).
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## AODA MULTI-YEAR ACCESSIBILITY PLAN AND COMPLIANCE TIMELINE

This 2014-2021 Accessibility Plan outlines the requirements and policies/ procedures that are already in place within KW Habilitation and the actions that KW Habilitation will undertake to improve opportunities for people with disabilities, following the directions and timeline set forth by the Government of Ontario through the *Accessibility for Ontarians with Disabilities Act* (AODA) and the *Integrated Accessibility Standards Regulation* (IASR).

	<b>COMPLIANCE TIMELINES</b>	<b>POLICY/PROCEDURE</b>
<b>GENERAL REQUIREMENTS</b>		
<ul style="list-style-type: none"> <li>• Accessibility policies</li> </ul>	Jan. 1, 2014	<ul style="list-style-type: none"> <li>• Services Manual (Policy SD 4.2)</li> </ul>
<ul style="list-style-type: none"> <li>• Multi-year accessibility plans</li> </ul>	Jan. 1, 2014	<ul style="list-style-type: none"> <li>• This document</li> </ul>
<ul style="list-style-type: none"> <li>• Self-service kiosks</li> </ul>	Jan. 1, 2014	N/A
<ul style="list-style-type: none"> <li>• Training</li> </ul>	Jan. 1, 2015	<ul style="list-style-type: none"> <li>• Initial training for “public facing” staff and all managers (2012/2014)</li> <li>• Existing Orientation and Training regarding Rights and Disabilities.</li> <li>• Ongoing refinement of Training to include more information on AODA / Human Rights Act / IASR (2015)</li> <li>• Training as relevant to employee roles and as reasonably practicable (2015)</li> </ul>
<b>CUSTOMER SERVICE STANDARD</b>		
<ul style="list-style-type: none"> <li>• All requirements under the Customer Service Standard</li> </ul>	Jan. 1, 2012	<ul style="list-style-type: none"> <li>• Initial training for “public facing” staff (2012) and all managers (2012/2014)</li> <li>• Ongoing for new “public facing” staff</li> <li>• Services Manual (Policy SD 4.2) (Annual Policy Review by Staff)</li> </ul>
<b>EMPLOYMENT STANDARD</b>		
<ul style="list-style-type: none"> <li>• Workplace emergency response information</li> </ul>	Jan. 1, 2012	<ul style="list-style-type: none"> <li>• Initial and Ongoing Discussions with Managers to assess needs (2012)</li> <li>• Health and Safety Policy Revision to refine and confirm process (2014)</li> </ul>

<b>EMPLOYMENT STANDARD Cont.</b>		
<ul style="list-style-type: none"> <li>Information for employees</li> </ul>	Jan. 1, 2016	<ul style="list-style-type: none"> <li>Refinements to HR Policy forthcoming to augment existing information in <i>Employment Equity and Fairness; Equal Opportunity; Performance Management.</i> (2015 -2016)</li> <li>Information Resources for Teams</li> <li>On-going orientation/ training and Policy Reviews (annual)</li> </ul>
<ul style="list-style-type: none"> <li>Processes to accommodate employees</li> </ul>	Jan. 1, 2016	<ul style="list-style-type: none"> <li>Existing/Established practices for Modified Work, Accommodation, and Return to Work planning. Refinements to HR Policy forthcoming to augment existing information in Health and Safety policies. (2015 -2016)</li> <li>Information resources for employee teams forthcoming (2015)</li> </ul>
<b>INFORMATION AND COMMUNICATION STANDARD</b>		
<ul style="list-style-type: none"> <li>Emergency information, plans or public safety information <i>(As it pertains to KW Habilitation Operations / Services)</i></li> </ul>	Jan. 1, 2012	<ul style="list-style-type: none"> <li>HR Policy (7.21)</li> <li>Process for program closures communicated to participants and stakeholders annually.</li> <li>Services Manual (Policy SD 4.2)</li> </ul>
<ul style="list-style-type: none"> <li>Accessible websites and web content WCAG 2.0 Level A</li> </ul>	Jan. 1, 2014	<ul style="list-style-type: none"> <li>Ongoing process with web developer.</li> <li>Initial assessment by web developer indicates compliance (November 2014)</li> </ul>
<ul style="list-style-type: none"> <li>Accessible websites and web content WCAG 2.0 Level AA</li> </ul>	Jan. 1, 2021	<ul style="list-style-type: none"> <li>Ongoing process with web developer.</li> <li>Initial assessment by web developer indicates compliance (November 2014)</li> </ul>
<ul style="list-style-type: none"> <li>Feedback</li> </ul>	Jan. 1, 2015	<ul style="list-style-type: none"> <li>Services Manual (Policy SD 4.2)</li> <li>Feedback Process noted on web</li> <li>Ongoing review and assessment</li> </ul>

<b>INFORMATION AND COMMUNICATION STANDARD Cont.</b>		
<ul style="list-style-type: none"> <li>• Accessible formats and communication supports</li> </ul>	Jan. 1, 2016	<ul style="list-style-type: none"> <li>• Services Manual (Policy SD 4.2)</li> <li>• Information included on website</li> </ul>
<b>OTHER ACCESSIBILITY INITIATIVES</b>		
<ul style="list-style-type: none"> <li>• Addressing attitudinal barriers in the community</li> </ul>	2012-2014	<ul style="list-style-type: none"> <li>• Initiating and sponsoring various media awareness campaign(s) and activities with an “anti-bullying” theme while tackling negative stereotypes related to persons with developmental disabilities.</li> <li>• Ongoing initiative</li> </ul>