



ACCESSIBILITY PLAN

FOR

COMMUNITY LIVING GUELPH-WELLINGTON

Prepared Nov 2013; rev 1 Dec 2013; rev2 Sept 2015; rev 3 July 2017;

rev 4 May 2018

Submitted by CLGW Accessibility Committee

Table of Contents

	PAGE(S)
1. Overview/Objectives	3-4
2. Description of Community Living Guelph-Wellington	4-5
3. Identification of Barriers	6
4. AODA Status at CLGW – Table @ Nov 2013, updated at July 2017	7-8
5. Review and Monitoring Process	9
6. Communication of the Accessibility Plan	9
7. Appendix A: CLGW Accessibility Policy and Procedures	10-14
8. Appendix B: Terms of Reference for Accessibility Committee	15-16
9. Appendix C: Site Descriptions	17-22
10. Appendix D: Summary of 2012 Site Survey Results	23-24
11. Appendix E: Summary of 2013/14 Site Survey Results	25
12. Appendix F: Summary of 2014/15 Site Survey Results	26-27
13. Appendix G: Summary of 2015/16 Site Survey Results	28-29
14. Appendix H: Summary of 2016/17 Site Survey Results	30-31
15. Appendix I: Summary of 2017/18 Site Survey Results	32-33

- **Overview/Objective of CLGW Accessibility Plan**

Community Living Guelph Wellington (CLGW) strives to ensure that all locations owned or operated by CLGW provide barrier free services, supports, environments and employment. CLGW recognizes that the key principles of accessibility are independence, dignity, integration and equality. Accordingly, we are committed to complying with the Accessibility for Ontarians with Disabilities Act (AODA) and the Human Rights Code.

Please refer to the agency's Accessibility Policy #A230A (see attached Appendix A) which is available to all CLGW locations via our internal and external websites. The policy is reviewed annually and all employees, students and volunteers, including Board Members are to be kept informed as to any changes.

The purpose of the agency's Accessibility Plan is to identify and address barriers at agency owned or operated locations. The Accessibility Plan encourages awareness of any barriers at community locations or services which may be accessed by the individuals we support so that they also may be brought to the attention of those locations and services.

The Accessibility Plan identifies the following:

- Barriers that were addressed or removed by CLGW over the past year
- Barriers that have been identified and CLGW intends to address and well as any new ones brought forward to the agency's attention. Completion deadlines may or may not be in place
- Barriers that have been identified but CLGW is unable to address at this time

Barriers have been broken down into the following areas:

- *Architectural/Physical* – any physical factor that makes accessibility difficult for an individual. Examples include: narrow doorways and hallways, stairways, bathrooms that are not physically accessible for all, arrangement of furniture which may restrict easy movement, poor lighting for visually impaired individuals, alarms which hearing impaired individuals may not hear.
- *Environmental* – an item which affects the area an individual spends time in. Examples include: excessive noise, flickering lighting, fragrances which may cause an allergic reaction.
- *Attitudinal* – a negative attitude towards an individual with a disability. Examples include: negative attitudes of neighbours or other members of the community, a lack of acceptance or inclusion, negative language or “labels”.
- *Information/Communication/Technological* – any documentation, communication strategy and/or technology that is not accessible to an individual with a disability. Examples include: website that cannot be accessed by someone who is not able to use a mouse; posted signs that are not easily understood; documents with small print.

- *Organizational/Employment* – a workplace that does not provide sufficient flexibility, training or equipment to ensure a productive and satisfying workplace for employees.
- *Transportation* – people we serve are unable to reach or participate fully in services, activities, etc due to the lack of available and suitable transportation.
- *Community Integration* – limits an individual’s ability to access their community.

The plan will be reviewed and updated annually by the agency’s Accessibility Committee (see Appendix B for Committee Terms of Reference).

- **Description of Community Living Guelph Wellington**

Community Living Guelph Wellington is a not for profit service agency that provides support and assistance to people who have an intellectual disability and reside in Wellington County. We support people who have an intellectual disability as they live, learn, work, and experience all aspects of living in their community.

Community Living Guelph Wellington also works hard to bring people and communities together. We work to help the community to develop its capacity to welcome and support people who have not always had equal opportunity to participate in community life in meaningful, productive ways.

Community Living Guelph Wellington was founded in 1955 by parents of children with an intellectual disability and concerned citizens. Since its inception, this organization has expanded from a group providing assessment, training and education to the pre-school child to a dynamic agency that provides services to people with an intellectual disability throughout their entire adult life span.

Community Living Guelph Wellington’s Mission, Vision, Values

Community Living Guelph Wellington’s Vision is clear: ***“Enrich, Inspire, Engage”***

The operations of Community Living Guelph Wellington will be guided by the following Mission Statement:

“We are dedicated to facilitating opportunities for people with developmental disabilities to realize their potential and dreams in their communities.”

In keeping with Community Living Guelph Wellington’s Mission/Vision Statements the following Principles and Values will guide the provision of support services. We believe:

Purpose and Potential

That each person has a purpose in life, the potential to develop and to contribute, and is worthy of achieving a positive quality of life.

Dignity and Respect

That each person is an individual, has dignity, and is to be respected as a basis to develop positive relationships with them.

Voice

That every individual has the right to be heard, included and to have their views listened to within their community.

Rights with Responsibilities

That every person has the right to be safe, and to be treated with fairness and equity, but also has important responsibilities to themselves, their family and their community.

Community Responsibilities

That the communities in which the people supported live, have a responsibility to support, accept and engage all their members, and to celebrate their potential and citizenship.

Collaboration

In the importance of working collaboratively and in partnering in order to access all the community's resources and supports in achieving the best outcomes for the people supported.

Culture of Innovation and Learning

In developing an organizational culture that continually fosters learning and innovation; promotes best practices and being evidence-informed; and recognizes valued contributions of the staff and volunteers.

Accountability

In being environmentally, socially and fiscally responsible for the resources and goodwill provided, and acting with transparency and ethically in all that we do.

CLGW's commitment to accessibility planning:

The CLGW Board of Directors and Staff are committed to:

- ✓ The continual improvement of access to facilities, policies, programs, practices and services for people we serve, their family members, staff, volunteers and visitors
- ✓ The participation of people we serve in the development and ongoing review of the Accessibility Plan
- ✓ Ensuring the agency by-laws and policies/procedures are consistent with the principles of accessibility
- ✓ The establishment of an advisory Accessibility Committee within CLGW

- **Identification of Barriers**

In order to identify and deal with any accessibility barriers in the agency, the following ongoing methods will be implemented:

- An accessibility survey will be distributed annually by the Accessibility Committee, in conjunction with the Joint Health and Safety Committee as appropriate.
- Staff and people we serve will identify any potential barriers and report them to the Managers who will then report them to the Accessibility Chairperson directly.
- Training will be offered in a flexible manner so that as many people are able to participate around their own schedules (eg multiple sessions, web-based training, quizzes)
- Joint health and safety committee to ensure that accessibility is part of the regular inspections of each site. Through Daily Safety Tours and Monthly Inspections, any concerns noted with respect to accessibility will be forwarded to the Accessibility Committee Chairperson.
- The Accessibility Committee will monitor progress on the activities outlined in the Accessibility Plan and in any case will review the Policy, Procedures, Plan annually.

• **AODA Status at CLGW – November 2013; updated July 2017**

The following table outlines the status of CLGW with the AODA requirements, including timeframes:

*****Please note that ongoing updating of policy, procedure, multi-year plan and training are expectations of the legislation and the standards.***

<i>Standard/Timeframes</i>	<i>Requirements</i>	<i>Status at CLGW</i>	<i>Date Completed</i>
Customer Service	<p>Due now:</p> <ul style="list-style-type: none"> • Accessibility policy, procedures • Training of all staff • Dev't of multi-year accessibility plan to remove identified barriers • Sharing of plan with public • Report progress on-line 	<ul style="list-style-type: none"> • Policy/procedure developed • Quiz provided to all staff • No multi-year plan developed • No sharing of policy/plan on external website 	<p>As at 01/01/14:</p> <ul style="list-style-type: none"> • Identify barriers at each site and develop multi-year plan to remove barriers (where feasible) • Share policy/plan on agency external website
Information and Communication	<p>By Jan 1/14:</p> <ul style="list-style-type: none"> • Accessible website and web content • Update on Accessibility policy, procedures • Update on multi-year accessibility plan <p>By Jan 1/15:</p> <ul style="list-style-type: none"> • Feedback mechanisms 		<p>As at 01/01/14:</p> <ul style="list-style-type: none"> • Ensure that CLGW website is accessible • Update policy and procedures to include this standard • Include on multi-year plan <p>As at 01/01/15:</p> <ul style="list-style-type: none"> • Feedback mechanisms developed and issued to each office

Standard/Timeframes	Requirements	Status at CLGW	Date Completed
Information and Communication cont...	<p>By Jan 1/16</p> <ul style="list-style-type: none"> • Accessible formats and communication supports <p>By Jan 1/21:</p> <ul style="list-style-type: none"> • Fully accessible web-site and web content 		<ul style="list-style-type: none"> • Confirmed with IT that we are compliant in this area
Employment	<p>Due now:</p> <ul style="list-style-type: none"> • Individualized workplace emergency response form developed and issued for staff completion <p>By Jan 1/16:</p> <ul style="list-style-type: none"> • Information for employees/ candidates • Processes to accommodate employees with disabilities 	<ul style="list-style-type: none"> • CLGW has issued memo related to workplace emergency response • We have practices that we follow – need to develop written policy/procedure to formalize 	<p>As at 11/01/13:</p> <ul style="list-style-type: none"> • Re-issued memo and form to all staff <p>As at Jan 1/16:</p> <ul style="list-style-type: none"> • Information developed/ issued to staff. Job postings changed to reflect accommodation
Built Environment/ Transportation	Not applicable at this time in terms of requirements	Not applicable at this time in terms of requirements	

- **See Appendix C for the Site Descriptions.**
- **See Appendix D for the Table outlining Barriers Identified/addressed as a result of Site Survey completed in 2012.**
- **See Appendix E for the Table outlining Barriers Identified/addressed as a result of Site Survey completed in 2013/14.**
- **See Appendix F for the Table outlining Barriers Identified/addressed as a result of Site Survey completed in 2014/15.**
- **See Appendix G for the Table outlining Barriers Identified/addressed as a result of Site Survey completed in 2015/16.**
- **See Appendix H for the Table outlining Barriers Identified/addressed as a result of Site Survey completed in 2016/17.**
- **See Appendix I for the Table outlining Barriers Identified/addressed as a result of Site Survey completed in 2017/18**

5. Review and Monitoring Process

The CLGW Accessibility Committee will meet on a regular basis (minimum 6 meetings per year) and report to the Executive Director on issues related to implementation of AODA related requirements.

6. Communication of the Accessibility Plan

The Accessibility Plan will be available to all CLGW locations via our internal and external websites. Accessible formats of this policy will be made available if required and as requested.

APPENDIX A – CLGW ACCESSIBILITY POLICY AND PROCEDURES

Classification: Accessibility for Ontarians with Disabilities Act

Policy # A230A

Effective Date: January 2012

Revised Date: July 2017

Reviewed: July 2017

Policy Statement:

Community Living Guelph Wellington (CLGW) strives to ensure that all locations owned or operated by CLGW provide barrier free services, supports, environments and employment. CLGW recognizes that the key principles of accessibility are independence, dignity, integration and equality. Accordingly, we are committed to complying with the Accessibility for Ontarians with Disabilities Act (AODA) and the Human Rights Code.

Overview:

The Accessibility Plan is available to all CLGW locations via our internal and external websites. Accessible formats of this policy will be made available if required and as requested. The policy is reviewed annually and all employees, students and volunteers, including Board Members are to be kept informed as to any changes.

The Accessibility Plan identifies and addresses barriers at agency owned or operated locations. The Plan encourages awareness of any barriers at community locations or services which may be accessed by the individuals we support so that they also may be brought to the attention of those locations and services. Barriers have been broken down into the following areas:

- *Architectural/Physical*
- *Environmental*
- *Attitudinal*
- *Financial*
- *Employment*
- *Transportation*
- *Community Integration*

The plan is reviewed and updated annually by the agency Accessibility Committee. The Accessibility Plan is available to all CLGW locations via our internal and external websites. Accessible formats of this policy will be made available if required and as requested.

Overview cont.:

Barrier Identification Forms (HR44) are available to all CLGW locations via our internal website to ensure that individuals we support, employees, volunteers, family and friends, etc have an opportunity to identify any barriers they may encounter while living, working or visiting any CLGW owned or operated location. The forms are reviewed by the agency's Accessibility Committee on a regular basis, with a view to address or remove the identified barrier as deemed applicable and feasible.

Please note that all contractors who are engaged to provide services for CLGW are required to sign off that they adhere to the legislated requirements of the AODA.

Definitions (as defined in the Accessibility of Ontarians with Disabilities Act (AODA) and/or the related Regulations):

- a. Assistive Devices – an assistive device is a technical aide, communication device, or medical aide modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities. (eg. wheelchairs, walkers, canes, hearing aid, oxygen tank)
- b. Barrier – a barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a: physical, architectural, information/communications, attitudinal or technological barrier.
- c. Service Animal – a service animal is an animal that is used by a person with a disability for reasons relating to his or her disability. It may be readily apparent that the animal is used by the person for reasons relating to his/her disability (eg Guide Dog); however, that is not always the case. In those cases where it is not so evident, the person will be expected to provide a letter from a physician or a nurse confirming that the person requires the animal for reasons relating to the disability.
- d. Support Person - a support person is any person who accompanies a person with a disability in order to help with communications, personal care, or medical needs or with access to goods or services.

Procedures:

- Accessible Formats, Communication Supports and Assistive Devices

To ensure the best possible customer service, CLGW encourages open, two-way communication with all people interacting with the agency to ensure the need for accommodation or assistance is met.

People who identify themselves as requiring alternative communication formats will be offered alternative communication in a format that meets their needs as promptly as is feasible.

People with disabilities who rely on assistive devices will be able to access their devices when they are using CLGW services. If necessary, CLGW will provide other measures to enable a person with a disability to obtain, use or benefit from CLGW services. It is noted that it is the responsibility of the person with the disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

- Service Animals

People with disabilities may bring their service animal on the parts of the agency's premises that are open to the public or other third parties. There may be restrictions in areas that are otherwise governed by other laws such as the Health Protection and Promotions Act (section 59e). Restrictions may also apply to residences where an individual lives who may have a severe allergy. If the service animal is legally excluded, CLGW will provide alternate measures to enable a person with a disability to obtain, use or benefit from CLGW services (eg teleconference, alternate meeting place)

Please see Policy #E395 for more information on Service Animals

- Support Person (as defined under AODA legislation)

People with a disability who are accompanied by a Support Person will be permitted to enter CLGW's premises with their Support Person. CLGW will ensure that the person with the disability is not prevented from having access to their support person while both are at CLGW.

Where fees for programs, goods or services are required, advance notice will be provided to the support person.

- Temporary Disruptions

Where there is a disruption at a particular location or to a service used to allow a person with a disability access to CLGW goods or services, CLGW will provide notice to the public of the disruption, including the expected duration of the disruption and a description of alternative facilities or services that may be available. In the event of an unexpected disruption, notice will be provided as soon as possible.

- Employee Accommodation including Return to Work

An employee with a disability who requests an accommodation will provide the request in writing to the Manager's attention. The employee must include a physician's note that provides information relating to the nature of the disability (not a diagnosis); specifically: the factors that require consideration for an accommodation and whether the request is for a temporary or permanent accommodation. The accommodation will include ongoing review and/or a specific end date.

An individualized Return to Work Plan will be developed, whenever feasible, for those employees who have been absent from work due to a disability and who require a temporary or permanent disability-related accommodation in order to return to work.

An employee with a disability who requires assistance in the event of an emergency will complete the Employee Emergency Information Sheet (HR48) and forward to the Human Resources department. Once received, the Human Resources department will work with the employee to develop an individualized emergency response plan.

- Staff Training

All employees, students and volunteers of CLGW are required to successfully complete Accessibility training as part of the orientation process into CLGW. In addition there is a required annual review of the Accessibility Policy and Plan by all staff, students and volunteers (HR to provide the forms for signature). There will be notifications sent and/or refresher sessions offered whenever the Accessibility Policy and/or Plan is revised.

- Feedback

The goal of CLGW is to meet expectations of people who are supported while welcoming family members and other visitors. Comments on our services regarding how well those expectations are being met are welcomed and appreciated. Feedback may identify areas that require change and encourage continuous service improvements.

Feedback regarding the provision of services to people with disabilities can be made in person, by telephone, email or in writing. An Accessibility Feedback Form (HR47) is available at all sites via the agency website. All feedback will be directed to the Chair of the agency's Accessibility Committee for review and follow-up. CLGW will address the feedback within ten (10) business days of its receipt.

- Notice of Availability of Documents

This document and other policies and practices related to the provision of goods and services for people with disabilities are advertised through a variety of methods to ensure public awareness of their existence. This policy is available in alternate formats upon request.

CLGW will notify the public that our accessibility related policies and procedures are available on the agency's website and available to all sites via the internal website.

Non-compliance Implications:

From Section 37.3. (3) of the Act, Penalties:

- (3) Every person who is guilty of an offence under this Act is liable on conviction,
 - (a) to a fine of not more than \$50,000 for each day or part of a day on which the offence occurs or continues to occur; or
 - (b) if the person is a corporation, to a fine of not more than \$100,000 for each day or part of a day on which the offence occurs or continues to occur.

APPENDIX B – TERMS OF REFERENCE FOR ACCESSIBILITY COMMITTEE

Reviewed: July 2017

Background:

The Accessibility for Ontarians with Disabilities Act (AODA) 2005 became law on June 13, 2005. The law is intended to ensure that all Ontarians with disabilities have equal access to all public places.

Accessibility standards have been developed in the following areas:

- Customer Service
- Information and Communication
- Employment
- Transportation
- Built Environment

Purpose of Committee:

The Accessibility Committee is designated to ensure ongoing commitment to accessibility planning for CLGW and to meet the agency's obligations under this legislation.

Responsibilities:

The Accessibility Committee will work together to identify barriers in CLGW. Once identified, it is the role of this committee to:

- ✓ prioritize issues identified through an inspection process
- ✓ recommend solutions for the identified barriers
- ✓ ensure, to the extent possible, the removal of the identified barriers
- ✓ monitor and evaluate ongoing progress via an Accessibility Plan
- ✓ ensure documentation/reports prepared and distributed internally and externally as required

Membership:

This committee will be chaired by the Operations/Compliance Manager

The membership shall reflect most areas of CLGW from a service standpoint and a geography standpoint. Areas of representation will include (but are not limited to):

- People supported via CLGW (max 4)
- Human Resources (max 1, incl HR Manager)
- Operations (facilities/health and safety) (max 1)
- Finance/Information Technology (max 1)
- Services: Management/Supervisors/Direct Support staff (max 1/2/2)

Reporting/Accountability:

This is an advisory committee, reporting via the Operations/Compliance Manager to the Executive Director. There will be provided a quarterly report to the Executive Director to update on progress of the Accessibility Plan, once developed. These reports will be shared at the Leadership meetings as well.

CLGW Accessibility Plans will be posted on the internal website for all staff to access. Once an accessibility plan is finalized and approved, the plan will be communicated and made available, in multiple formats, to the community in accordance with the obligations under the AODA.

Terms of Office:

The minimum term of office will be 12 months.

Minutes:

Minutes will include a summary of the discussion held, actions and decisions/recommendations made.

These minutes will be circulated to all members and to the Executive Director.

We will use a rotating minute taker process to ensure that not one person is required to do the minutes all of the time.

APPENDIX C - Site Description Summary - Updated July 2017

Admin – 2 story building. Ground level main entrance access with automatic door (button operated) and 2 additional ground level exits. Main level has fully accessible washroom with accessible shower. Upper level has 1 accessible washroom stall. Exit from large training room to deck that connects to deck of adjacent building. Vertical c platform lift in the building. Fully accessible building.

Ajax – 2 - 3 bedroom condo units, 2 washrooms in each unit (1 is ensuite for 1 bedroom), tub/shower combo, galley kitchen – not accessible by individuals in wheelchair or walker. Laundry facilities in the building are fully accessible. The building has a passenger elevator. Each unit has 3 residents, 3 men in one unit and 3 women in the other. No specialized lifting equipment as there is not a need. Fully mobile individuals, who are fairly independent. One gentleman has low vision that will likely continue to decrease as he ages

ADS/ARC (Guelph) - 2 story building with 2 flights of stairs and 1 passenger elevator. Automatic main doors to gym, cafeteria, production area and main entrance of building. Wide hallways. Large accessible washrooms – 1 accessible washroom on second floor with a shower. Daily access /use of the building by individuals with a variety of needs. Fully accessible washrooms/showers in gym. Ceiling track systems in the accessible washrooms on first and second floor. Have use of 2 accessible vehicles.

ARC East (Erin) –

1 storey building with a lower level. Lower level is a crawl space that is accessible through internal stairs. Crawl space is used for storage. Automatic openers on main doors and on one side door to accessing the Community Room. Wide hallways. 2 fully accessible bathrooms. 1 bathroom has an accessible shower and ceiling track and change table. Entry into the building is accessible from the front entrance. Back of building is accessible and leads to a covered porch. There are 3 stairs down from the porch which leads to the back yard.

Egremont - bungalow with basement that is accessible only by stairs and not used by residents at all. (Laundry is not in basement) Residents do not do own laundry. 1 of the 2 washrooms is fully accessible, 2nd washroom has tub/shower combo with tub lift. Ramp in to the front of the home. Large deck can be accessed from home, but there are stairs to the yard that limit access. 5 individuals live in the home, with higher needs and some mobility issues. (we redid our wheel chair bathroom- things are good now- we also purchase a portable hooyer lift that is accessible for everyone to use.

Ennotville – bungalow with walk out basement through lower garage. Main access to house through garage. Upper washroom has tub/shower combo with grab bars. Lower washroom is 3 pc with shower. 1 main level bedroom with ensuite washroom. No specialized lifting equipment but not necessary. 4 individuals live in the home. No mobility issues. .

Ennotville Apt: bungalow one bedroom apartment. Two entrances -one from front of Apt, off parking lot, one from garage. Also has a deck off the side, accessible from patio doors; deck has wheelchair ramp facing parking lot, but deck is not accessible entering apartment. 3 piece bathroom, with shower, includes grab bars. Hoyer lift available for use. Laundry accessed in Ennotville home next door - separated, by garage.

Fergus Base- Large building with main floor and full basement with 3 walk-outs. Main entrance accessible at street level 2nd main level access has a ramp. Combination of 2 pc washrooms and 1 fully accessible washroom on main level and one in basement. Vertical C platform lift (elevator). Daily use of building for day program activities by individuals with a variety of needs and mobility including visual impairments. Walls have "chair rail" at waist height as a guide for visually impaired individual. Grab bars in accessible washrooms only. Lower level is rented to a Community agency.

Fergus St (rental home)- single story detached home. No specialized listing equipment as it is not needed. Grab bar in shower. Stairs to partially finished basement where there is laundry, staff office, and recreational space. Home to 3 fully mobile adults in a modified setting.

Flaherty – bungalow with walk out basement. Small ramp to front door with metal hand rail. Steps around side of house to back entrance. Wide hallways and doorways. 2 washrooms upstairs, one with tub/shower combo and the other with accessible shower. 2 washrooms downstairs with tub/shower combo. Main floor laundry. No specialized lifting equipment as not necessary at this time. 6 individuals reside here.

Glenda Court – split level home with vertical c platform lift (elevator) Walk up to yard from basement plus back access to deck and yard. Stairs up to main level and stairs to lower level. Fully accessible washroom on main level, 3 pc washroom in lower level.

5 individuals reside in this home, one uses wheelchair. Accessible van now at home.

Grange -3 storey home. Several steps to front porch. Bedrooms located on main, 2nd and 3rd level. Not a suitable home for any individuals with mobility issues. Main floor washroom fully accessible, 2nd level and higher not. Grab bars in main floor washroom only. Upper level fire egress is fire escape to ground level. No specialized equipment. 5 fully mobile gentlemen live in this home. Not an accessible home.

Harriston- large building with full basement. Ground level access at front of building, ramp down to door in basement level. 1 flight of stair to main level and 1 flight to basement. Fully accessible washroom on both levels. Vertical c platform lift (elevator). Daily use for day program activities by people with a variety of needs and mobility. Use a portable lift with a change table.

Harvey St – 2 storeys with full basement. Steps up to front porch/door. Walk-out to deck at back of house. Access with 2 steps to garage from inside the house. 1 fully accessible washroom main floor, 2nd floor washroom tub/shower combo. Main floor laundry. Sunken living room. Stairs to basement level (no basement bedrooms). One accessible main floor bedroom – 3 second storey bedrooms. No specialized equipment. 4 ladies live in this home, all with full mobility.

Holody Home – 2 storeys building with full basement. Main level access at ground level at front – ramp to lower level at back and 2 sets of stairs (front and back) to basement and second level office area. Hand rails available throughout main and basement levels.

Main floor residence with accessible bedrooms and washrooms. Lower level day program space with accessible washroom. Ceiling track system in 8 main level bedrooms and one washroom, portable floor lift on site, 1 bedroom with transfer pole. Vertical C platform lift (elevator). Main level is home to 11 individuals with varying physical abilities. Some use wheelchairs, several are aging. Lower level daily use as day activities for seniors. Adapted full size van on site. All flooring on main level replaced and levelled in 2017.

Howe St - Bungalow with ramp to main front entrance. One fully accessible washroom on main level. 3 pc washroom in basement with tub/shower combo. 3 bedrooms on main floor, fully accessible, 2 basement bedrooms accessible only by stairs down. Ceiling track system in main level washroom with a tub lift. Access to deck off kitchen, stairs down to back yard. Access to back yard through gates at side of house. 4 individuals can walk in the home, use of wheelchair by two individuals for outings. Adapted full size van on site.

Hwy 24 – rental home – Bungalow with two steps to access front door, one step to access back door and then three steps to enter main floor. Basement is partially finished. One individual resides in the home and is fully mobile. Home is not accessible.

Jeremy's Crescent – 2 storey, ramp as well as a step up to front door. Main floor washroom fully accessible with 'cut out' tub (for accessibility), main floor 2 pc washroom – lower level 4 pc with tub/shower combo. Access to small deck from lower storey. Stair glides to both main and lower floor. Railing in hallways on both floors. Five individuals live here with increasing mobility issues and are aging. Portable lift available for use.

Kathleen St.- 3 bedroom bungalow with a walk out basement. Not wheel chair accessible. Stairs into main floor of home. 1 bedroom in the basement. 1 full bathroom upstairs (tub/shower combo) not accessible. Laundry is in the basement. 1 full bathroom in basement (tub/shower combo) not accessible. Another 3 piece bathroom in basement, (corner shower) not accessible. Large deck off main floor dining room. No ground access from deck. 3 men will live in this home.

Kipling – Bungalow with ramp at side to lower level access. Steps up to front porch and main entrance. Main floor washroom 4pc with tub/shower combo. Lower level 3pc with shower. 3 main floor bedrooms and 2 lower level bedrooms with stairs to basement. 5 individuals live in the home, 3 ladies on main floor and 2 gentlemen down who use lower level back door to enter and exit home. Not an accessible home.

Lambert – 2 story with finished basement. Main entrance ground level, steps up to main living area and to upper level bedrooms and washroom. Steps to basement with one bedroom and ensuite washroom with shower. 2nd storey washroom – not accessible has tub/shower combo. Access to deck from dining room with stairs down to yard. No special accessibility features 3 individuals with full mobility reside in this home. Not an accessible home

Malvern – bungalow. Ramp to access front door and deck access of back dining room. 4 main floor bedrooms, one bedroom downstairs. Two bathrooms with tub/shower combos upstairs and one downstairs. 5 individuals live in this home. Varying degrees of mobility, one individual in wheelchair. Adapted full size van on site.

Marden- Bungalow with full walk out basement. Ramp to main level entrance. Main floor on right side of house accessible, left side of house not accessible for wheelchairs, has 2 washrooms – stand up shower and the other with tub and tub/chair lift. Main level has transfer poles and bannister along long hallway. Main level access to deck. Lower level has walkway to main entrance. Lower level has one 2pc bath and one 4pc bath with tub/shower combo. 4 individuals live upstairs, all with increasing mobility concerns. 3 fully mobile gentlemen downstairs (with separate access). Adapted full size van on site.

Melissa – Bungalow with accessible main front entrance. Vertical C lift (elevator) accessible washrooms on both levels. Shower/bath stool lower level – c tub lift/swivel on main floor. 5 individuals reside in this home, with varying mobility issues. Ceiling track lift in 2 upstairs bedrooms and washroom.

Metcalfe- Bungalow main front entrance has 1 step – back entrance has several steps to small porch. 1 3 pc bath with shower on main level. 1 3 pc bath in basement. Stairs to basement, no walk-out and no basement bedrooms (staff office only). 3 gentlemen live in this home – fairly independent and no mobility concerns. Not an accessible home

Mt Forest Office Building and Apartment (Building 1)- Two story building has ramp to automatic main level entrance (button operated). Apartment is on the main floor (currently vacant) has a separate entrance from deck (steps to deck and not accessible) as well as a second entrance from inside the building (for emergencies). It has an accessible washroom with walk in/roll in shower. Second floor can only be accessed by a flight of stairs. Second level houses offices and is not accessible.

Mt Forest Day Program (Building 2)- Smaller building at the back of the property is accessible by three entrances to the main storey. Second level access by stairs only and houses program/meeting space. Main

level has accessible washroom and kitchen. Equipped with a Hoyer Lift. Only main floor space is accessible. Daily day program used by individuals with a variety of needs.

Murphy Street – Ranch style bungalow with walk out basement. Access to main floor has 7 steps. Main level has lip where flooring changes. Ground level access at garage door and rear patio doors. Patio door has a step, garage has low grade ramp. Lower level- walk out apartment (no kitchen facilities) Access between upper and lower- stair well. Main level- 2 inaccessible washrooms, 3 bedrooms. 3 individuals live in this home.

Peachtree – Bungalow with finished basement with its own entrance – ground level access at main front door – lower apt walk up stairwell to main level. Main level – 2 fully accessible washrooms – one with tub and one with bath bed. Lower level – 4pc with tub/shower combo. Main floor has ceiling track system in 2 bedrooms 4 Individuals with a variety of mobility issues on main level. 2 individuals in lower level apt. one bathroom and two bedrooms. Lower level apt not accessible at all. Adapted full size van on site – also used by ADS on weekdays.

Pine-(rental)- bungalow with fully finished basement apartment. Steps up to the front door and steps down to access the backyard from one of the bedrooms (currently being used as an office). Bathroom on main level has a shower tub combo. Small entry way to access. Kitchen area has small entry way as well. Main floor laundry located in the kitchen. 3 bedrooms upstairs and two downstairs all with small doorway access. Bathroom downstairs as well. No specialized equipment present or needed. Currently 2 ladies live upstairs and 2 ladies live downstairs.

Robertson (rental home): Three level home, with three individuals living there. One bedroom in basement, with ladder emergency escape to window, and 3 piece bathroom, with shower. One step from bedroom area to bathroom. Two bedrooms on third floor, with 4piece bathroom, including grab bars. No lifts or tracking system, as not needed at this time. Three stairs to enter front door, off driveway. Non-accessible rear deck, off patio doors. Laundry on main floor. Stairs to go to 3rd floor and basement bedrooms.

Trafalgar - Bungalow with full walk out basement. Access to main front door has a step. Access through garage has a step. Lower level accessed by walkway at side with handrail on house. Main level 2 washrooms one with shower only (ensuite) the other with tub/shower combo. Main level access to large deck stairs to ground level. Lower level access to outside off dinette. No specialized equipment. 4 individuals live in this home.

Triplex – 3 Level building with 3 apartments. Small doorways and rooms, washrooms and kitchens not accessible. Stairs to access each unit – 5 Individuals live in the 3 units. All fairly independent with no mobility issues. Not an accessible home/ accommodations

Walnut - Bungalow with fully finished basement apartment. Ramp to main front entrance, access to deck/yard off dining room at back. Main level – Fully accessible washroom with walk in tub, and 4 accessible bedrooms. Laundry facility down full flight of stairs to basement; additional washroom located in basement as well. 5 ladies with a variety of mobility issues reside on main floor. Hoyer lift is used on the main floor by one individual. 3 gentlemen with no mobility issues downstairs – downstairs not accessible.

Watt St – Bungalow with 2 steps up to main entrance – full basement with one walk out exit to back yard. 1 small 4pc main floor washroom and one 3 pc washroom with walk in shower. Basement has 3 pc washroom with a walk in shower. Sunken living room. Railings around main level to assist visually impaired individual. 5 gentlemen live here – all are mobile, one has a visual impairment.

William (rental home) Bungalow with ground level main floor access. Lower level separate apartment accessed by stairs up to small porch then internal stairs down. Patio door to ground level rear yard from apartment. Main level rooms small, doorways and hallways small. 4 Pc washroom not accessible. 2 gentlemen live on main floor (group home model) no mobility issues. Lower level apartment houses one individual. Not an accessible home.

Woodlawn –Bungalow with finished basement with one bedroom, one bathroom with shower. 3 Stairs to porch at main front entrance. Wide halls and doorways, 2 large washrooms, 1 has tub with shower, 2nd bathroom has walk in shower. Basement space accessed by way of stair inside the home. No walk out or walk up from basement. No specialized equipment. Walk out to deck from living room with stairs off deck to yard. 4 people live in this home, 1 has a visual impairment/low vision. Not an accessible home.

Woodycrest – back split bungalow. Steps to porch at main entrance. 2 ground level doors in to house (side door and rear patio door) Multi level with steps to get to each level. Basement recreational area accessed only by interior stairs. Washroom not accessible and no specialized equipment in the home. 4 Gentlemen live in the home. One individual visually impaired (has main floor bedroom and there is a main floor living room/dining room, kitchen & washroom. Other individuals have full mobility. Not an accessible home.

APPENDIX D – SUMMARY OF 2012 SITE SURVEY RESULTS

Priority #	Location	Barrier Identified	Action To Be Taken	Completion Date
	All locations	Attitudinal – staff need to be made aware of all types of barriers	Accessibility plan – part of orientation for new staff; reviewed at team mtgs; training of all staff in standards	2014 and Ongoing
	Rural locations	Transportation – public transportation not available	Continue to advocate for more options; look at car-pooling options	Ongoing
	All locations	Communications/technology – website partially (approx. 50%) able to be used by people we serve and their technology	Ongoing development to achieve communications accessibility requirements in a timely way	2014 and ongoing
	Ajax; Church; Clarence; Ennotville; Grange; Harvey; Howe; Kipling; Lambert; Metcalfe; Robertson; Trafalgar; Triplex; Watt; William; Woodlawn; Woodycrest	Architectural – none or limited wheelchair/walker accessibility	No action at this time - those who access these sites must be mobile	N/A
	Ajax; Church; Ennotville; Flaherty; Glenda; Grange; Howe; Kipling; Marden; Metcalfe; Watt;	Physical - None, or not enough, grab bars beside showers/toilets	Installation of grab bars in washrooms as required	2014

Community Living Guelph Wellington

Multi Year Accessibility Plan 2013- 2020

Priority #	Location	Barrier Identified	Action To Be Taken	Completion Date
	Woodlawn; Woodycrest			
	Church; Holody Home; Malvern, Marden, Metcalfe, Peachtree; Robertson; Trafalgar; Walnut (upper); Watt; Woodlawn; Woodycrest	Physical – range of issues with flooring/carpets, including the feasibility of removing carpets in accessible homes	Need to review issues and repair/replace flooring as needed	2013/2014
	ARC-ADS/Admin	Physical - 1. Kitchen counter too high 2. Washroom in Gym – hard to get out 3. Need assistance to access deck	1. Need to review issue further 2. automatic doors needed 3. automatic door needed	1,2,3 – 2014
	Egremont House	Architectural - Access to backyard by stairs only from deck	Will review feasibility of options	2014/2015
	Fergus Base	Physical - Sinks too high; dryer too high	Need to review issue further	2014
	Jeremy Crt	Physical – stair lift needed	Purchase stair lift	2013
	Marden	Physical – upper level residents need an accessible van	Purchase adapted full size van	2013/2014
	Melissa	Physical – tub lift on main floor does not swivel	Upgrade tub lift to model that swivels	2014
	Trafalgar	Physical – no external handrail on house for walkway to lower level	Install handrail on external wall of house	2014
	Walnut-upper	Physical – Kitchen counter too high Architectural – Driveway too steep and smooth	Need to review issues further	2014

APPENDIX E – SUMMARY OF 2013/14 SITE SURVEY RESULTS

Priority #	Location	Barrier Identified	Action Taken	Completion Date
	<i>All locations</i>	<i>Attitudinal – staff need to be made aware of all types of barriers</i>	<i>Accessibility plan – part of orientation for new staff; reviewed at team mtgs; training of all staff in standards</i>	First round of staff training for Customer Service Standard has occurred via a staff quiz in 2013
	All locations	Organizational – Need to incorporate all standards within AODA legislation to CLGW business	AODA Committee created; Multi-year accessibility plan developed; policies and procedures revised	Oct-Dec 2013
	Jeremy Crt	Physical – stair lift needed	Purchased stair lift	2013
	Marden	Physical – upper level residents need an accessible van	Ordered adapted full size van for delivery in early 2014	Order placed - 2013

APPENDIX F – SUMMARY OF 2014/15 SITE SURVEY RESULTS

Priority #	Location	Barrier Identified	Action Taken	Completion Date
	All locations	Attitudinal – staff need to be made aware of all types of barriers	Accessibility plan – part of orientation for new staff; reviewed at team mtgs; training of all staff in all standards	2014 and Ongoing
	All locations	Communications/technology – website partially (approx. 50%) able to be used by people we serve and their technology	Ongoing development to achieve communications accessibility requirements in a timely way	2014 and ongoing
	Ajax; Church; Ennotville; Flaherty; Glenda; Grange; Howe; Kipling; Marden; Metcalfe; Watt; Woodlawn; Woodycrest	Physical - None, or not enough, grab bars beside showers/toilets	Installation of grab bars in washrooms as required	2014
	Church; Holody Home; Malvern, Marden, Metcalfe, Peachtree; Robertson; Trafalgar; Walnut (upper); Watt; Woodlawn; Woodycrest	Physical – range of issues with flooring/carpets	Need to review issues and repair/replace flooring as needed or confirm that flooring issues already corrected in 2013	2013/2014

Community Living Guelph Wellington

Multi Year Accessibility Plan 2013- 2020

Priority #	Location	Barrier Identified	Action Taken	Completion Date
	ARC-ADS/Admin	Physical - 1. Kitchen counter too high 2. Washroom in Gym – hard to get out Need assistance to access deck	1. Need to review issue further 2. automatic doors needed 3. automatic door needed	1,2,3 – 2014/2015
	Egremont House	Architectural - Access to backyard by stairs only from deck	Will review feasibility of options	2014/2015
	Fergus Base	Physical - Sinks too high; dryer too high	Need to review issue further	2014
	Marden	Physical – upper level residents need an accessible van	Delivery of ordered adapted full size van	Early 2014
	Melissa	Physical – tub lift on main floor does not swivel	Upgrade tub lift to model that swivels	2014
	Trafalgar	Physical – no external handrail on house for walkway to lower level	Install handrail on external wall of house	2014
	Walnut-upper	Physical – Kitchen counter too high Architectural – Driveway too steep and smooth	Need to review issue further	2014

APPENDIX G – SUMMARY OF 2015/16 SITE SURVEY RESULTS

Priority #	Location	Barrier Identified	Action Taken	Completion Date
	All locations	Attitudinal – staff need to be made aware of all types of barriers	Accessibility plan – part of orientation for new staff; reviewed at team mtgs; training of all staff in all standards	Ongoing
	All locations	Communications/technology – website partially (approx. 50%) able to be used by people we serve and their technology	Ongoing development to achieve communications accessibility requirements in a timely way	Ongoing
	Ajax; Church; Ennotville; Harvey, Lambert, Grange, William Triplex, Kipling, Robertson, Metcalfe; Watt, Woodycrest	Architectural-none or limited wheelchair/walker accessibility	No action at this time-those who access these sites must be mobile	n/a
	Holody Home; Marden, Flaherty, Jeremy, Egremont	Physical – range of issues with flooring/carpets	repair/replace flooring	2015/2016
	ARC-ADS/Admin	Physical - 1. Kitchen counter too high 2. Washroom in Gym – hard to get out Need assistance to access deck	1. Need to review issue further Automatic doors installed	-use alternate work space -Doors installed 2015/16
	Egremont, Ennotville (apt.), Walnut, Jeremy, Woodlawn	Physical-Modified tub/shower	Modified tub/shower installed	2015/16

Community Living Guelph Wellington

Multi Year Accessibility Plan 2013- 2020

Priority #	Location	Barrier Identified	Action Taken	Completion Date
	Glenda, Howe	Physical –residents need an accessible van	Delivery of adapted full size van	2014-2015
	Melissa	Physical – tub lift on main floor does not swivel	Upgrade tub lift to model that swivels	2014
	Trafalgar	Physical – no external handrail on house for walkway to lower level	Handrail installed	2014
	Walnut-upper	Architectural – Driveway too steep and smooth	Rough surface applied to driveway	2015

APPENDIX H – SUMMARY OF 2016/17 SITE SURVEY RESULTS

	Location	Barrier Identified	Action Taken	Completion Date
	All locations	Attitudinal – staff need to be made aware of all types of barriers	Accessibility plan – part of orientation for new staff; reviewed at team mtgs; training of all staff in all standards -Refresher to all staff	Ongoing -Fall 2017
	All locations	Communications/technology – website partially (approx. 50%) able to be used by people we serve and their technology	Ongoing development to achieve communications accessibility requirements.	Ongoing -reassess Fall 2017
	ADS	Physical -No automatic door on accessible washroom	Obtain quote- installation of accessible door opener	2017/18
	ARC	Physical -Need assistance to access solarium	automatic door needed	Not a priority forecast 2018/19
	Glenda	Physical – front entrance needs railing	Have contractor assess and provide recommendations and quote	2017
	Howe	Physical-Need for accessible tub/shower lower level	Quote obtained. Not a priority since already accessible tub on main floor	Not a priority since already accessible tub on main floor. Forecast 2018
	Malvern	Physical-need for accessible tub/shower main level	Quoted approved	Tub modification to be completed July 2017

Community Living Guelph Wellington

Multi Year Accessibility Plan 2013- 2020

	Location	Barrier Identified	Action Taken	Completion Date
	Marden	Physical-need for accessible tub/shower main level	Obtain quote- installation of accessible tub/shower	2017
	Walnut	Physical-need for accessible tub/shower in ensuite	Obtain quote- installation of accessible tub/shower	2018/19
	William	Physical – need for grab bars in main floor washroom	Have contractor assess and install grab bars	2017

APPENDIX I – SUMMARY OF 2017/18 SITE SURVEY RESULTS

	Location	Barrier Identified	Action Taken	Completion Date
	All locations	Attitudinal – staff need to be made aware of all types of barriers	Accessibility plan – part of orientation for new staff; reviewed at team mtgs; training of all staff in all standards -Refresher to all staff	Ongoing -Fall 2017
	All locations	Communications/technology – website partially (approx. 50%) able to be used by people we serve and their technology	Ongoing development to achieve communications accessibility requirements.	Ongoing -reassess Fall 2018
	Admin (lower level- Passport, SIL, EO) formerly ADS	Physical -No automatic door on accessible washroom	Obtain quote- installation of accessible door opener	2018
	ARC/ADS/Peachtree	Need a new accessible vehicle	Obtain quotes, fundraising, purchase vehicle	2018-2020
	ARC	Physical -Need assistance to access solarium	automatic door needed	2018
	Egremont	Physical-need for ceiling track system	Obtain quotes- install system	2018/19
	Ennotville	Physical-upgrade wheelchair ramp	BB to upgrade	2018
	Flaherty	Physical-install transitions and railings at main entrance	Obtain quotes- complete upgrades	2018

Community Living Guelph Wellington

Multi Year Accessibility Plan 2013- 2020

	Location	Barrier Identified	Action Taken	Completion Date
	Glenda	Physical – front entrance needs railing	Have contractor assess and provide recommendations and quote	2018
	Howe	Physical-Need for accessible tub/shower lower level	Quote obtained. Not a priority since already accessible tub on main floor	Forecast 2019/20
	Jeremys	Physical- need for ceiling track system	Obtain quotes- install system	2018/19
	Melissa	Physical-install ramp off of back deck	Obtain quote- BB to install ramp	2018
	Walnut	Physical-need for accessible tub/shower in ensuite	Quote obtained. Not a priority since already other options on main floor	Forecast 2019/20