

ACCESSIBILITY PLAN



September, 2009

18 King Street East
Upper Level
Bolton, On L7E 1E8
905-951-2300

1. Introduction

Statistics Canada, Participation and Activity Limitation Survey, 2006 the population reporting a disability had increased from 12.4% in 2001 to 14.3% in 2006. Population aging is one of the factors that have contributed to the increase in the disability rate since 2001, but it does not explain the entire gain. The report suggests that the increased social acceptance of the reporting of disabilities may have played a significant role.

Caledon, as per 2006 Census data, reported a population of 57,000 and of that 14.3% may have a disability which equates to 8,151 residents. According to Caledon's Official Plan which was approved by the Ontario Municipal Board the population of Caledon in the year 2011 is expected to be 65,948 therefore it is estimated that in the year 2011 Caledon will have just over 9,000 residents reporting a visible or non visible disability. Of the total population of Caledon, 20% or 11,505 residents are 55 years and older. The Region of Peel, of which Caledon along with the Cities of Mississauga and Brampton belong, has estimated an increase to 33% of older adults by the year 2031.

As a result, community agencies like Caledon Community Services (CCS) must adapt to accommodate those disabilities, whether they occur in staff, volunteers, customers, or clients. All CCS programs must make efforts to ensure that they are as accessible as possible to people living with many different disabilities. In particular, reliance upon CCS transportation will grow as more and more people stop driving, or drive less, and need other forms of transportation, due to their disabilities.

The programs offered by Caledon Community Services will become ever more important to the health of our community when **all** people can easily:

- find community information;
- get support in times of crisis;
- be employment ready;
- improve their education;
- attend medical appointments and run errands;
- obtain in-home respite or supportive housing assistance;
- and shop at the CCS Green stores.

Caledon Community Services is committed to:

- The continual improvement of access to CCS premises, facilities and services for clients, volunteers, customers and employees with disabilities
- The participation of people with disabilities in the development and review of its annual access plans
- The provision of quality services to all clients, employees and members of the community with disabilities
- In particular, the provision of accessible transportation, in co-operation with other providers both within and outside Caledon, to all eligible residents of Caledon

2. Establishment of an Internal Accessibility Planning Coordinator and Working Group

Caledon Community Services has appointed Maureen Tymkow, Employment Specialist, who is Chair of the Caledon Accessibility Advisory Committee and Citizen member of the Peel Accessibility Advisory Committee, as the Plan's Coordinator.

Caledon Community Services has established an Accessibility Planning Working Group which includes

- Program Managers and Coordinators
- Members of the Health & Safety Committee
- Some disabled members of our Community

3. Measures Caledon Community Services has taken to remove barriers to people with disabilities

CCS has been working at increasing access to services for all community residents for well over a decade now. Examples of our accessibility efforts include:

- 2008 brought in a new Logo for Caledon Community Services which is easier to recognize for those who have learning disabilities, vision impairment, etc.
- Provision of specialized transit services for all qualifying residents of Caledon since 1991.
- In 2008 the Transportation and Supportive Housing administrative offices were relocated to an accessible space.
- Partnership in the Peel community information database which is accessible for people with hearing impairments.
- Establishment and maintaining of a new CCS web-site which is accessible for people with hearing impairments.

4. Identification of Barriers to Access Caledon Community Services for People with Disabilities

PHYSICAL BARRIERS

CCS has identified the following physical barriers at its locations:

Main Office:

The main office houses roughly 60 Staff and Volunteers at any given time. Approximately 750+ clients and visitors attend our office on a monthly basis whether it is for a couple of minutes or a couple of hours depending on the purpose of the visit.

Barriers Include:

Location	Department	Barrier	Action	Time Frame
18 King St. E. Bolton, On	Main Office	CCS staff washrooms are not wheelchair accessible	Investigate cost of grab bars and install	2010
		No system in place to communicate with hearing-impaired persons	Bell Relay or email used	On Going
		Lever handles would be better than knobs for those who have trouble with hand movement	All door handles to be changed	2010
		Develop ability of all staff to effectively and proactively identify and address accessibility barriers	Diversity Training	Completed
		Blue sign above door difficult to see with visual impairment	Sign Replaced and Visible	Completed
18 King St. E. Bolton, On	Rental Space	Only 1 disabled parking space on upper level. The disabled parking spots should be wider to allow space for ramps to extend from an accessible van.	Another Disabled parking space on Upper Level	Completed
		The elevator should be better indicated on the map	Will discuss with landlord	2010
		No automatic door opener to Upper East Level	Will discuss with landlord	2010

Location	Department	Barrier	Action	Time Frame
18 King St. E. Bolton, On	Rental Space (continued)	Elevator Door closes too quickly and will not bounce back open if touched	This has been fixed	Completed
		Slippery tiles in elevator alcove	This has been rectified	Completed
		No Braille on buttons in elevator	Will discuss with landlord	2010
		No automatic door opener to door or vestibule outside elevator on the main floor.	Will discuss with landlord	2010
		Fire alarm has sound only, needs a flashing light	Will discuss with landlord	2010
		A lever handle on the accessible washroom would be helpful to close the door easily	Will discuss with landlord	2010
		Public washroom doors must be opened with a key, at waist level. This is difficult for people with limited upper body mobility, and impossible for anyone in a wheelchair. No automatic door openers for public washrooms.	Will discuss with landlord	2010
18 King St. Bolton, On	Jobs Caledon (Employment Services)	Several overhead ceiling lights are not working	All lights fixed and bulbs replaced	Completed
		Workshop room impedes mobility due to extra tables and chairs being stored in the room	Moved extra furniture into a storage space	Completed
Caledon East	Satellite	Building, although has ramp access, does not have automated doors	Relocated to an accessible office	Completed
Queen St. Bolton	Life for Youth (Employment Services)	With existing worktables, the space is not large enough for easy access around room	Move tables around to give more space	Ongoing

Supportive Housing Sites

Seniors living in six Peel Living seniors' buildings in Caledon receive assistance with personal care, bathing, laundry, housekeeping, meals and emergency "Lifeline" response. Approximately 175+ seniors receive the support they need to remain in their communities, independently and safely in the comfort of their own homes.

Barriers include:

Location	Department	Barrier	Action	Time Frame
Peel Living Buildings All All	Supportive Housing	No staff member or volunteer available with updated sign language capability.	Investigate cost of upgrading courses for ASL	2010
All		Hearing impaired are not able to participate in the playing of movies in the common area	Purchased new TVS with closed caption options	Completed
All		Isolation for some residents who have disabilities	Form a working committee to identify the needs and the agencies that can assist with these needs	2010
All		Phones in each of the offices in Supportive Housing should be TTY compatible	If they are not already investigate cost	2010
Jane Street Caledon Village Caledon East		No handrails in Hallways	Installed	Completed
		No handrails in hallways	Installed	Completed
		Offices too small for wheelchair access	Office now accessible	Completed

Location	Department	Barrier	Action	Time Frame
Caledon East	Supportive Housing (continued)	No elevator to second floor	Elevator installed	Completed
Caledon East		No handrails in hallways	Handrails installed	Completed
Caledon East		A new addition to the existing Peel Living seniors' building will be built. CCS has made suggestions to Peel Living some of which are: make all common areas and apartments "wheelchair friendly" so that people in wheelchairs are not confined only to their accessible apartments, visual accommodations such as well lit doorways, buttons, and contrasts. the fire alarm should include flashing lights in the hall and in apartments.	New addition completed	Completed

Chez Thrift:

Chez Thrift is a retail store that provides community residents with gently used clothing, toys, kitchen and household articles at excellent prices. This is an extremely busy store showing an average of 100 customers per day totalling approximately 2,000 transactions per month. All net revenue is invested in CCS programs and services.

Barriers include:

Location	Department	Barrier	Action	Time Frame
Queen St. Bolton, On	Chez Thrift	No automatic door opener for easy access	Will investigate Funding to help with the costs	2010
		One door is not wide enough for wheelchair access	Staff open up adjacent door when needed	Ongoing

Location	Department	Barrier	Action	Time Frame
	Chez Thrift (continued)	Large washroom but no grab bars	Investigate Cost and install	2010
		Develop ability of all staff to effectively and proactively identify and address accessibility barriers	Budget for Training	2010

ReUstore

The ReUstore is a retail store that provides community residents with gently used furniture, appliances, and household items. The ReUstore also invests heavily in an environmental mandate, saving thousands of pounds of quality goods annually from becoming landfill. Approximately 100 customers shop at our stores daily totalling approximately 23,400 transactions per year

Barriers Include:

Location	Department	Barrier	Action	Time Frame
Industrial Rd. Bolton, On	ReUstore	No automatic door opener for easy access	Landlord installed	Complete
		Some isles are not wide enough for access due to expansion needs	Additional space is being negotiated and when space available will revamp store with accessibility as #1 priority	Ongoing
		Develop ability of all staff to effectively and proactively identify and address accessibility barriers	Budget for Training	2010

Location	Department	Barrier	Action	Time Frame
	ReUstore (continued)	Some merchandise that has been handled by customers is left on floor effecting access	Personnel continuously pick up after customers keeping aisles barrier free. This will be made part of the Job Descriptions for paid and volunteer staff	Complete
		Upper shelves and tall racks may not be accessible	Signs to be posted to ask for assistance from helpful Staff	Complete

Transportation

Seniors, people with disabilities, and a host of other Caledon residents receive rides to medical appointments, day programs, weekly shopping, and other important resources that contribute to their health and well being. Approximately 30,000 rides annually keep clients healthy, active, safe and connected to their community.

Barriers include:

Location	Department	Barrier	Action	Time Frame
Various	Transportation	Staff and volunteers need up-dated sensitivity training	Budget for workshop	2010
		Office will be relocating to accommodate expansion of services	Will take accessibility issues into consideration when doing renos	Completed

Location	Department	Barrier	Action	Time Frame
	Transportation (continued)	Newest bus purchased does not have CCS logo on it and is difficult for clients to see	New bus wrapping with logo on it will be purchased. Contrasting colours will be used with visibility in mind	2010
		We now have on line booking and do offer email correspondence	Font changed to be increased	2010
		Washroom needs to more accessible	Will investigate cost of handrails	2010
		Barriers are sometimes encountered in the community when loading or unloading passengers such as snow and ice on sidewalks at stores, medical buildings and private homes	Standard letter sent regarding maintaining property	On Going
		Clients sometimes have difficulty seeing the volunteer cars when being picked up	Large signs to be made and installed on cars	2010
		Buildings and private homes are not always wheelchair accessible	Note and picture of premises made on data base so alternatives can be offered	On Going
		No automatic door opener into office	Will investigate cost and funding	2010

HUMAN RESOURCE AND POLICY BARRIERS

CCS adheres to employment equity, which requires it to make accommodations for the specific needs of employees with disabilities. In 2005, the CCS Board passed an Accessibility Policy, which follows:

ACCESSIBILITY POLICY

CCS is committed to eliminating physical, policy, and psychological barriers for people with disabilities. This ensures that CCS premises, facilities and services are accessible to clients, volunteers, and employees with disabilities. Reasonable accommodations will be made for the specific needs of employees, volunteers and clients with disabilities. In accordance with our statutory duty to accommodate, CCS endeavours, in good faith, to take appropriate measures to accommodate all persons (above) with special needs due to disability. However, it is recognized that situations resulting in undue hardship may necessarily restrict our ability to do so.

CCS endeavours to ensure that every location and every event operated by the agency is accessible to the whole community.

PURPOSE

To establish clear, inclusive principles for all CCS activities.

SCOPE

This policy is applicable to all activities and events conducted by CCS.

RESOURCE BARRIERS

CCS is committed to eliminating physical, policy, and attitudinal barriers, for people with disabilities, as quickly as possible. CCS receives funds from all levels of government, and from private sources. It is always earmarked for specific purposes, and it is difficult to get funding/initiatives to help pay for elimination all barriers.

5. Identify, prioritize and develop a plan to remove and prevent barriers to people with disabilities in the coming year

Caledon Community Services intends to identify, remove and prevent barriers in the coming year as noted in the tables above.

6. Consult with people with disabilities on the content of the plan.

Caledon Community Services consulted with people with disabilities, frontline staff, and requested an audit from the members of the Joint Peel-Caledon Accessibility Advisory Committee in 2007.

7. Communicate the plan to the public.

Caledon Community Services will:

- Post the Plan at the CCS main office reception area.
- Send a press release to local newspapers and seniors' newsletters to indicate that the plan is available for viewing at the CCS office.
- Post a copy of the Plan on our Web Site
- Have a copy of the Plan at each CCS location

8. Review and monitor the plan.

Caledon Community Services Accessibility Plan Working Group will review the plan periodically throughout the year, and revise it by September 30, 2009.