

Accessibility Plan 2025

Introduction

Community Living Dryden-Sioux Lookout (CLD-SL) has completed a formal Accessibility Plan in January 2023. The plan will be reviewed annually thereafter.

Community Living Dryden-Sioux Lookout's Accessibility Plan addresses accessibility issues at our program locations and in the community at large. Community Living Dryden-Sioux Lookout is committed to identifying and removing barriers that reduce the ability of persons supported to fully access both our programs and the community as a whole. Community Living Dryden-Sioux Lookout's Accessibility Plan is designed to summarize the following:

- Those barriers that were removed or otherwise addressed by the agency in the past.
- Those items that the agency still intends to address, as well as new items that have been brought to the agency's attention. Some of these items contain firm deadlines for completion, while others do not.
- Those items that were identified, but that the agency does not feel can be addressed at this time for one reason or another.

Identification of Barriers

In preparing this year's Accessibility Plan, Community Living Dryden-Sioux Lookout utilized several methods in which to identify accessibility barriers:

- The agency's 2025 Accessibility Plan was used to identify items that were already considered to have been a concern.
- Individual persons supported and staff's concerns were used and contributed to the identification of issues and potential ideas on how to rectify them.
- The agency's leadership routinely identifies maintenance and property issues throughout the agency. This information was used to identify property issues that negatively impact the accessibility needs of the persons supported by the agency.
- The agency's leadership is brought up to speed on accessibility issues by staff and by persons supported on an ongoing basis. The issues anecdotally identified in this manner were also useful in the creation of this plan.

Standing Items of Concern

Throughout this plan, reference is made to 'standing items of concern'. These are items that tend to be fairly broad in nature, and it is unlikely that there is a single strategy that will eliminate the barrier. However, they are items of significant importance to CLD-SL, and it is imperative that they not be forgotten.

Review of Accessibility Plan

Progress around the plan will be completed regularly. A full review of the agency's Accessibility Plan will be completed at least annually. A member of the Leadership team will take the lead around updates of the Accessibility Plan.

Communication of Accessibility Plan

The accessibility plan will be posted on the agency website (www.cldsl.ca) and will be available to staff via Surge.

2025 Accessibility Plan

<p>Area(s) of Concern</p>	<p>Architectural. An architectural barrier is any physical factor that makes accessibility difficult for an individual. This may include narrow doorways, bathrooms that might need to be made more accessible, alarms that are not able to be heard by individuals with hearing impairments, or even something as simple as the location of furniture.</p>
<p>Items addressed In 2024</p>	<p>Accessible home: A move to an accessible location was facilitated for a person supported with increased mobility issues.</p> <p>Accessible bathroom: Installed a second lift in bathroom at 32 First Ave.</p> <p>Accessible equipment: Purchased two weight chairs for 32 First Ave and 19 Anton Road.</p> <p>Accessible equipment: Purchased two lifts for 83A Memorial and 98 Queen St.</p>
<p>Standing Items of Concern/Areas needing improvement</p>	<p>As people we support age, they are more in need of equipment and modification to their environment to keep them, as well as the staff who support them, safe. We are slowly addressing these issues as they come up on a case by case basis, however, it is important to keep this in mind when doing any future planning.</p> <p>There is also a lack of accessible housing for people supported in the community.</p>
<p>Future Goals</p>	<p>Barrier: Non accessible housing</p> <p>Strategies to Remove Barrier: Advocate with landlord to do upgrades to make home accessible.</p> <p>Potential Obstacles: Financial, willingness to follow through</p> <p>Persons Responsible: Leadership</p> <p>Target Date: October 2025</p>

<p>Area(s) of Concern</p>	<p>Environmental. An environmental barrier is a characteristic of a setting that compromises service delivery and benefits to be gained. This may include items such as flickering lighting, noise levels, and troublesome</p>
<p>Items addressed in 2024</p>	<p>HVAC units: Installed at 288 basement to help monitor the room temperature.</p> <p>Electrical: Light Fixtures replaced in office to address flickering lights.</p> <p>Security cameras: Installed at 288 Arthur St.</p> <p>Continuing the construction of New Office Building located at 99 Albert Street.</p>
<p>Standing Items of Concern/Areas needing improvement</p>	<p>-Safety also is an issue to be aware of around our buildings as we are located in an area where several social issues co-exist. This is the case in both Dryden and Sioux Lookout.</p>

Future Goals	<p>Barrier: Lack of office space in Dryden</p> <p>Strategies to Remove Barrier: Completion of new office located at 99 Albert Street</p> <p>Potential Obstacles: Unexpected costs, unexpected delays, sign off by City building inspector</p> <p>Persons Responsible: Senior Leadership</p> <p>Target Date: March 2025</p>
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Area(s) of Concern	<p>Attitudinal. An attitudinal barrier is a preconceived (usually negative) attitude that people have towards people we support. Examples of this may include attitudes of neighbours or other community members, or the lack of “person first” language used by employees.</p>
Items addressed in 2024	<p>Responded to complaints from a neighbor, related to the high traffic and congestion at the home (re: staff vehicles, number of tenants living in the 4-plex). This included advocating for people supported and educating the community member on the supports and services we offer to vulnerable adults.</p> <p>The Shift: We hosted a harm reduction conference and invited community</p>
Standing Items of Concern/Areas needing improvement	<ul style="list-style-type: none"> -The rights of the people we support are sometimes not respected or recognized. They are sometimes disregarded without due process in the name of safety, liability or perceived liability. - Negative attitudes of community members can sometimes stigmatize the people we support. This is addressed on an ongoing basis through follow-up where such concerns are expressed. Raising the profile of the agency and its mission is also one way to address this.
Future Goals	<p>Barrier: Community members negative attitude and misunderstanding our mandate</p> <p>Strategies to Remove Barrier: Plan a conference that has for goal to communicate our services and mandate to the community</p> <p>Potential Obstacles: Financial</p> <p>Persons Responsible: Manager of Quality Assurance</p> <p>Target Date: June 2025</p>

Area(s) of Concern	Financial. A financial barrier is anything that may mean that a service is restricted because of a lack of sufficient financial resources. Financial barriers may exist at the agency level, or may be specific to funds possessed by the people supported.
Items addressed in 2024	None in a widespread manner; many instances where issues have been addressed on a case-by-case basis. For example, the agency has covered the cost of private addictions treatment at Aurora's for a few people we support. The program is better suited to people we support and more accessible than publicly funded programs, although not easily affordable.
Standing Items of Concern/Areas needing improvement	Funding and finances for people we support are not always sufficient, limiting community participation and quality of life. CLD-SL combats this by being active in provincial agencies that advocate for additional funding, and by petitioning MCCSS and ODSP on a situational basis for funds.
Future Goals	<p>Barrier: Funding is often not available to fund special projects</p> <p>Strategies to Remove Barrier: Continue to invest in grant software</p> <p>Potential Obstacles: Ability to designate time to do grant applications</p> <p>Persons Responsible: Chief Executive Officer</p> <p>Target Date: December 2025</p>

Area(s) of Concern	Employment. An employment barrier is an indication that a workplace does not provide sufficient flexibility or equipment to ensure a productive and satisfying workplace for employees. An employment barrier may also speak to measures that are in place to promote successful employment for persons with disabilities.
Items addressed in 2024	- Partnership with NEW (Northwest Employment Works) and Literacy - Eliminated our ODSP employment program as it was no longer sustainable, only assist people we support that are MCCSS funded in the Community Participation Program
Standing Items of Concern/Areas needing improvement	
Future Goals	Barrier: Strategies to Remove Barrier: Potential Obstacles: Persons Responsible: Target Date:

<p>Area(s) of Concern</p>	<p>Communication. A communication barrier looks at anything that inhibits information being accessible and understandable to all. Examples may include the possible absence of devices available to people supported or staff to be able to be understood by others, or promotional materials that are not present in formats that are easily understandable.</p>
<p>Items addressed in 2024</p>	<p>A person supported was provided with an iPad that included communicative programming to allow them to more effectively communicate with others. This was done in consultation with Speech and Language Services and included training for staff.</p> <p>Implemented SharePoint as a platform within CLDSL and transferred all documents from our on-premises server.</p>
<p>Standing Items of Concern/Areas needing improvement</p>	<p>-Program information assumes a relatively high level of literacy. The agency attempts to combat this via plain-language versions of many documents (rights, complaints procedure).</p> <p>-The agency desires to develop video versions of many documents.</p>
<p>Future Goals</p>	<p>Barrier: Person Centered Plans (PCP) assume a relatively high level of literacy.</p> <p>Strategies to Remove Barrier: Develop pictorial versions of PCP where appropriate.</p> <p>Potential Obstacles: Time to develop the process</p> <p>Persons Responsible: Quality Assurance Department</p> <p>Target Date: December 2025</p>

Area(s) of Concern	Transportation. A transportation barrier speaks to situations in which service recipients are unable to reach or participate fully in services because of the lack of suitable and available transportation
Items addressed In 2024	An accessible vehicle lift was refurbished (re: lift was repaired), to allow for people supported to access the community safely. Additionally, the agency has purchased other accessible vehicles to be utilized for people supported with mobility issues that impact their ability to access community support and services. CLD-SL currently has 6 accessible
Standing Items of Concern/Areas needing improvement	<p>-Lack of accessible and regular transportation is an issue both in Dryden as well as Sioux Lookout. There is no regular public transportation in place in either community. Both communities have an accessible public transportation service available, but only during daytime weekdays which must be booked in advance and only within City limits. There are no services evenings and weekends.</p> <p>-Both municipalities are in the process of trying to address these issues as part of their Community Well Being Plans. CLDSL has representation on these committees.</p> <p>-People supported rely greatly on transportation provided by CLDSL through agency vehicles as well as staff vehicles.</p>
Future Goals	<p>Barrier: Funds available for the replacement of accessible vehicles.</p> <p>Strategies to Remove Barrier: Complete an assessment of current accessible vehicles and estimate the remaining useful life. This will be useful to be proactive with grant applications.</p> <p>Potential Obstacles: Time and expertise to reasonably estimate remaining useful life.</p> <p>Persons Responsible: VP Finance</p> <p>Target Date: October 2025</p>

<p>Area(s) of Concern</p>	<p>Community Integration. A community integration_barrier is anything that may limit an individual's ability to fully access their community in a way of their choosing</p>
<p>Items addressed In 2024</p>	<p>Removing community integration barriers is at the core of the agency's everyday work.</p>
<p>Standing Items of Concern/Areas needing improvement</p>	<p>Items listed under transportation and finance are also related to community integration.</p>
<p>Future Goals</p>	<p>Barrier: Legal legislation regarding capacity in Ontario restricts people we support's ability to make decisions for themselves. Strategies to Remove Barrier: Participation in Supported Decision-Making Pilot Project. Potential Obstacles: Failure to affect change in legislation, inability to find partners to participate in project. Persons Responsible: Chief Executive Officer Target Date: This is a five-year study</p>

Area(s) of Concern	Technology. A technology barrier is related to a need of a stakeholder to access technology to ensure communication or inclusion into services.
Items addressed In 2024	Purchase of i-guard stove technology as a safety measure. SharePoint was implemented IPads with data plans were purchased for mobile staff Looked into alternatives to Nucleus Labs.
Standing Items of Concern/Areas needing improvement	Persons supported have limited access to technology which can assist in giving them more independence. This relates to the Just Enough Support model of support.
Future Goals	<p>Barrier: People we support could be more independent with the help of technology. Strategies to Remove Barrier: Invest time in researching appropriate technology that could address this issue. Potential Obstacles: Time Persons Responsible: IT Support, Managers of Service Target Date: December 2025</p> <p>Barrier: Have an area where all stakeholders as well as the community can find information about our agency. Strategies to Remove Barrier: Have a full, bilingual, complete and accessible website. Potential Obstacles: Time Persons Responsible: Chief Executive Officer Target Date: December 2025</p> <p>Barrier: Nucleus Labs does not fully meet our needs any longer Strategies to Remove Barrier: Switch our client information software to AIMS Potential Obstacles: Time commitment, staff computer literacy Persons Responsible: Senior Leadership Target Date: December 2025</p>

Area(s) of Concern	Other. A barrier that is not easily categorized Lack of affordable accessible housing/Lack of housing
Items addressed In 2024	Continuing to have meetings with KDSB about this issue and started planning with KDSB and developers.
Standing Items of Concern/Areas needing improvement	There is a growing concern in both Dryden and Sioux Lookout surrounding lack of housing. This makes it difficult for people to stay safe, receive services, find employment, etc. This also makes it difficult for our agency to recruit personnel in Sioux Lookout specifically as there is nowhere to live.
Future Goals	<p>Barrier: No housing for prospective people supported or staff. Strategies to Remove Barrier: Continue to work in partnership with KDSB on housing initiative. Potential Obstacles: None Persons Responsible: Chief Executive Officer Target Date: December 2025</p> <p>Barrier: No housing for prospective people supported Strategies to Remove Barrier: Advocate to for-profit housing corporation (1000661215 Ontario Inc.) purchase housing to sublet to people supported Potential Obstacles: Availability of affordable homes in the community Persons Responsible: Chief Executive Officer/VP Finance Target Date: December 2025</p>

Area(s) of Concern	Other. A barrier that is not easily categorized Lack of ability to provide some funded services because of other needed resources
Items addressed In 2024	Hired a full-time position in who is scheduled with casual shifts.
Standing Items of Concern/Areas needing improvement	<ul style="list-style-type: none"> -Difficulty with Host Family recruitment -Difficulty recruiting staff with a College/University Degree

Future Goals	<p>Barrier: Staff shortages</p> <p>Strategies to Remove Barrier: Take part in program hiring foreign workers internationally</p> <p>Potential Obstacles: Immigration regulations, our vehicle requirement, lack of housing</p> <p>Person Responsible: CEO/COO/Director of HR</p> <p>Target Date: Spring 2025</p>
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Requests for Reasonable Accommodations

There were a number of requests for reasonable accommodations by employees or prospective employees in the past year. When applicable, these were documented in Individual Accommodation Plans. All requests were able to be accommodated. A summary of the requests follows (note that these do not include short-term accommodations directly related to WSIB claims):

Type of Request	Number of Requests
Schedule request for religious observance	0
Accommodations for documentation/record keeping	0
Requested ergonomics assessment	0
Medical device required in workplace	0
Accommodations for physical nature of work	18
Request assistance with external interview process	0
Request scent reduced workplace	0
Schedule request for medical reason	3

The accessibility plan was updated in January 2025. Monitoring of items will continue throughout the year, with a formal update of the plan again being completed no later than January 2026.