



Community & Home  
Assistance to Seniors

# MULTI-YEAR ACCESSIBILITY PLAN

March 2021/2022

CHATS is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

This accessibility plan includes a summary of the accessibility initiatives that CHATS has completed to meet requirements under the Accessibility for Ontarians with Disabilities Act and outlines the actions that will put in place to continue to meet accessibility laws and improve opportunities for people with disabilities.

## CURRENT ACHIEVEMENTS

### INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)

#### Information and Communication

##### Accessible Website

CHATS website and content on the site conform to WCAG 2.0, Level A. Our website provides features that makes it compatible with screen readers, allows users to change the size of text online to suit their preference, provides text alternatives for images and videos, navigation allows accessibility by keyboard or mouse and other assistive technologies; and design is not seizure inducing.

***CHATS website and contents conform with WCAG 2.0, Level AA standards, 2021.***

CHATS makes sure all publicly available information is provided in accessible formats upon request in a timely manner.

***CHATS communicates the availability of accessible formats and communication supports on the website.***

##### Feedback

A process was developed for receiving and responding to feedback from people with disabilities, this includes:

- AODA feedback form available in all locations, including an online submission form on the website.
- Several options and accessible formats for providing feedback (in person, in writing or by the phone)
- An AODA Ad hoc committee to be assembled to respond to accommodation requests.
- Available technology (pocket talker, cctv) or one-on-one support

### Accessible Emergency Information

CHATS is committed to providing the customers and persons served with publicly available emergency information in an accessible way upon request. We provide employees with disabilities individualized emergency response information when necessary.

A disruption of service is posted on the website that includes reason for disruption, expected duration, contact information and any alternative services or facilities.

## **Training**

All new staff are required to participate in and complete an online AODA Customer Service Training, and Human Rights Code & Accessibility.

An AODA Volunteer Customer Service Training module was developed, made available to all existing volunteers, and incorporated into the orientation process.

*Training on the AODA Employment Standards was provided to staff as it relates to the duties and responsibilities of their position.*

*Training on the AODA Information and Communication Standards was provided to staff that are involved in developing or disseminating information internally or externally on behalf of the organization.*

## **Employment**

CHATS is committed to fair and accessible employment practices and to comply with the Employment Standards set out within the Accessibility for Ontarians with Disabilities Act, Regulation 191/11 has developed the AODA Employment Standard Policy. The policy is reviewed annually.

The recruitment and assessment process include a notice to the public and staff indicating that, when requested, accommodation for people with disabilities is provided. Assessment and accommodation are also provided to employees with disabilities after they are hired.

CHATS has implemented existing return to work and accommodation practices as per legislation (WSIA, OHSA, Human Rights). A process is in place to develop individual accommodation plans and return to work policies for employees that have been absent due to a disability.

Performance management, career development and redeployment processes consider the accessibility needs of employees with disabilities. These processes have been reviewed to ensure that there are no barriers (attitudinal, information, communication, technology, organizational, architectural, physical) that would make these processes inaccessible.

## Customer Service

CHATS has developed and implemented an AODA Customer Service Standard Policy to meet the Accessibility Standard for Customer Service Ontario Regulation 429/07. The policy is reviewed annually.

## ANNUAL ACCESSIBILITY PLAN UPDATE 2019- 2020

To meet the requirements of the Accessibility for Ontarians with Disabilities Act, a working group was formed with members from the Leadership team, to identify barriers, develop strategies to address them and improve accessibility for clients, employees, volunteers and other stakeholders. This plan will be reviewed annually by the Leadership team to monitor progress and prepare an annual status report.

	BARRIER	ACTION	DUE DATE (if applicable)	STATUS March 2022 ( For completed initiatives, please indicate date completed)	RESPONSIBLE
Architecture	Adult Day Programs are not all secured (/ SA /Vaughan Aurora	Improve safety of all Adult Day Programs by seeking out secured and locked spaces	Feb, 2022	<b>Complete</b> All existing doors that can be secured have been completed.	Day Program Manager
	Adult Day Program hand washing station	Enable proper hand hygiene practices in and encouraging autonomy and independence.	Jan, 2022	<b>Completed</b> Install wheelchair accessible hand washing stations in the Adult Day Program activity rooms	Day Program Manager
	Barrier free accessible Adult Day Program Space	Seek a barrier free building on ground floor to eliminate use of stairs /elevator to access space		<b>Ongoing</b> Searching for space conducive for both Vaughan and Friuli ADP- search for SA	CEO,
	Some sites for community programs are	When possible, seek out accessible spaces for outreach programs during lease renewal		<b>Ongoing</b>  <b>Completed</b>	Client Services Manager

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	not wheelchair accessible			Full access to CHATS programs has been provided via virtual offerings during Covid.	
<b>Attitudinal</b>	Some drivers cannot recognize individuals with dementia, responsive behaviours, or mental health issues	Provide training to paid Drivers to interact and communicate effectively with clients with dementia, responsive behaviours/ personal expressions, and mental illness		<p><b>Completed</b>                      Drivers have had dementia, responsive behaviour/ personal expressions, and mental health training.</p> <p><b>Ongoing</b>                      Pursue training offered by LOFT, AS York                      Embed mental health, dementia, and responsive behaviour/personal expression training in core training.</p>	Transportation Services Manager /HR
<b>Finance</b>	Lack of budget to address accessibility issues (make upgrades and purchase equipment or technology, accommodation)	To budget for emerging accessibility needs	<b>Feb, 2022</b>	<p><b>Completed</b>                      All community PSWs provided with cell phones and email access (all PSW). Laptops have been provided to the AL sites. Technology needs of work from home arrangements met. Small HR budget protected for accessibility requests.</p> <p><b>Ongoing</b>                      Maintain an active list of prioritized needs in the event funding becomes available.</p>	VP Finance & Corporate Services

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<b>Employment</b>	Accommodation not embedded in all processes of day-to-day work. Measurable work standards/outcomes required to provide accommodation (flex work, work from home)	Provide training and support to supervisors and employees to build effective accommodation plans, ensuring employees do their jobs successfully and organizational objectives are met.		<b>Ongoing</b> flexibility and work from home options provided as needed during COVID	Human Resources /Supervisors
<b>Communication</b>	Accessibility feedback form is not easy to find in website. Lack of knowledge that there is a feedback form (web or hard copy)	Ensure Accessibility Feedback form is readily available in all locations and easy to find on the website. Create an online form.		<b>Completed</b> Feedback form is available in paper format at all locations and online.  <b>Ongoing</b> Marketing and Communications to find a more prominent place on new website.	Human Resources  Marketing & Communications
	How to identify & relay to others that accommodation is required in first interaction with the public	Incorporate into process of greeting customers (customer service training) and in onboarding for reception		<b>Ongoing</b> SCs to participate in refresher Customer Service Training Customer Service regarding accommodation to be added to Service Coordinator position manual and captured in GoldCare.	Client Care, Operations & Quality Improvement Manager

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	Employee's lack of awareness of resources /devices available (screen magnifier, pocket talkers)	Remind current employees of resources/devices available as per AODA Customer Service Standard Policy. Add to personnel manual for new employees		<b>Ongoing</b> Update AODA Customer Service policy Appendix A to add new technology currently available to staff. Add Appendix to Personnel Manual for new Employees.	Human Resources
	People with disabilities who do not reach person on live answer have difficulties understanding /following instructions of automatic message.	The message system and script will be reviewed and recorded more slowly and louder and create an option to press '0' to reach to reception desk.	<b>Feb, 2022</b>	<b>Ongoing</b> Contact phone company to re-record message	Client Care, Operations & Quality Improvement Manager
	Other versions of the printed marketing materials are not available (other languages, larger font, without images)	A funding request has been submitted for translation of materials – response pending (Nancy/Hillary)		<b>Completed</b> Translated materials available in several languages.  <b>Ongoing</b> Add different languages, Bill of Rights and Client Survey translated New Website will have better functionality for translation	Marketing & Communication /Client Services

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<b>Technology</b>	There is not a procedure that ensures new technology, purchases take into consideration accessibility needs	Include in Safe Purchasing Policy/AODA Customer Service Policy		<b>Completed</b> Added to Safe Purchasing Policy	Human Resources
	Work from home accommodation arrangements not supported by current technology (OTN, Teams, Zoom, GoToMeeting, Skype for business)	Enable virtual connectivity to support work teams		<b>Completed</b> Work from home arrangements and accompanying technology accommodated for all staff during COVID	VP Finance & Corporate Services

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	BARRIER	ACTION	DUE DATE (if applicable)	STATUS March 2022 ( For completed initiatives, please indicate date completed)	RESPONSIBLE
	<p>Poor data literacy and significant barriers to digital health</p>	<p>Build capacity for technology access and use through targeted and intensive support to those with significant barriers to technology adoption. To build data literacy amongst isolated older adults and persons living with disabilities.</p>	<p><b>March, 2022</b></p>	<p><b>Completed</b>            Last Digital Mile Digital Health Program. Customized senior friendly tablets with emerging best practice apps provided to eligible participants. Variety of accessible tools and resources were created to reduce barriers to service and care including translated support documents, aphasia friendly instruction sheets, and use of stylus pen for dexterity challenges. Coaching provided in home to eliminate barriers to access service.</p> <p><b>Ongoing</b>            Integrated Virtual Care and Rehabilitation- Community Speech Therapy for Patients Impacted by Stroke. Supports the transition of stroke patients from acute care to home settings.            Providing access to services including technology and set up in the home environment for improved access to care.</p>	<p>VP Client Care&amp; Services</p>



	BARRIER	ACTION	DUE DATE (if applicable)	STATUS March 2022 ( For completed initiatives, please indicate date completed)	RESPONSIBLE
<b>Transportation</b>	Current vehicles pose hazards, getting in/out. Moving to the back seat of a van can be difficult.	CHATS newest owned Wheel Chair van has a manual ramp with a handle. Light weight construction – easy to manoeuvre- smaller slope assists walkers and transfer chairs easier. More foot room as Front passenger seat removes quickly if needed.		<p><b>Completed</b>                      All vehicles have custom step stools to assist getting in and out.                      With client's feedback, 6 new SUV RAV 4s purchased to add a lower vehicle as a choice for greater accessibility.</p> <p><b>Ongoing</b>                      As leases turn over, options for accessibility considered.</p>	Transportation Services Manager
<b>Community Integration</b>	Limited physical access to some program sites (SA ADP, Russian Program, Holland Landing,	As opportunities arrive periodic work with sites to support upgrades, Advocacy, letters of support, etc.		<p><b>Ongoing</b>                      Continue to seek out accessible space for any new or relocating programs.</p>	Day Program Manager / Client Services Manager

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	<p>Persons served have a decline in functioning level and may no longer eligible for an Adult Day Program setting or for patients with moderate to significant functional and/or cognitive decline with or without expressive behaviours who may require significant personal support, behavioural supports plan, @ Home Adult Day Program, and/or other services.</p>	<p>Implementation of ADP@Home and COVID@Home Pilot Projects and MHelps ADP@Home enabling person served to access program and supports in their home.</p>	<p><b>March, 2022</b></p>	<p><b>Completed</b>                      Successful pilot project initiatives. OH-C has provided one time funding for the continuation of ADP@Home  <b>Ongoing:</b>                      MHelps ADP@Home</p>	<p>VP Client Care and Services</p>

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	BARRIER	ACTION	DUE DATE (if applicable)	STATUS March 2022 ( For completed initiatives, please indicate date completed)	RESPONSIBLE
<b>Other</b>	Regular review and progress report by management team quarterly meeting	Incorporate into management meeting agenda for annual review and development of progress report		<b>Completed</b> To assign to Leadership Team agenda	VP Human Resources
	Effective process to consult with clients, employees and other stakeholders on their accessibility needs	Include accessibility as an outstanding item in the Client Advisory Group agenda. Present on AODA legislation at the next meeting.		<b>Completed</b> Presentation on AODA at Client Advisory meeting, feedback obtained.  <b>Ongoing</b> Add Accessibility to Agenda for Client Advisory when meetings resume post Covid	Marketing & Communication
		Incorporate question on Client, Volunteer and Employment Experience Survey		<b>Completed</b> Accessibility question incorporated into annual performance appraisal process.  <b>Ongoing</b> Accessibility Question to be included with Annual Client, Volunteer and Staff Experience Surveys	Human Resources

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<b>Other</b>	Notice on new website of disruption of services	Develop a notice to be posted on website during disruption of services that includes reason for disruption, expected duration, contact information and any alternative services or facilities.		<b>Completed</b> Notice developed to be posted on website and social media and visible locations to advise of disruption, duration, contact information and alternates	Marketing & Communication

For more information on the CHATS Accessibility plan and for accessible formats of this document, please contact:

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