



**LONDON CROSS CULTURAL LEARNER CENTRE**

# **Accessibility Plan**

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## **INTRODUCTION**

London Cross Cultural Learner Centre (CCLC) strives to meet the needs of its employees and clients with disabilities and is working hard to remove and prevent barriers for accessibility. It is intrinsic to our values that our employees and clients are provided with a positive, non-discriminatory, proactive environment. Furthermore, we hold it true that short of undue hardship to the organization, accommodations will be made with an understood timeline and in a professional manner.

Our organization/business is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps CCLC is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how CCLC will play its role in making Ontario an accessible province for all Ontarians.

## **SECTION ONE: PAST ACHIEVMENTS TO REMOVE AND PREVENT BARRIERS**

This section includes a summary of the accessibility initiatives the CCLC has completed, including changes in policy.

### **CUSTOMER SERVICE**

London Cross Cultural Learner Centre (CCLC) is committed to excellence in serving all clients including people with disabilities. It is intrinsic to our values that our clients are provided with a positive, non-discriminatory, proactive service environment. Furthermore, we hold it true that short of undue hardship to the organization, accommodations will be made with an understood timeline and in a professional manner.

It is CCLC's goal to provide our clients with a positive, non-discriminatory, proactive service environment aligned with the 2005 Accessibility for Ontarians with Disabilities Act (AODA). Ensuring Staff know what's expected of them when they communicate with clients with disabilities.

### **FEEDBACK**

Clients who wish to provide feedback on the way CCLC provides services to people with disabilities can do this by using any of the following methods:

(a) In person, requesting a meeting with the Manager of the program that is providing the service or with CCLC's Executive Director or designate in her or his absence;

- (b) By telephone, with the Manager of the program providing the service or with the Executive Director or designate in her or his absence at 519.432.1133;
- (c) In writing, by leaving a note in the suggestion box located in the main reception area;
- (d) By regular mail to: 505 Dundas Street, London, Ontario N6B 1W4;
- (e) By email, sending a message to [communications@lccl.org](mailto:communications@lccl.org);

All feedback will be directed to the Executive Director or designate in her or his absence.

Clients that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

To identify an address potential barriers that may have prevented people from giving feedback, CCLC completes regular exit surveys with clients. These surveys are voluntary and can be completed anonymously or with the support of staff.

## **INFORMATION AND COMMUNICATION**

CCLC created and implemented the AODA policy (HRPP 5.10) in January 31 2012. The policy states that CCLC will communicate with people with disabilities in ways that take into account their disability. Also the policy states that CCLC shall notify clients that the documents related to the Accessibility Standard for Client Service are available upon request and in a format that takes into account the client's disability.

CCLC worked with an external consultant to update CCLC's website to comply with requirements on the Accessibility for Ontarians Disability Act.

## **EMPLOYMENT**

CCLC has accessible premises with a recently improved elevator, ramps and accessible washrooms for employees and clients. CCLC also offers dedicated accessible parking spots for employees with disabilities, upon request.

CCLC modified policies, job offers, contracts and job postings to include accommodations for employees with disabilities:

### **Job Postings**

Each job posting includes the following statement:

"CCLC is committed to equity in employment and immigrant, refugee, women, aboriginal people, visible minorities, gay, lesbian, bisexual persons and persons with a disability are encouraged to apply. Accommodations are available upon request, call 519.4321133 or send an email to [communications@lccl.org](mailto:communications@lccl.org) for more information."

## **Employment Contracts**

Each employment contract includes the following statement:

“Part I – Employment Services

1. Engagement & Acceptance of Duties

d) CCLC is committed to equity in employment and immigrant, refugee, women, aboriginal people, visible minorities, gay, lesbian, bisexual persons and persons with a disability. Accommodations are available up to undue hardship and upon request.”

## **Job Offers**

Each job offer includes the following statement:

“CCLC is committed to equity in employment and immigrant, refugee, women, aboriginal people, visible minorities, gay, lesbian, bisexual persons and persons with a disability. Please know that accommodations are available upon request.”

## **TRAINING**

CCLC will provide training to employees and volunteers who deal with the public or other third parties on their behalf. Training was provided to existing staff before the end of the month of December 2011. This training is being provided to all new hired staff after the completion of the three month probation.

Training includes:

- (a) An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements for the client service standard;
- (b) CCLC’s plan related to the client service standard;
- (c) How to interact and communicate with people with various types of disabilities;
- (d) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- (e) How to use any equipment or devices available at CCLC to assist with providing services to people with disabilities;
- (f) What to do if a person with disabilities is having difficulty in accessing CCLC’s services;
- (g) Staff will also be trained when changes are made to CCLC’s Accessible Client Service Plan

## **INDIVIDUAL ACCOMODATION AND RETURN TO WORK**

Human Resources Policies and Procedures HRPP 4.08 provide detailed information about individual accommodation process and plans and about the return to work process and plans.

## **OTHER**

### **Assistive Devices**

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by CCLC.

We will ensure that our Staff is trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

### **Guide Dogs, Service Animals and Service Dogs**

We welcome people with disabilities and their Guide Dogs, Service Animals and Service Dogs.

Guide Dogs, Service Animals and Service Dogs are allowed on the parts of our premises that are open to the public unless otherwise excluded by law.

If a service animal is excluded by law we will provide another way for the person to access our services, when possible.

The employee or client that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, CCLC will make all reasonable efforts to meet the needs of all individuals.

If it is not readily apparent that the animal is being used by the client for reasons relating to his or her disability, CCLC may request verification from the client.

Verification may include:

- (a) A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- (b) A valid identification card signed by the Attorney General of Canada;
- (c) A certificate

### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In situations where confidential information might be discussed, consent will be obtained from the client, prior to any conversation where confidential information might be discussed.

## **Notice of Temporary Disruptions**

In the event of any temporary disruptions to facilities or services that client's with disabilities rely on to access or use CCLC's services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

This notice will be posted as clearly as possible and will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

When disruptions occur CCLC will provide notice by:

- (a) Posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the CCLC's website;
- (b) Contacting clients with appointments;
- (c) Verbally notifying clients when they are making an appointment; or
- (d) By any other method that may be reasonable under the circumstances.

## **SECTION TWO: STRATEGIES AND ACTIONS**

To continue with CCLC commitment to eliminate barriers for people with disabilities, several meetings of the management team and health and safety committee were scheduled in May 2017 to review and develop the goals and actions for the 2017 -2021 period with regards to the Accessibility for Ontarians Act. The following areas were reviewed in the meetings and have resulted in specific strategies and actions.

### **CUSTOMER SERVICE**

The CCLC is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

Specific actions:

The Health and Safety Committee in collaboration with the Executive Director will review the provision of the customer services to people with disabilities annually each year by June 30<sup>th</sup>, and as often as necessary following the feedback from customers.

### **INFORMATION AND COMMUNICATION**

The CCLC is committed to making our information and communications accessible to people with disabilities.

Specific actions:

The Communication Manager in collaboration with the Executive Director will review the strategies to make CCLC information and communication accessible to people with disabilities each year by June 30<sup>th</sup>.

## **EMPLOYMENT**

The CCLC is committed to fair and accessible employment practices.

Specific actions:

The Human Resources Managers and the Executive Director will provide ongoing monitoring that the provisions for job postings, hiring process, employment contracts, employee onboarding are inclusive of AODA provisions and Ontario Human Rights Code.

## **TRAINING**

The CCLC is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Specific actions:

The Human Resources Managers and the Executive Director will provide ongoing monitoring that each employee is trained on AODA provisions and Ontario Human Rights Code provisions with regards to accessibility, and that their training is up to date.

## **OTHER**

Individual accommodation plans for employees with disabilities will include employee evacuation in case of emergency.

Specific actions:

The Health and Safety Committee in collaboration with the Executive Director will review annually by June 30<sup>th</sup> the emergency plan to ensure inclusion of provisions for evacuation of people with disabilities. The emergency plan will be reviewed each time when the workplace changes or the need for accommodation of employees changes.

Changes to policies, process and procedures related to the accessibility plan will be communicated immediately to employees by the HR and Communication Manager or the Executive Director through email and at staff meetings.

## **FOR MORE INFORMATION**

For more information on this accessibility plan please call 519.432.1133 or email [communications@lcllc.org](mailto:communications@lcllc.org). Standard and accessible formats of this document are available free on request at 519.432.1133 or [communications@lcllc.org](mailto:communications@lcllc.org).