



**Community Living Association for South Simcoe**  
**Accessibility Statement of Commitment and Multi-Year Accessibility Plan**  
**2021 – 2026**

This 2021 - 2026 accessibility plan outlines the policies and actions that CLASS has put in place and will continue to implement in order to improve opportunities for people with disabilities.

**Statement of Commitment**

CLASS is committed to excellence in serving all people with disabilities. In providing services, CLASS will be guided by the principles of independence, dignity, integration and equal opportunity. CLASS will continue to identify and remove barriers to accessibility and meet requirements under the Accessibility for Ontarians with Disabilities Act 2005 (AODA).

**Accessible Emergency Information**

CLASS is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

**Training**

CLASS will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard;
- CLASS's *Providing Goods and Services to People with Disabilities* policy;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;

- How to use the Audio links, PEC symbols or whom they can access with expertise in augmentative communication; and
- What to do if a person with a disability is having difficulty accessing CLASS's goods and services.

Training will be delivered as soon as is practical following any changes to the agency's accessibility policy and procedures. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

## **Kiosks**

The agency does not have a self-service kiosk and therefore not bound by the January 1, 2014 AODA deadline in this regard. However, computer equipment is available for general use by stakeholders, providing the means to review and access agency information by using available accessible formats. The needs of people with disabilities will be considered by the agency for the computer available for general use and enhancements provided as available resources allow.

## **Information and communications**

CLASS is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

The agency's website is in compliance with AODA's website requirements as of January 1, 2014. The agency will take the following steps to make its website and content conform with WCAG 2.0, Level AA by January 1, 2021:

- Any live video or audio on the website will have the necessary captions for accessibility;
- Descriptions for all media will be provided in order to receive the information in various forms;
- Online forms and documents will be in an accessible format and text on the website will be able to zoom to 200% to ensure accessible reading for all;
- Text on the website will be accessible through text-to-audio for people who have a vision impairment; and
- Large text will have a contrast ratio 3:1, while presentation of text and images will have a contrast ratio of 4:5:1.

## **Feedback**

Any form of feedback requested by or from CLASS will meet the requirements of the Information and Communications Standards, Section 12, Accessible Formats and Communication Supports January 1, 2015. CLASS is committed to:

- Providing or arranging for the provision of accessible formats and communication supports, upon request;
- Fulfilling its commitment in a timely manner and at a cost that is no more than the regular cost charged to other persons; and
- Notifying the public about the availability of the accessible formats and communication supports.

## **Employment**

CLASS is committed to fair and accessible employment practices.

### Emergency Information

Emergency information has been and is provided to employees who have a disability in an accessible format prior to the January 1, 2012 compliance deadline. Employees with disabilities are accommodated by creating individualized emergency response information as required.

### Accommodation Plans

A written individual accommodation plan will be prepared for employees with disabilities that will identify any information regarding accessibility and communication supports provided and any other accommodation that is to be provided. It will include a workplace emergency response plan when necessary.

### Process to Accommodate Employees

The agency will continue to review and revise, where necessary, any employment processes to ensure there are no barriers for people with disabilities. Processes that will be reviewed include but are not limited to:

recruitment, assessment, return-to-work, performance management and career development.

### **Design of Public Spaces**

CLASS will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- sidewalks, ramps and curb ramps
- accessible off-street parking
- service counters and waiting areas

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

### **For more information**

For more information on this accessibility plan, please contact Lara Macdonald, Director of Human Resources, at:

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Accessible formats of this document are available free upon request.