

CCLC MULTI-YEAR ACCESSIBILITY PLAN

DECEMBER 2023

2022-2028

MESSAGE FROM THE EXECUTIVE DIRECTOR

The Cross Cultural Learner Centre (CCLC) is committed to working to meet the needs of individuals with disabilities across our organization as an important part of our organization's vision to create a more welcoming community where newcomers can succeed.

In recent years, significant work has been conducted to ensure CCLC is advancing our commitment to building accessibility within our organization. We understand that accessibility applies to more than physical building features and legislative compliance. Accessibility also requires the implementation of inclusive practices to create environments free from barriers to participation. Further, we recognize the definition of disability includes visible and invisible disabilities, that differ from person to person, and can intersect with other forms of identity.

We commit to working to apply this understanding to our organization through: a) our organization policies b) employee training and c) building accessible service delivery.

Fostering a fully accessible environment requires ongoing discussion, support and participation from everyone in our organization and we are dedicated to facilitating opportunities for this engagement on an ongoing basis in order to move our accessibility work forward.

Valerian Marochko
CCLC Executive Director

ORGANIZATION OVERVIEW

The CCLC strives to meet the needs of its employees and clients with disabilities and continues to actively work 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, to ensure employees with a disability are supported.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps CCLC is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan demonstrates the way in which our organization will conduct the work required in making Ontario an accessible province for all Ontarians. Our plan is reviewed and updated at least once every 5 years.



CCLC'S ACTIONS TO REMOVE OR PREVENT BARRIERS

The following is a summary of the accessibility initiatives the CCLC has completed, including employee training, new and revised policies, and best practices.

CUSTOMER SERVICE

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). In order to achieve this, employees are expected to apply the knowledge from our mandatory training modules to their service provision for our clients.

INFORMATION AND COMMUNICATION

CCLC developed and implemented our Commitment to Accessibility Policy in February 2021. The policy includes our Accessibility statement which commits the CCLC to being an accessible organization for all persons with disabilities including employees, clients and volunteers.

The policy also commits the CCLC to adhering to the seven requirements found in the AODA which include:

- Hiring
- Communicating Accommodation policies
- Consulting for accessible workplace information
- Providing individualized workplace emergency response
- Managing performance, career development and re-deployment
- Accommodation Plans
- Return-to-work process

Our Accessibility Policy is available on the employee shared folder and reviewed by all new hires during their onboarding orientation.

CCLC'S ACTIONS TO REMOVE OR PREVENT BARRIERS

EMPLOYMENT

CCLC has ensured we operate accessible premises with an improved elevator, ramps and accessible washrooms for employees and clients. CCLC also offers dedicated accessible parking spots for employees with disabilities, upon request.

In addition, CCLC has recently modified the following policies to further our work in ensuring an accessible and inclusive workplace for all our employees:

- Employment Principles and Job Posting Policy (1.1)
- Workplace Accommodations Policy (5.5)
- Commitment to Inclusion (5.10)

TRAINING

CCLC will continue to provide training to employees and volunteers who support the public or other third parties on their behalf. This training will be provided to all new hired employees and will need to be refreshed on an annual basis.

Mandatory Training related to Accessibility:

- (a) An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements for the client service standard;
 - (b) 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) Revisions or additions made to CCLC's Accessibility Policy
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CCLC'S ACTIONS TO REMOVE OR PREVENT BARRIERS

Feedback

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

- (a) Using our Feedback page on our website.
- b) 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;
- c) By telephone, with the Manager of the program providing the service or with the Executive Director or designate in her, his or their absence at 519.432.1133;
- d) In writing, by leaving a note in the suggestion box located in the main reception area;
- e) By regular mail to: 505 Dundas Street, London, Ontario N6B 1W4;
- f) By email, sending a message to cclc@lcclc.org

All feedback will be directed to the Executive Director or designate in her or his absence. Clients who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted. To identify and 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.



CCLC'S ACTIONS TO REMOVE OR PREVENT BARRIERS

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 employees are 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. 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



CCLC'S ACTIONS TO REMOVE OR PREVENT BARRIERS

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 clients' 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.
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CCLC'S STRATEGIES AND ACTIONS

To further develop CCLC's commitment to eliminate barriers for people with disabilities, a meeting of the management team and health and safety committee will be scheduled for May 1, 2024 to review and develop the goals and actions for the 2022 -2028 period with regards to the Accessibility for Ontarians Act. The following areas will be reviewed in the meeting.

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 TBD on May 1st, 2024

INFORMATION AND COMMUNICATION

The CCLC is committed to making our information and communications accessible to people with disabilities. Specific actions TBD on May 1st, 2024

EMPLOYMENT

The CCLC is committed to fair and accessible employment practices. Specific actions TBD on May 1st, 2024

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 TBD on May 1st, 2024

FOR MORE INFORMATION

For more information on this accessibility plan, please contact Sue Auton at sauton@lcclc.org or at 519.432.1133
www.lcclc.org (Standard and accessible formats of this document are free on request at 519.432.1133 or at cclc@lcclc.org)
