



# **Independent Living Centre** Of Waterloo Region

## Independent Living Centre of Waterloo Region Multi-Year Accessibility Plan, 2020 – 2025

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# Introduction

This Multi-year Accessibility Plan (the “Plan”) was prepared to meet the obligations of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The Plan describes the actions ILCWR must take to meet provincial targets and demonstrates what staff will be working towards from 2020-2025 to identify, prevent and remove barriers for persons with disabilities.

## Intent

This 2020 to 2025 Multi-year Accessibility Plan outlines the policies/policy review and actions that the Independent Living Centre of Waterloo Region (ILCWR) will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the *Integrated Accessibility Standards, Ontario Regulation 191/11*.

## Message from the Independent Living Centre of Waterloo Region

Through a variety of programs, the ILCWR partners with people with disabilities to increase opportunities while promoting accessibility and inclusion in our community.

It is with great pride that we present our Multi-year Accessibility Plan as a guide to help us ensure that our organization continues to provide exemplary and accessible services to the people whom we support.

## Commitment

ILCWR is deeply committed to creating a barrier-free environment. We respect and uphold the requirements set forth under the AODA and will continue to review our policies and practices while continually seeking out new ways to improve accessibility within the organization that is respectful of each person’s dignity and independence.

ILCWR will review the Plan on a quarterly basis along with its associated workplan. The purpose of this review is to facilitate ongoing work, evaluate the Plan in accordance with evolving provincial and national regulations and legislation, and look for opportunities to enhance or modify Plan objectives.

This is a living document and will be modified as we evolve as an organization.

## Multi-year Accessibility Plan: Sections

The following pages list initiatives and action items to be addressed as part of the ILCWR Multi-year Accessibility Plan. Each item falls within the categories of General Initiatives, Information and Communication, Employment Standard, and Design of Public Spaces, which align with the AODA Integrated Accessibility Standards Regulation. Please note that items which have been completed use a darker coloured background and use the word “completed” within the “Time Frame” column.

### General Initiatives

Project Title	Description	Time Frame	Lead
Multi-Year Accessibility Plan	Develop an outline of ILCWR’s strategy to prevent and remove barriers and meet requirements under the Accessibility for Ontarians with Disabilities Act (AODA)	2020-2025	Leadership
Procurement process	Review the process of incorporating accessibility criteria and features when procuring and acquiring goods, services, or facilities.	2020-2025	Leadership
Virtual consumer visits	Investigate the possibility and logistics of facilitating virtual reassurance calls or visits for consumers	2020-2025	Leadership

## **Information and Communication**

Project Title	Description	Time Frame	Lead
Accessible formats and communication support	Review provincial standards and industry best practices	2020-2025	Communications
Accessible formats and communication support	Create an agency-wide style guide which incorporates best practices for providing accessible documents	2020 – 2025 (Completed in 2020)	Communications
Accessible websites and web content	Review current web content and ensure that it meets the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA standard	2021	Communications
Accessible websites and web content	Develop a workflow / checklist to ensure that all new web content meets the WCAG 2.0 Level AA standard	2021	Communications
Accessible websites and web content	Develop a new website that not only meets current accessibility standards but is future proofed against enhanced imminent standards	2022-	Communications
Policy formats	Research what would be required to make a plain language policy directive.	2020 – 2025	Leadership
Accessible Signage	Evaluate our main office and assisted-living site spaces for all access issues around signage	2020 – 2025	Leadership
Digital Communication	Develop a workflow / checklist to ensure that all digital materials are	2020 – 2025	Communications

Project Title	Description	Time Frame	Lead
	accessible, for example, implementing alt text on images and utilizing accessible formats and styles		
Virtual Communication	To ensure that consumers have virtual access to the Access and Awareness programming and staff	2020 – 2025 (Completed in 2020)	Access and Awareness
Virtual Communication	Ensure that consumers can continue to have access to the Access and Awareness programming and staff regardless of their technology, i.e. implement the Zoom toll-free number	2020 – 2025 (Completed in 2020)	Access and Awareness
Policy Review	Review ILCWR's AODA Policy and update it accordingly	2020 – 2025	Leadership

## **Employment Standard**

Project Title	Description	Time Frame	Lead
Policy Review	Review ILCWR's Employment Policies to ensure continued AODA compliance	2020 – 2025	Leadership
Barrier free employment	Evaluate ILCWR's Employment Policies and look for opportunities to provide employees with the maximum opportunity to succeed, free from systemic and physical barriers	2020 – 2025	Leadership

## **Design of Public Spaces**

Project Title	Description	Time Frame	Lead
Head Office Accessibility	Ensure our continued commitment to providing an accessible environment	Ongoing	Leadership
Head Office Accessibility	Perform an accessibility audit in conjunction with community partners to identify barriers to accessibility at head office	2020 – 2025	Leadership
Assisted-Living Site Accessibility	Perform an internal audit to ensure that assisted-living site office environments are accessible to employees with disabilities	2020 – 2025	Leadership

## **Customer Service Standard**

Project Title	Description	Time Frame	Lead
Accessible Customer Service Training	Continue to provide Accessible Customer Service Training for new staff, volunteers and 3rd party agencies	Ongoing	Leadership
Accessible Customer Service Training	Develop or ascertain a curriculum of Accessible Customer Service updates for staff and implement a schedule to deliver this training on a regular basis	2020 – 2025	Leadership



## **Contact Us**

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