

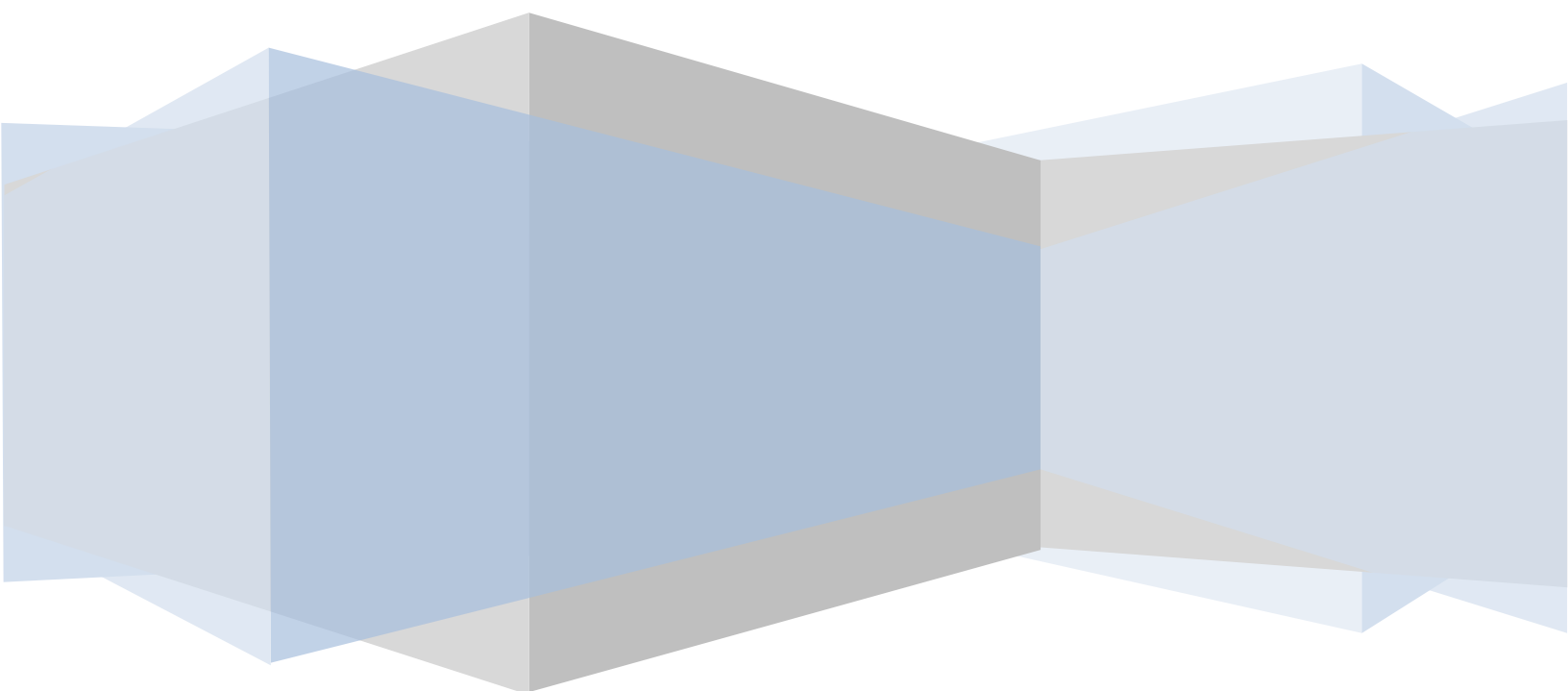
Dale Brain Injury Services



Multi-Year Accessibility Plan

2022 Update

Original 2014



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Introduction

Accessibility for Ontarians with Disabilities Act

In June 2005, the Accessibility for Ontarians with Disabilities Act 2005 (AODA) was enacted into law. The AODA is more comprehensive and detailed than the Ontarians with Disabilities Act from 2001 and applies to Non-Profit organizations as well as the public and private sectors. The AODA requires the development of accessibility standards and outlines compliance deadlines as well as administrative penalties for non-compliance.

The fundamental purpose of the AODA is to ensure that Ontario is accessible by 2025. The AODA requires accessibility of goods, services, facilities, accommodations, employment, as well as information and communications.

This 2014-2020 accessibility plan outlines the policies and actions that Dale Brain Injury Services has or will put in place to improve opportunities for people with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act 2005.

Implementation Strategy

Dale Brain Injury Services (DBIS) supports the spirit and goals of the AODA to make the Province of Ontario accessible by 2025. DBIS is striving to become more accessible and inclusive to people with disabilities by ensuring accessibility is a reality throughout all facilities and business operations.

Statement of Commitment

Dale Brain Injury Services is committed to removing barriers and increasing accessibility for people with disabilities in a manner that respects equal opportunity, integration, dignity, and independence. DBIS is committed to meeting the diverse 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 (AODA).

Accessible Emergency Information

Dale Brain Injury Services 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 where applicable and necessary.

Monitor & Review

This Multi-Year Accessibility Plan will be reviewed and updated, at minimum, once every two years. (Accessibility Barrier Mitigation Plans and Activities are reviewed quarterly).

Status reports will be completed to document the progress and measures taken to implement Dale Brain Injury Services' strategy and meet the requirements under the Integrated Accessibility Standards Regulation.

Training

Dale Brain Injury Services 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 be provided in a way that best suits the duties of employees, volunteers, and other staff members.

Dale Brain Injury Services met the target to ensure that employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015 through regularly:

- Providing training to existing staff, volunteers, and students during meetings
- Providing training to new hires and volunteers during orientation

Information and Communications

Dale Brain Injury Services 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.

Dale Brain Injury Services met the target to ensure all new websites and all content on those sites conforms to the WCAG 2.0, Level A by January 1, 2014 through.

- Consultation with our website designer to ensure a minimum of WCAG 2.0 Level A is being met.
- Ensuring familiarity with all levels of WCAG 2.0 to ensure new content meets or exceeds these guidelines.

Dale Brain Injury Services will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by January 1, 2021.

- Consult with our website designer to ensure a minimum compliance with WCAG 2.0 Level AA by January 2021.

Policies

Dale Brain Injury Services has developed policies to govern the following aspects of the AODA regulations:

- **Customer Feedback** - To ensure that people with disabilities seeking goods and services have an opportunity to provide feedback on the services they received.
- **Customer Service** - To ensure that people with disabilities seeking goods and services will be offered a variety of ways to communicate to access goods and services.
- **Service Animals** - To ensure that people with disabilities seeking goods and services continue to have the assistance of their service animal.
- **Service Disruptions** – To ensure that people with disabilities seeking goods and services are notified with as much notice as possible regarding the disruption of services that assist the individual with a disability to access the goods/services.
- **Support Persons** - To ensure that people with disabilities seeking goods and services continue to be accompanied by, or have access to their support person.
- **Integrated Accessibility Standards**, Ontario Regulation 191/11 for the Employment Standards set forth under the AODA. This policy applies to the provision of accessible

employment services for persons with disabilities.

Feedback

Dale Brain Injury Services ensured that existing feedback processes are accessible to people with disabilities upon request by January 1, 2015 through;

- Asking persons who self-identify as having a disability for their input on our feedback processes and mechanisms.
- Providing assistance, as needed and requested, to successfully complete the feedback process.

Dale Brain Injury Services ensured that all publicly available information is made accessible upon request by January 1, 2016;

- Document requests
- Review how best to meet the needs of the requestor as quickly as possible.
- Determine if information needs to be put into an accessible format
- Document requestors' satisfaction with process

Employment

Dale Brain Injury Services is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Dale Brain Injury Services will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- An offer to provide additional information regarding the position and the recruitment process will be included in job advertisements.
- Including the following statement with all job advertisements:
“Individuals requiring accommodation during the application and/or the interview process should advise the recruitment contact so suitable arrangements can be made. Dale Brain Injury Services is an equal opportunity employer and all applicants are welcome.”

Dale Brain Injury Services will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Return-to-work process is already in place – see policy 6.3.1

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if Dale Brain Injury Services is using performance management, career development and redeployment processes.

- DBIS will ensure that workers with disabilities who are redeployed or reassigned will be afforded appropriate accommodations in accordance with prescribed functional restrictions.
- DBIS will provide all employees, including those with functional disabilities, the chance to participate in career development opportunities as they arise.

Dale Brain Injury Services continues to prevent, identify, and remove other accessibility barriers

as they are identified.

DBIS will document that accessibility needs were considered during the planning stages of any new or revised process.

DBIS Accessibility Barrier Chart 2020-2023

	Location	Barrier	Actions	2020-2021	2021-2022	2022-2023	Status
Architecture	Albert	Elevator does not announce floors/up down direction of elevator	Explore with Building owner Rob Secco	Asset belongs to Landlord, recommendations to consider upgrades submitted.			No further investigation
		Visitors to the building cannot use the lift without assistance and no call button is available.		Explore options with Building owner and solicit ideas from staff	Bell installed at bottom of stairs		No further action - resolved
	Burwell	Audible signals announce floors and up/down direction of elevator cars	Explore options to announce floors	Asset belongs to Landlord, recommendations to consider upgrades submitted.			No further investigation
		Limited colour contrast between doors/door frames in hallways with surrounding wall colours	Rental with limited permission - doors are different colour and slight contrast to door frames				No further investigation
		Accessible door does not open			Repairs Completed		Resolved
		Exterior accessible door open button works intermittently	Request service to building superintendent				
		Accessible parking spaces are not compliant with 1:8 ratio	Investigate if private residence has same requirement as public buildings			Parking lots built pre-AODA implementation only need to meet AODA standards when renovations	Resolved

						occur. Will consult with building owner if major renovations are taking place to parking lot.	
	Carpet protectors in 501 are trip hazard	Remove			Repairs Completed		Resolved
	*The Centre DBIS no longer occupies this space	n/a					
Centre for New Tomorrows	Steel strip in doorway - trip hazard	Remove			Repairs Completed		Resolved
	Uneven floor by photocopier	Mark unevenness with visual cue			Repairs Completed		Resolved
	Entrance/exit to 335 not accessible by wheelchair	Ramp installed to assist wheelchair entry/exit			Ramp installed		Resolved
	Unit 375 Exit doors – fire exit door in unit 375 could become more accessible with the installation of an automatic opener	Investigate automatic door opener					Under investigation
	Unit 375 washroom - not designated as accessible, but used by persons with disabilities and could benefit from automatic door opener	Investigate automatic door opener				Quote presented to landlord to complete work	Under investigation

	Accessible doors throughout building, automatic openers require servicing	Book a service technician to conduct maintenance			Discussion with Landlord in Jan 23	Under investigation
	Accessible washrooms throughout building, could benefit from automatic toilet paper dispensers	Investigate automatic toilet paper dispensers				Under investigation
	Wayfinding and washroom signs throughout facility require braille	Replace signage with accessible signs including braille			Signs ordered Dec 2022	Resolved
	Structural support poles throughout building require high contrast colouring to improve visibility	Install contrasting colours to support poles				Under investigation
*Elias DBIS no longer occupies this space	n/a					
*Gateway to Connections DBIS no longer occupies this space	Bathroom doors are difficult for some clients to open.	Location no longer occupied by DBIS				Resolved

Nelson	Washrooms do not have emergency call buttons, etc.	Clients identified with increased falls risk have call button installed				Reassess as needed for future clients
	Washrooms do not have grab bars	Clients identified with increased falls risk have grab bar(s) installed				Reassess as needed for future clients
	Edges of mats are not secured	Mats are heavy rubber with tapered edges				No further action
	Continuous handrails on both sides of ramps	Ramp is very wide with a long gradual incline - not required to have rails				No further action
	Tactile signage to identify restrooms	Restrooms are in client apartments (private residence) Investigate staff washroom				Under Investigation
	Accessible door on 202 not working				Repairs Completed	Resolved
	Emergency Intercom is not usable without voice communication and tenants can hear but not speak		Nothing feasible to be done at this time			No further action
	Auto Exit button not working consistently on apt 213		Repairs Completed			Resolved
*Richmond DBIS no longer occupies this space	Inaccessible entrances do not have signs indicating the nearest accessible entrance.	Location no longer occupied by DBIS	No further investigation			Resolved

Environment	Albert	Fire alarms in apartments do not have visual/flashing list signals - audible only	n/a at this time				
		Floor finishes do not have non-slip surfaces under wet/dry conditions	Mitigate risk via signage and verbal cues				Ongoing
		Individual apartments – some client balance issues/slip and falls in bathroom	Consult with OT as needed for individual clients		Grab bar, raised toilet seats and non-slip strips installed as needed		Resolved
	Burwell	Building and route signage is not provided in large, high contrast lettering	Add accessible braille to signage				Under Investigation
		Exit instructions are not printed in large text/mounted in visible location	Exits are labeled and evacuation plans are posted.				Accessible formats can be made available upon request
		Emergency systems do not have flashing lights	Make a recommendation to building owner to upgrade emergency systems				
	*The Centre DBIS No longer occupies this space	No coat hooks or emergency call button in washrooms	Hooks lowered or installed as necessary		DBIS no longer occupies this space		Resolved
		Braille not included on signs			DBIS no longer occupies this space		No further action
		Firedoors are not a contrasting colour, but are clearly marked with a sign			DBIS no longer occupies this space		No further action

Centre for New Tomorrows	Not all washroom signs have braille	Install washroom signs that have braille				
*Elias DBIS No longer occupies this space	Exit instructions are not printed in large text, nor mounted in an accessible and highly visible area	All exits are labelled and evacuation routes are posted.			DBIS no longer occupies this space	Accessible formats available upon request
	No emergency call button in washrooms				DBIS no longer occupies this space	No further action
	Coat hooks are too high or non-existent	Lowered and installed coat hooks			DBIS no longer occupies this space	Resolved
*Gateway to Connections DBIS no longer occupies this space	Closet does not have a low rod that clients can access	Low rod was requested to be installed by building owner			DBIS no longer occupies this space	No further action
	Bathrooms do not have signs to indicate they are accessible	Signage was requested			DBIS no longer occupies this space	No further action
	Signs in program space are not in braille	Signage with braille was requested			DBIS no longer occupies this space	No further action
Nelson	Public areas are not displaying "scent free" signage	Unable to enforce scent free with clients in their personal residence Staff are following DBIS policy				No further action
	Floor finishes do not have slip resistant surfaces under wet conditions	new flooring was installed to prevent slips and trips during inclement weather				Repairs Completed Resolved

	Washroom Signage does not include Braille	Washrooms are in private residence Staff washroom not public				No further action
	Accessible washroom isn't available for both sexes and isn't standalone nearby	Washrooms are in private residence Staff washroom not public				No further action
	No grab bars, auto faucets, or call buttons in washrooms	Call button present for client with high fall risk Difficult to install in solid concrete walls				Monitor and assess other clients as needed
	Mat edges are not fastened to prevent falls/trips	Mats are heavy rubber with tapered edges Regularly monitored for trip hazards				No further action
*Richmond DBIS no longer occupies this space	Signs in program space are not in braille			DBIS no longer occupies this space		No further action
	Upstairs is not accessible to members of CH or OR with mobility issues	Obtained quote to install elevator Spoke with building owner Researched trillium grant		DBIS no longer occupies this space		No further action
	Accessible parking spaces are not clearly marked			DBIS no longer occupies this space		No further action
	No emergency call button in washrooms			DBIS no longer occupies this space		No further action

		Fire exits are not consistently coloured to distinguish from other doors			DBIS no longer occupies this space		No further action
Attitudes	Albert	n/a					
	Burwell	n/a					
	Centre for New Tomorrows	Employee awareness and knowledge of policy and procedures regarding accessibility and accommodations	Look at timelines to review related policy and procedure for routine training for accessibility awareness	Need to identify scope of training	Mandatory Accessibility training delivered through OurTrainingRoom.com	Transfer training from OTR to Didacte	In progress
	Nelson	n/a					
Financial	Albert	Limited funds for basic needs-cost for some activities.	Offer as much free activities as possible, walkathon; fundraising covers some costs, subsidies available upon request.	May 17 Update - offering groups and activities Mon-Fri (8am-12pm) at no cost to tenants			Continue to monitor and offer programming
		Transportation costs for anything beyond basic needs.	Use least expensive available, assist learning bus routes, offer rides when feasible				Ongoing
	Burwell	n/a					
	Centre for New Tomorrows						
	Nelson	n/a					
	Employment	Albert	n/a				
Burwell		n/a					

	Centre for New Tomorrows	Maintenance of training program for accessibility awareness training	Assess and evaluate timelines to have training for accessibility awareness				Ongoing review with Accessibility Officer incorporating training into orientation package
		Accessibility of Policy & Procedure; location of large print, digital availability	Assess other options to provide current policy & Procedures; large print, digital, etc.				Accommodation policy to support workers with disabilities
	Nelson	n/a					
Communication	Albert	n/a					
	Burwell	Materials are not translated into a language/format that are appropriate for stakeholders	Items will be provided in the requested format on a case by case basis.				Any document will be provided in the format requested
	Centre for New Tomorrows						
	Nelson	n/a					
Technology	Albert	n/a					
	Burwell	No wifi access for residents	Wifi signal boosted - clients now have access				Completed
	Centre for New Tomorrows	n/a					
	Nelson	n/a					

Transportation	Albert	Availability - plan and book paratransit in advance, may not get time requested, delays waiting for a ride, uncertain of how long will be on paratransit to reach destination.	Assist making regular paratransit bookings, offer rides when feasible.			Join with others who are advocating for a better system	No further action items, continue with current processes
	Burwell	n/a					
	Centre for New Tomorrows	n/a					
	Nelson	n/a					
Community Integration	Albert	Program supports clients with these barriers if/when they are noted and will continue to do this on an ongoing basis	Ongoing support by staff in program				Ongoing
	Burwell	n/a					
	Centre for New Tomorrows	n/a					
	Nelson	Not able to return to full participation in community of choice	Work with Clients to support their needs as best we can.				Continue to monitor and support clients

For More Information

For more information on this Accessibility Plan, the Barrier Chart, or should you have any questions, please contact Cassie Taylor by email at cassiet@daleservices.on.ca

Accessible formats of this document are available free upon request from:

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