

Positive Living Niagara Accessibility Plan 2020

Introduction

Positive Living Niagara is committed to meeting the accessibility needs of its clients, staff and volunteers. We have taken many efforts to make our facilities accessible to individuals with disabilities. Through the provision of power doors on all entrances, to fully accessible washrooms and meeting rooms, the organization has ensured that our services are accessible.

We continue to evaluate our capacity and need on an ongoing basis to continue to meet the needs of anyone who presents with a need for accommodation.

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

Our plan shows how Positive Living Niagara will play its role in making Ontario an accessible province for all Ontarians. Positive Living Niagara has been in compliance with the customer service standards of the act since inception. We continue to examine our work to continually improve how we provide support to people with disabilities.

Our clients provide feedback on our services through direct input to staff and through our annual client survey. In response to what we heard and our staff's experiences, we have adapted to meet the needs of our clients.

Our entrances are all properly ramped for ease of access and we have made our facilities wheelchair accessible. Our main offices are also equipped with audible assistance alarms in our accessible washrooms. The staff have all had a range of training on supporting a variety of needs that people with disabilities may be presenting with.

We have our accessibility policy posted in our reception area for ease of access by our clients, staff and volunteers.

Upcoming: Strategies and Actions

As we have just recently become an organization with over 50 employees, we are posting our AODA plan on our website to make it more accessible. In addition, we are posting service limitations due to COVID 19 both on our website, our outward facing office space and through newsletters and direct contact with the people we support. This has been an unprecedented time

for adapting services to meet the ever changing needs imposed on the organization. We strive to continue to offer our services to all clients and continue to make them accessible to everyone despite any limitations they may have.

Positive Living Niagara is committed to providing accessible customer service to people with disabilities. This means that we will provide services to people with disabilities with the same high quality and timeliness as others. We have continued to adapt services to meet the needs of people with disabilities by increased use of PPE, as well as special training on safety protocols while serving clients during the pandemic. All of our clients with disabilities continue to engage in service with these enhanced measures in place.

We are also entering into a new round of AODA training with all staff this year so that we continue to be aware of unique challenges that we must be ready to address within the people we serve. This round of training will be completed by all staff by November 30th, 2020. AODA training has been included as part of our new staff orientation so that within the first weeks of employment, they have received this valuable training.

In the upcoming year Positive Living Niagara is committed to making our information and communications accessible to people with disabilities. We continue to publish quarterly special edition newsletters detailing service changes and initiatives. Staff will also use contact via phone and in person to outline changes and additions to our services in ways that are most accessible for each individual client or potential client.

The agency is committed to fair and accessible employment practices. To this end we develop with individual staff member's accommodation plans which address their unique needs so that any disability will not impede their ability to work. As staff are on boarded or if they develop a need that must be addressed; we will engage this process of discussing and creating a strategy with them to accommodate any needs that a disability may impose on them.

For More Information

For more information on this accessibility plan, please contact Glen Walker at

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Visit our website at: www.positivelivingniagara.com

Standard and accessible formats of this document are free on request from Positive Living Niagara info@positivelivingniagara.com or call us at 905-984-8684