

## E3 COMMUNITY SERVICES INC ACCESSIBILITY PLAN

E3 Community Services Inc. (E3) strives to meet the needs of people receiving services, people seeking services, and its employees and is working hard to remove and prevent barriers to accessibility.

E3 is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps E3 is taking to meet those requirements and to improve opportunities for people with disabilities.

E3 has implemented a number of actions and initiatives in order to achieve and maintain compliance with AODA legislation.

### Actions and Initiatives From Previous Years

- Policy Development
  - Policies have been developed to support ongoing accessibility initiatives and meet legislative requirements
- Customer Service
  - Compliance achieved and verified by Audit 2013
  - Creation of accessibility Policies
  - Implementation of Training Program for all staff in regards to Customer Service Standards and their obligations to report where accessibility is lacking or need improvement
  - All new staff receive AODA training within the first week of employment
- Information and Communications
  - Redevelopment of website for accessibility
  - Availability of alternative formats upon request
- Employment
  - The availability of accommodation is included on all job postings and is offered during communications with potential employees

### Design of Public Spaces

E3 will meet accessibility laws when building or making major changes to public spaces.

The Building on Peel Street has been renovated for full accessibility including the respite apartment and washrooms.

It is recognized that the current administrative site is not fully accessible and work has begun on locating an alternative site that would meet our needs and be fully accessible to our employees and those we provide services to. The limitations of the existing administrative site continue to be addressed where possible pending a relocation.

## Accessibility Moving Forward

The plan that follows includes all identified barriers and categorizes them as:

- ◀ Removed (including Year of Removal)
- ◀ To be Addressed – item that the organization intends to move forward with as soon as possible
- ◀ Outside of scope or authority – items that the organization is unable to take ownership of
- ◀ Advocacy – items where the organization advocates for change
- ◀ New – identified barriers for which a decision has not yet been made

### Types of Barriers

For the purposes of this plan the following have been defined.

Name	Description	Example
Architectural	<ul style="list-style-type: none"> <li>◀ A physical barrier related to something that has been constructed</li> </ul>	<ul style="list-style-type: none"> <li>◀ Narrow doorway</li> <li>◀ Lack of Lighting</li> <li>◀ Steps</li> </ul>
Environmental	<ul style="list-style-type: none"> <li>◀ Related to the environment</li> <li>◀ Surroundings</li> <li>◀ Atmosphere</li> <li>◀ Location</li> </ul>	<ul style="list-style-type: none"> <li>◀ Poor lighting</li> <li>◀ Temperature</li> <li>◀ Air pollution</li> <li>◀ Noise pollution</li> <li>◀ Fragrances</li> </ul>
Attitudinal	<ul style="list-style-type: none"> <li>◀ Relating to personal opinions or feelings</li> </ul>	<ul style="list-style-type: none"> <li>◀ Discrimination</li> <li>◀ Individual rights</li> <li>◀ Community inclusion or lack thereof</li> </ul>
Financial	<ul style="list-style-type: none"> <li>◀ Limited options due to a lack of financial resources:                             <ul style="list-style-type: none"> <li>○ Organization</li> <li>○ Personal</li> </ul> </li> <li>◀ Largely outside of the control of the organization</li> </ul>	<ul style="list-style-type: none"> <li>◀ Waiting Lists</li> </ul>
Communication	<ul style="list-style-type: none"> <li>◀ Absence of alternative methods of communicating that limit the ability to receive and understand information</li> </ul>	<ul style="list-style-type: none"> <li>◀ Small print</li> <li>◀ Literacy level of documentation</li> <li>◀ Lack of assistive devices</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>◀ Limited or non-existent transportation options</li> <li>◀ Often exacerbated by financial barriers</li> </ul>	<ul style="list-style-type: none"> <li>◀ Lack of wheelchair transportation</li> <li>◀ Lack of Public Transportation</li> </ul>
Other	<ul style="list-style-type: none"> <li>◀ Any barrier for which the other definitions are not appropriate</li> </ul>	<ul style="list-style-type: none"> <li>◀</li> </ul>

### Identification of Barriers

Supported individuals, families and staff are encouraged to bring barriers to the attention of management as soon as they are identified.

### Barrier Removal

The list of identified barriers are reviewed and prioritized by the Senior Management Team on a regular basis with the intent of eliminating the barriers as soon as possible.

Temporary measures will be taken immediately where possible and where they will make service or employment possible.

Where community barriers have been identified the Organization will notify the officials involved and advocate on behalf of those we support, our employees and the community.

Identified Barriers

<b>Type</b> Architectural Environmental Attitudinal Financial Communication Transportation Other	<b>Description</b> Description of barrier including exact location	<b>Program</b> Supported Living Adult Day Admin Children's Retail Community	<b>Location</b>	<b>Status</b> Removed (Year) To Be Addressed Outside of Scope New Advocating	<b>Priority</b> 1 (highest) 2 (medium) 3 (lowest)	<b>Cost</b> Optional Cost estimate for removal of barrier	<b>Notes or Resolution</b>
Attitudinal	Misunderstood public opinion for people receiving support	All programs		T - Ongoing			
Architectural	Two step transition in main hallway	Admin	Pretty River	T			Hold meeting on first level; staff located in an office on the main level
Financial	People receiving support paying high rent	Supported Living		T			Where needed, people receiving support are on the Wait List for low income housing; collaborating with developer of new affordable housing on High Street for placement of two individuals in subsidized units Working with partners E3 is attempting to bridge the gap where possible
Transportation	No accessible bus	All	Stayner	A			People Receiving Support can book the organization wheelchair van or Red Cross well in advance of trip
Transportation	Limited access to accessible bus	All	Collingwood	A			Accessible bus must be booked in advance resulting in restrictions to access – based on

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							priority versus first come first served
Architectural	2-storey residences	Supported Livings	Reid Fifth Poplar	T			Ongoing review of ability to purchase or develop accessible residences in their place – current cost of housing is prohibitive
Environmental	Water from well	Supported Livings	Poplar	T			Continue to monitor water quality as per MOE; New system installed (including dual UV), fully maintained by Great Lakes Water Solutions – corrective action taken when alerts identified
Architectural <b>COMPLETED</b>	2-storey residence	Supported Livings	Brock	R-2009		\$550,000	Accessible residence to be built at 138 Stanley St to replace Brock
Other	Lack of sidewalks	Raglan, Katherine, Oak, 7 <sup>th</sup> , Centre, Christopher, Jane, 60 <sup>th</sup> , Constance, Poplar,		A			No control over placement of sidewalks; increased risk as people receiving support/children need to walk on the road
Communication	Signs in English only	All programs		T			Signs should ideally be in English, French and Braille; outside sources can be used to develop signs - ongoing

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Architectural	Manual doors at entrance to EarlyON	EarlyON	Peel St Alliston	T			Automatic doors to be installed when possible
Architectural COMPLETED	High counters in kitchen	O/H Respite	Peel St	T			Tables are set up if lower surfaces are required; taps can be accessed in washroom
Architectural COMPLETED	Elevator is unavailable at times	All programs	Pretty River	R-2011			Water problems in elevator shaft causing elevator to be out of service periodically; repair service called as soon as problem is noted—Elevator Replaced
Architectural COMPLETED	Coat rack and shelf high	Community Participation	Peel	T			Coat closet will be re-designed to have multiple levels of racks and shelving
Architectural	Light switches too high	All programs	All	T			As renovations occur this is being addressed
Architectural	Lift systems	Supported Living Community Participation	All	R-2009/T			As funds become available, provide lifts in more spaces – Lift systems available where utilized in homes and community engagement locations with regular maintained
Communication COMPLETED	Signs missing from doors	Community Participation	Peel	T			Signs to be put up for all interior and exterior doors for information purposes
Communication	Devices to support communication	Community Participation	Peel Pretty River	T			Tablet or computer to be available if needed

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		Admin					
Communication	Sign language	All programs	All	T			Internal and outside resources are accessed as needed
Architectural	Manual doors at entrance to T&T	Tots n Tykes	Ninth	T			Will be addressed when funding plan in place
Architectural	Inaccessible washroom	Tots n Tykes	Ninth	T			Will be addressed when funding plan in place
Transportation	No designated accessible parking spaces	Tots n Tykes	Ninth	T			To be created and signage placed
Architectural	Coat rack and shelf high	EarlyON	Peel	T			Coat closet will be re-designed to have multiple levels of racks and shelving when renovations scheduled
Architectural	Inaccessible washrooms	EarlyON	Peel	T			One washroom is accessible to wheelchairs and four are not – to be addressed when renovations scheduled
Architectural	Step outside back door	Tots n Tykes	Ninth	T			Doorway to backyard has one step down; will make into a ramp when resources permit
Architectural	Lip at front entrance	Tots n Tykes	Ninth	T			Front entrance to be converted to a ramp when funds are available
Communication <b>COMPLETED</b>	Sign In / Sign Out charts	Tots n Tykes	Ninth	T			Digital solution implemented

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Architectural	Cupboards over sink too high	Tots n Tykes	Ninth	T			Cupboards are very high over the sink in the playroom; will assess if its architecturally possible to lower the cabinets
Architectural	No grab bars in washroom	Tots n Tykes	Ninth	T			Children's washroom will have grab bars installed
Architectural	Drama centre not on one level	Tots n Tykes	Ninth	T			Stairs are required to get to the drama centre in the preschool room; drama can also be done on the main level when necessary
Architectural	Lack of automatic external doors	Admin	Pretty River	T			
Architectural	Lack of automatic internal doors	Admin	Pretty River	T			Doors to meeting rooms and washrooms are not automatic
Architectural	Narrow hallways and internal doors	Admin	Pretty River	T			Doorways and lower hall lack the width necessary to accommodate wheelchairs

Reviewed: November 13, 2023