

LINKS2CARE ACCESSIBILITY PLAN - Agency Wide Barriers 2017 to 2025

Annual Inspection of each site to ensure compliance of AODA. Next due date is January 15, 2020

Barrier	Site	Type	Removal Action	Priority	Cost	Funding Source	Person Responsible	Progress Report	Interim Solution	Completion Detail
Promotional materials, forms, brochures, business cards (for clients and stakeholders) Internal forms, materials (for employees)	Agency Wide	Communication	AODA standards will be incorporated at the material creation stage. Materials with higher contrast and larger fonts will be made available. Materials will be converted for e-readers or braille/audio versions accessed through CNIB and/or other provider.	Medium	Will vary based on material requested or needed	Program expense	Program Director	Jan. 13, 2016 - Staff have taken accessible documents training in order to convert documents into accessible and e-reader formats.	na	June 2015 - Accessible statements have been made available electronically for client with partial visual impairment. May 2018 - Staff continue to make accessible documents available upon request.
DVD	Agency Wide	Communication	Add closed captioning on future promotional DVDs - no plans to create new DVD at this time. Stakeholders can refer to print materials.	Medium	TBD	Administrative expense	Senior Management	na	na	May 2018 - We plan no DVD production in the foreseeable future but will provide closed captioning on future materials as required.
Website	Agency Wide	Communication	Ensure website incorporates higher contrast, tagging, audio and larger font information. AODA Accessibility features to be included in any new design.	Medium	TBD	Administrative expense	Senior Management	Existing website has accessible features (tagging, larger font, contrast, colour, etc.) Browse Aloud and other audio services were investigated but deemed too costly for our purposes as other strategies are available. May 2017 - New Website CFP stipulates AODA WCAG 2.0 Level AA compliant proposals.	na	January 2018 - New Website up and running in full compliance with AODA WCAG 2.0.

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Service Fees	Agency Wide	Finance	Where fees for service are a barrier for obtaining service, although majority of program fees are geared to income.	Medium	No Cost	External costs	All staff make referrals	na	na	May 2018 - Staff make referrals to subsidy programs, eg: Halton Region for subsidy to assist clients with financial barriers
Policies and Procedures	Agency Wide	Communication	Creating Accessible Employment Policies regarding Career Development, Advancement and Redeployment for all staff.	Medium	No Cost	Administrative expense	People & Culture	October 29, 2019 - People & Culture will develop policy by May 2020.	na	Expected Completion date is May 2020 .
Side entrance needs automatic door opener	Acton office	Architectural	Purchase automatic door system	High	Approx \$2,700	Grant or Landlord	Program Director	May 2018 - no funding available for this project at this time	May 2018 - Doorbell in place and Staff can manually open door	October 2019 - Received additional funding for automatic door opener system. Anticipated completion date in 2020.
Kitchen counters and sink not accessible	Acton office	Employment Architectural	Counters and sink need to be replaced/redesigned	Low	TBD	Grant or Landlord	Program Director	May 2018 - no funding available for this project at this time	na	October 2019 - Requesting additional funding, anticipated completion prior to 2025.
Gravel parking lot	Acton EarlyON	Architectural	Parking lot needs to be paved	Medium	TBD	Grant or Landlord	Program Director	May 2019 - Management seeking more accessible location	May 2018 - Cars can park along paved walkway	October 2019 - Requesting additional funding, anticipated completion prior to 2025.
No designated handicap parking spot	Acton EarlyON	Architectural	Design parking spaces to allow for handicap parking	High	TBD	Grant or Landlord	Program Director	May 2019 - Management seeking more accessible location	May 2018 - Parking is always available at rear entrance	October 2019 - Requesting additional funding, anticipated completion prior to 2025.
No automatic door	Acton EarlyON	Architectural	Install automatic door and signal light instead of doorbell (due to noise level)	Low	Approx. \$2,700	Grant or Landlord	Program Director	May 2019 - Management seeking more accessible location	Doorbell in place at rear entrance. Staff can manually open door	October 2019 - Automatic door installed on November 2018.
Kitchen cupboards are okay, but counter top too high	Acton EarlyON	Architectural	Redesign counter space	Low	TBD	Grant or Landlord	Program Director	May 2019 - Management seeking more accessible location	na	October 2019 - Requesting additional funding, anticipated completion prior to 2025.

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No elevator access to upstairs	Acton EarlyON	Employment Architectural	Ensure sessions are held at accessible location	Low	TBD	Grant or Landlord	Program Director	May 2019 - Management seeking more accessible location	May 2018 - Sessions are held downstairs only to	na
Front entrance needs ramp to access doorway from parking	Georgetown office	Architectural	Build ramp or change curb for access	High	na	na	Program Director	March 2016 - Lease expiring, seeking new accessible site	na	July 1, 2016 - new site has ramp from parking
Front entrance needs Accessible Parking spot	Georgetown office	Architectural	Create parking space with signage adjacent to ramp	High	na	na	Program Director	March 2016 - Lease expiring, seeking new accessible site	na	July 1, 2016 - new site has ample accessible parking
Front door too heavy, needs automatic door	Georgetown office	Architectural	Purchase automatic door system	High	Approx. \$2,700	Landlord and Enabling Accessibility Fund and Halton Region	Program Director	July 26, 2016 - applied for automatic door funding through ESDC's Enabling Accessibility Fund	July 1, 2016 - Doorbell in place and Staff can manually open door	March 2017 - new automatic front door installed and operational
Washrooms NOT fully accessible	Georgetown office	Architectural	Purchase and install automatic door system	Medium	Approx. \$1,700	Landlord and Enabling Accessibility Fund and Halton Region	Program Director	July 1, 2016 - new site has accessible washrooms but automatic door needs to be installed	July 1, 2016 - Welcome Centre staff can assist client to open doors	March 2017 - new automatic washroom door installed and operational
Washrooms NOT fully accessible	Georgetown office	Architectural	Purchase and install grab bars	Medium	Approx. \$300	Administrative expense	Program Director	July 1, 2017 - new grab bars purchased but not yet installed.		May 2018 - new grab bars installed in accessible washroom
Kitchen counters/sink NOT accessible	Georgetown office	Employment Architectural	Sink and counters need to be replaced/redesigned	Low	TBD	Grant or Landlord	Program Director	May 2018 - no funding available for this project at this time.		October 2019 - Requesting additional funding, anticipated completion prior to 2025.
Back entrance NOT accessible	Georgetown office	Architectural	If front entrance is updated for accessibility, clients would be directed to use the front entrance	Medium	Approx. \$2,700	Grant or Landlord	Program Director	May 2018 - no funding available for this project at this time.	July 1, 2016 - Doorbell in place and Staff can manually open door. March 2017 - Sign installed directing to accessible front entrance	October 2019 - Requesting additional funding, anticipated completion prior to 2025.
Front door too heavy, needs automatic door	Georgetown EarlyON	Architectural	Install automatic door system and doorbell	Medium	Approx. \$2,700	Grant or Landlord	Program Director	May 2018 - no funding available for this project at this time.	na	October 2019 - Requesting additional funding, anticipated completion prior to 2025.

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Upon entering Room 1 (on the left) large lip on the floor making it difficult for wheelchair access	Georgetown EarlyON	Architectural	Install small rubber ramp	Medium	na	Landlord or Program expense	Program Director	na	na	October 30, 2019. Contractor reviewed entrance into Room 1 and no lip required in the floor. Wheelchair can pass through the floor.
Kitchen counters and sink not accessible	Georgetown EarlyON	Architectural	Kitchen in Room 1 can be utilized	Low	TBD	Grant or Landlord	Program Director	May 2018 - no funding available for this project at this time.	na	October 2019 - Requesting additional funding, anticipated completion by 2025.
Suite door is locked at all times	Oakville office	Architectural	An unlocking mechanism button should be installed.	High	Approx. \$200	Administrative Expense	Senior Management	na	na	Feb 1, 2015 - Buzzer installed in door for staff to open.
Entrance to suite not automated, very heavy door	Oakville office	Architectural	Install automatic door open buttons	Medium	Approx. \$2,700	Grant or Landlord	Senior Management	May 2018 - no funding available for this project at this time.	Feb 1, 2015 - Doorbell in place and Staff can manually open door	October 2019 - Requesting additional funding, anticipated completion prior to 2025.