

LINKS2CARE ACCESSIBILITY PLAN - Agency Wide Barriers 2017 to 2025

Annual Inspection of each site to ensure compliance of AODA. Next due date is June 30, 2021.

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.		June 2015 - Accessible statements have been made available electronically for client with partial visual impairment. March 2021 - 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	n/a	n/a	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.	n/a	January 2018 - New Website up and running in full compliance with AODA WCAG 2.0. March 2021 - Website audit completed in February 2021 to ensure site is WCAG 2.1 level AA compliant.

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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	Service Fees are continuously monitored		March 2021 - Staff make referrals to subsidy programs, e.g.: 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 staff.	Medium	No Cost	Administrative expense	People & Culture	March 2021 – People & Culture will develop policy by 2022.		April 2021 - Expected Completion date is 2022.
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	March 2021 – Relocation of Acton office to another location in April 2021.
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		March 2021 – The Ministry for Seniors and Accessibility confirmed there are no requirements to make existing kitchens fully accessible. Moving to another location in April 2021.
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		March 2021 – Parking lot was re-sanded in 2018.
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	March 2021 - 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 in rear entrance 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		March 2021 – The Ministry for Seniors and Accessibility said there are no requirements to make existing kitchens fully accessible.

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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	March 2021 – Someone requiring accessibility needs, could alter the location where program is held or offer another location that is more accessible for the public.
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		November 2020– Ramp was installed in the front entrance
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		November 2020 – Front entrance now has 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 2021- Automatic doors were installed in all three washrooms.
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.		March 2021- new grab bars installed in all three washrooms.
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.		March 2021 - The Ministry for Seniors and Accessibility confirmed there are no requirements to make kitchen countertops fully accessible.
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	March 2021- There are two accessible entrances in the North west side of the building. Rear entrance is not used by the public.

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Front reception desk is not accessible	Georgetown office	Architectural	Remove front desk and add a more accessible front desk for the general public.	Medium	Approx. \$4550	Grant	Program Director	n/a		March/April 2021 – New reception front desk that is fully accessible was installed.
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.		November 2019 – Automatic door was installed.
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	n/a	Landlord or Program expense	Program Director	n/a		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.		March 2021 - The Ministry for Seniors and Accessibility confirmed there are no requirements to make existing kitchens fully accessible.
Washrooms NOT fully accessible	Georgetown EarlyON	Architectural	Purchase and install grab bars	Medium	Approx. \$300	Administrative expense	Program Director	n/a		November 2019 – Washroom in Room 2 had grab bars installed.
Washrooms NOT fully accessible	Georgetown Early ON	Architectural	Purchase and install automatic door system	Medium	Approx. \$1,700	Landlord and Enabling Accessibility Fund and Halton Region	Program Director	n/a		November 2019 – Washroom in Room had automatic door system installed in washroom.
Suite door is locked at all times	Oakville office	Architectural	An unlocking mechanism button should be installed.	High	Approx. \$200	Administrative Expense	Senior Management	n/a		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	March 2021 - Requesting additional funding, anticipated completion prior to 2025.