

## 2020 Accessibility Barriers Report

	Ongoing Compliance with IASR Standards	2020 Achievements	2021 Goals/Outstanding Initiatives
<b>General Requirements</b>	<p>Continue to provide training to all new staff and volunteers on the requirement of the IASR and the Human Rights Code as it pertains to persons with disabilities through orientation/onboarding sessions.</p> <p>Incorporate accessibility criteria and features when procuring or acquiring goods.</p> <p>Maintain accessibility policies and multi-year plan.</p> <p>Provide annual Barrier reports on progress of multi-year plan and post on website.</p>	<p>All mandatory education is available via Articulate. In person in-services continue to be offered for certain education items.</p> <p>Beginning in 2020 online education will be delivered via Surge software.</p>	<p>Beginning in 2020 online education will be delivered via Surge software. Will evaluate software for any enhanced features.</p>

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<b><i>Customer Service</i></b>	<p>Policies and procedures updated to align with legislative changes.</p> <p>Allow persons with a disability who is accompanied by a service animal to enter our premises and keep animal or support person with them, unless otherwise excluded by law.</p> <p>Provide notice of temporary service disruptions of services a person with a disability would usually use is unavailable.</p> <p>Maintain a feedback process.</p> <p>Provide accessible customer service training to all new staff and volunteers.</p>	<p>As a result of COVID 19 Pandemic the access to our buildings have been restricted and at time no visitors were allowed. This has impacted the Customer Service Standard.</p> <p>As individuals were not in our facilities, the opportunity for feedback was very limited.</p>	
<b><i>Design of Public Spaces (DOPS)</i></b>	<p>Continue to review facility public spaces for opportunities to improve accessibility.</p> <p>Voice Module installed in elevator at CCC.</p> <p>Continue to retrofit public washrooms for accessibility at SJV/VSGV. CCC public washrooms totally accessible.</p>	<p>Focus has been on managing the COVID 19 Pandemic.</p>	<p>Installation of automatic door openers to gardens and balconies for easier use of residents at SJV. This item has been identified through SJV Health &amp; Safety Committee. A plan is being developed.</p> <p>Addition of voice communication modules to elevators at SJV and VSGV when funding sources/cost feasible.</p> <p>Public washrooms at SJV and VSGV require touchless toilets, faucets and automatic doors. Prioritized list has been developed to purchase as soon as feasible at SJV.</p>

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			Installation of TV arms to allow patients to watch TV from their beds more comfortably at CCC.
<b><i>Employment</i></b>	Accommodation planning and other supports to employees with disabilities provided, as required.		
	Advise public and staff of the availability of recruitment and workplace-related accommodations		
	Maintain a process for employees to return to work after being absent due to a disability.  Maintain a process for the development of individual accommodation plans.  Continue to provide individualized education plans for staff who have self-identified disabilities.		Will evaluate use of Texthelp for extended use.
<b><i>Information and Communications</i></b>	Members of the public encouraged to provide feedback in ways that work for them.		A new road signage is required to provide better direction to the entrance of SJV.
	Documents and information provided in alternate formats, as required.		Internal signage at CCC needs to be updated as a result of office moves between upper and lower administration.

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	<p>Work towards updating websites and content on websites to conform to WCAG 2.0 Level AA by January 1, 2021.</p>	<p>All Level A errors have been corrected as well as some Level AA. A Website Committee has been formed to develop plan going forward for updating website and posting to website.</p>	<p>Continue to review and correct website errors/issues with use of Siteimprove software.</p>