

# CTRC ACCESSIBILITY PLAN

2021-2022

CTRC is committed to treating all people in a way that allows them to maintain their dignity and independence.

In order to deliver on this commitment and to implement requirements under the Accessibility for Ontarians with Disabilities Act, we will over the coming year:

- Continue to make accessibility part of our planning and discussions
- Develop and construct an accessible path to the back area of the service building at 600 Toke St.
- Provide training to all staff on accessibility and removing barriers to accessibility.
- Investigate the feasibility of automated soap and paper dispensers in washrooms
- Communicate accessibility accommodations to any public consultation organized by CTRC.
- Communicate accessibility accommodations in recruitment and hiring process.
- Audit and report on Ontarians with Disabilities hired and working at meaningful employment at CTRC.

## **2020-2021 Highlights and Successes**

- ✓ Automatic opening doors added to side entry doors adjacent to our Board and secondary Video-Conference room.
- ✓ Accessible website maintained and upgraded in 2020-2021.
- ✓ All CTRC services sites are wheelchair accessible.
- ✓ Approximately 10% of our workforce are Ontarians with disabilities engaged at meaningful employment.
- ✓ OADA Annual training focused on asking “How may I help” and removing barriers to service.
- ✓ Accessibility icons present in all CTRC recruitment campaigns.
- ✓ Offer of accommodation communicated on CTRC Services and Recruitment Banner.
- ✓ Offer of Accommodation made when job interview coordinated, when employment is offered and communicated in letter of employment.
- ✓ Lever door handles installed on all public access doors at 600 Toke St.