



2025 Accessibility Compliance Report

<p>Catulpa Community Support Services Inc.</p> <p>Organization information:</p> <p>Organization category:</p> <p>Business or Non-profit</p> <p>Business number (BN9):</p> <p>106880750</p>	<p>Organization operating name:</p> <p>Catulpa Community Support Services Inc.</p> <p>Organization sector:</p> <p>62 - Health Care and Social Assistance</p> <p>Subsector:</p> <p>624 - Social Assistance</p> <p>Industry group:</p> <p>6241 - Individual and Family Services</p>
<p>Number of employee range in Ontario:</p> <p>50+ employees</p>	<p>Business & Mailing address:</p> <p>165 Ferris Lane Barrie ON (Ontario), L4M 2Y1 Canada</p>
<p>Reporting year: 2025</p>	

Organization legal name: Catulpa Community Support Services Inc.	Number of employees in Ontario: 110
Acknowledgement: Complete Certification date: 05/26/2026	
Acknowledgement: Certifier information: Karen Hirstwood Executive Director khirstwood@catulpa.on.ca 705-733-3227 ext. 2299	Primary contact information Kim Latour Director 705-733-3227 ext.3239

Compliance questions

Is your organization in compliance with all applicable requirements of the General Section? Yes

Comments:

We have an Accessible Customer Service Policy and a Disability and Accessibility Accommodation Policy (re staff)

We have a multi-year Accessibility Plan (2024-2027) posted to our website.

AODA training occurs with all new staff and board members. We do not have volunteers.

The record of training is retained.

Training is provided when there are changes to policies/requirements.

Is your organization in compliance with all applicable requirements of the Information and Communications Standards? Yes

Comments:

We have a clearly communicated feedback and complaints process that is posted to our website.

Also included under the Contact Us section of our website is 'Accessibility feedback'. this tab opens up a simple feedback template from which individuals can provide information.

We are able to provide information to person served in multiple formats at no charge. This is communicated within our accessibility information posted to the website.

We consult with persons served to determine accessibility needs when requesting an accessible format or communication support.

Is your organization in compliance with all applicable requirements of the Employment Standards? Yes

We have an agency policy: Disability and Accessibility Accommodations, that details all requirements accessibility for/with employees from recruitment to ongoing employment, performance appraisal and return to work processes.

During recruitment, assessment and hiring, we inform job applicants of the availability of accommodation and consult with individuals by request, to determine suitable accommodation that meets the individual's needs for accessibility due to disability.

Successful applicants and all staff are informed of, and have access to agency policies regarding accommodation. As policies are updated, staff are informed.

We utilize Individualized Workplace Emergency Response Information for employees with disabilities. With consent, this information is shared with a fellow employee should the worker require specific assistance.

This information is reviewed as often as needed, but at minimum: if the individual moves to a different location in the agency; their overall accommodation needs or plans are changing/need review and/or as the agency reviews emergency response policies.

Does your organization provide transportation services, either directly or through a third party? No

Is your organization in compliance with all applicable requirements of the Transportation Standards?

N/A

Is your organization in compliance with all applicable requirements of the Design of Public Spaces Standards? Yes

Comments:

While we do not own buildings, we ensure that our office waiting areas are accessible, that the information posted within is accessible, and note that each site has accessible parking.

Is your organization in compliance with all applicable requirements of the Customer Service Standards? Yes

Comments:

We have an Accessible Customer Service policy which outlines the components of accessibility and accommodation for persons served (e.g. respecting the dignity and independence of individuals with disabilities, communication in a manner that acknowledges the individual's disability, use of assistive devices and/or service animals and support persons and timely notice of any service disruption).

All staff participate in training regarding AODA and provision of support to individuals with various types of disabilities. Ongoing training occurs as changes to legislation or policies occur.

All completed training is documented.