

Accessibility Multi-Year Plan 2024-2027

Message from the Executive Director

Catulpa Community Support Services is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that honors an individual's independence, dignity, integration, and equality of opportunity. This commitment is extended to our staff and persons served.

We have established inclusive practices that are integrated into everyday process and practices as articulated through agency documents, policies, and procedures.

Service delivery practices will adhere to accessibility requirements in the areas of customer service, information and communication and the design of public spaces (when applicable).

Employment practices will follow the accessibility requirements under the employment standard.

We believe in inclusion, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's Human Rights Code.

Our 2024-2027 Accessibility Multi-Year Plan will unfold in tandem with our new Strategic Plan. These plans will show how Catulpa will play its role in making Ontario an accessible province for all Ontarians.

Introduction

Section One: Past Achievements to Remove and Prevent Barriers

Catulpa has established accessibility practices as outlined in the agency documents and Policies and Procedures. Our overall commitment is defined within our *Accessibility Plan: Statement of Commitment 2024-2027*.

The following actions were completed in the 2019-2023 Accessibility Plan:

Accessibility Standard	Action(s)	Responsibility/ Timeline	Date Completed
CUSTOMER SERVICE	'Review accessibility feedback procedure' added to the Service Delivery Checklist.	QA dept.	Feb 2020
INFORMATION & COMMUNICATION	Improve graphic format for Complaints Process and post to website	Communication dept.	Jan 2023
	Add Accessibility Plan & Statement of Commitment documents to website.	Communication dept.	March 2021 NOTE: updated versions added to the new website when complete (fall 2023)
	Website Update to meet accessibility standards and create a more user-friendly experience.	Communications dept.	Sept 2023
	Development and launch of a new Agency logo to meet accessibility standards	Communications dept.	Dec 2021
EMPLOYMENT	Add specific titles 'Individual Accommodation Plan' and 'Workplace Emergency Response Information' to the HR policy: Accommodation for Disabilities.	HR/QA depts.	Feb 2021
	Add specific title 'Workplace Emergency Response Information' to the Emergency Response Plan Policy.	HR/QA depts.	Feb 2021
PROCUREMENT	Updated procurement policy to ensure integrity to principles of accountability and transparency.	QA dept.	Nov 2021
TRAINING	Training: Managers/Supervisors -strategies to carry out ongoing conversations and review regarding accessibility needs of staff throughout career.	Leadership Team	March 28 & April 8, 2022 Two training sessions: Principles of Performance Management; Performance Management/ Difficult conversations.
DESIGN OF PUBLIC PLACES	Confirm if there are any requirements to note as per BCR renovation and new Collingwood office.	Leadership Team	2021 COMPLETE- No requirements to note. Accessibility requirements met

Customer Service

The following documents address this standard:

- ❑ Accessible Customer Service Policy and Procedures
- ❑ Tips for Supporting Individuals with Disabilities

As outlined in the Accessible Customer Service Policy and Procedures, we continue to review processes to ensure that the services we provide are accessible.

Information and Communication

Person's served have access to information and support in ways that meet their needs.

1. Assistive devices, service animals, support persons

Use of assistive devices, service animals and inclusion of support persons is encouraged when needed. The invitation to use these begins during the intake process, including completion of the Service Delivery Checklist. Further opportunity occurs during service planning.

2. Communication of Service Information in the event of Service disruption

Service disruptions are communicated to persons served via our Agency website, Facebook page(s) and our CAPC Program Facebook as applicable. In the event of an emergency situation in which services may be on hold for an indefinite period, a telephone contact list has been established for persons served considered to be at risk related to health and/or other factors. Every reasonable attempt will be made to contact these individuals to check in and promote access to alternate interim resources as required.

3. Accessible Websites and Web Content

Our website meets current AODA standards. The fully translated French version of our website has had multiple revisions in 2024 and 2025. . In order to continually improve the accessibility of information on our website, the Self-Advocacy

section is under review by the Self-Advocacy Committee. Proposed improvements include will be outlined in the Information and Communication section of the Workplan (see pg. 8 /9).

4. Accessible Formats and Communication Supports

Persons served are invited to share any accommodation required in how they receive information, including communication approaches. This invitation occurs initially during the completion of the Service Delivery Checklist for programs providing case coordination services. In the CAPC program, this invitation occurs during the completion of the Participant Information form. As ongoing service planning/program delivery occurs, this is an area that is revisited as appropriate.

Key agency documents – Catulpa Vision, Mission and Values, Statement of Rights for Persons Served, Abuse Prevention and Privacy Statement – have all been developed in an alternate format that includes simplified language and picture symbols. These documents are available in paper copy and are also posted to our website.

The following Policies and Procedures are available both on paper and on our website. These represent policy components that address service delivery and/or workplace requirements under Broader Public Sector Accountability.

- Risk Management
- Feedback and Complaints Resolution
- Procurement
- Perquisites
- Employee Expense Reimbursement

The inclusion of these documents on our website allows for additional ease of access and for application of the accessibility features available on our website.

5. Feedback Processes

We have an established **feedback and complaints** procedure which is communicated to persons served at the beginning of services, as questions or concerns occur, and is included in all service agreements.

Survey feedback: Person's served are also asked for feedback regarding services on an annual basis (at minimum). In both surveys, we pose a question to explore barriers to services. The 2025 Survey to Persons Served was launched on Dec

1 (closed on Dec 19). The total number of surveys distributed was 717 and 107 responses were received. Similarly, during this time the CAPC 2025 survey was distributed to 212 participants and returned by 82. The only barrier to service noted in the CAPC survey was related to transportation access difficulties. This is a contributing factor that continues to support our hybrid programming model, with programs delivered in-person and virtually.

6. Emergency Procedures, Plans, or Public Safety Information

We have an **Emergency Response Plan** which provides a guide to staff decision making in the event of an emergency, crisis, or threat of disaster, to reduce and prevent injuries and fatalities.

Other emergency preparedness strategies in place include:

- person served telephone contact list for those individuals technologically dependent or otherwise vulnerable during an emergency
- up-to-date emergency contacts for all staff
- decision making tree to guide contact planning
- agency management and program specific phone trees
- established staff work calendar expectations
- training available through IT regarding agency iPhone safety features

Emergency Response Planning is an ongoing process. The pandemic provided real-world experience with communications and alternative service delivery. Further, the ice storm in March 2025 provided another opportunity for us to review operations and confirm strategies to maintain key service delivery requirements. An Emergency Communications plan has been updated to reflect learnings from the ice storm and subsequent days it encompassed.

Cyber Security continues to be a significant focus. A Cyber Security Incident Response Plan is in place. Regular review of this plan occurs. As well staff participate in monthly training modules (Sept-June) to promote vigilance and keep skills current to the changing landscape.

Employment

Our Accommodation for Disabilities Policy and Procedure outlines committed support and information sharing regarding eligible accommodation for individuals from recruitment to hiring and throughout employment.

1. Accessible Recruitment Process

All job postings state that accommodation for disabilities is available upon request.

During the invitation to participate in an interview, candidates are asked if accommodations support is needed.

All new hires are expected to review and sign off on all agency Policies and Procedures including Accommodation for Disabilities.

All agency Policies and Procedures are reviewed and signed off by all staff annually.

2. Accessible Formats and Communication Supports

Once hired staff are informed of their ability to access information in accessible formats as needed as outlined in the Accommodation for Disabilities Policy and Procedures.

3. Documented Individual Accommodation Plans

Information and documentation of the process regarding Individual Accommodation Plans is outlined in Accommodation for Disabilities Policy and Procedures.

4. Workplace Emergency Response Information

Any staff member requiring accommodation for safety have completed an Emergency Response Plan document which details strategies and support required.

5. Performance Management, Career Development, and Redeployment

The Performance Management process includes a more dynamic review and discussion about performance, goals and professional development. In addition to a formal annual review of performance, monthly supervision meetings occur, and performance discussions may occur during this time; In addition, on a quarterly basis, performance goals are reviewed, updated and refined if/as needed.

6. Return to Work Process

The Injured Workers Early and Safe Return to Work Policy and Procedures outlines this process.

Procurement

Catulpa's financial administration is governed by the Ontario Broader Public Sector Accountability Act. This Act establishes requirements in the areas of compensation, expenses, perquisites, business documents and procurement, and is designed to improve accountability and transparency across the Broader Public Sector (BPS). As such, Catulpa's procurement function shall be performed in an open, fair and transparent manner where goods and services are procured in a competitive environment and where all transactions yield the optimal benefit to the agency.

The Procurement Policy and Procedures details adherence to the required process.

Training

All new staff and board members complete training modules to address training requirements under Ontario's accessibility laws (Accessibility for Ontarians with Disabilities Act) and the Human Rights Code. Adoption of a new Learning Management System (LMS) ensures we will have the most current training content available. For example, updated WHIMIS training will be completed via the new LMS. Completion of the training is documented in staff personnel files and board files for verification.

Staff sign off on all agency Policies and Procedures is also documented within annual training.

Section Two: Strategies and Actions 2024-2027

All staff review #6.01 Accessible Customer Service Policy and Procedures	Annual signing off via Bamboo- Jan 2024, 2025
Management review of Accessibility plan	23 May 2024 26 Sept 2024 29 April 2026

Customer Service

Catulpa Community Support Services is committed to providing accessible customer service to people with disabilities. This means we will provide goods*, services, and facilities to people with disabilities with the same high quality and timeliness as others.

(*Goods refers to brochures, resources and program materials. These vary by program and service delivery)

Information and Communication

Action (s)	Responsibility/ Timeline	Status Update
Gather accessibility feedback from person served/ participants.	CAPC QA/ Communication departments/ Annually	Dec 2024-Surveys launched CAPC and Person Served Dec 2025-Surveys launched CAPC and Person Served -Infographics with action steps to be posted to website -May 2026
Develop infographic format for Accessibility Statement of Commitment and post to website	Communications department/2026	Deferred from 2025
Review and update Staff Emergency Contact listing (as needed)	HR /Annually	Ongoing. Annual updates are prompted by HR Information Systems.
Confirm IT training information regarding safety features for Agency-owned iPhones and Zoom Phone.	IT /2026	Deferred from 2025 To be included as a topic in Emergency preparedness planning – Staff Day 2026



Workplan development and implementation for Equity, Diversity and Inclusion	Anti-racism, Anti-oppression (ARAO) Committee / EDI Coordinator/ Annually	Workplan developed and ongoing 2025 2026 progress updates to be posted to website.
Advocacy regarding housing /basic needs	Adult Programs Manager Director of Services Communications Manager Self-Advocacy Committee	Timing TBC
Review and updating of developed self-advocacy tools	Self-Advocacy Committee /Annually	2025-Tools created -Consumer Rights & Financial Tips Buying & Banking -Rights (Power) & Responsibility to Speak up as a Self-Advocate -Pathways To Self-Advocacy Checklist/Materials -Renting & My Rights: Tips to Renting & Who Can Help Me NEW 2026 -School Caregiver Advocacy Package (in draft)
Website enhancements (proposed for review by Leadership): -Text-to-Speech functionality -Video segments detailing agency/program information (self-advocacy tab) -Templates for download by person served (e.g. email writing)(self-advocacy tab)	Self-Advocacy Committee Manager of Communications	NEW 2026 Text-to-speech has been launched for all parts of website

Introduce translator apps and resources to facilitate communication with persons served whose first language is not English	IT/Communications	Introduction added to Catulpa Connects Newsletter, Tip sheet provided to all staff.
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Employment

Action(s)	Responsibility/ Timeline	Status Update
Confirm process for information sharing to address needs (as applicable). (e.g workplace emergency response information)	HR	2025: Review of HR information system for functionality
Job description updates-EDI	HR	2026: Currently reviewing job descriptions with ED and Director of Services
Job postings	HR	2025: Completed revisions. Added land acknowledgment, language about EDI being a strategic pillar and AODA

Procurement

Action(s)	Responsibility/ Timeline	Status Update
Enhance Conflict of Interest Policy including reference to procurement	Leadership Team /2025	COMPLETE
Review and confirm compliance with new Procurement Directives (2025)	Leadership team	COMPLETE

Training

Action(s)	Responsibility/ Timeline	Status Update
Explore ongoing leadership training for supervisors and as part of succession planning	Leadership Team/ Annually	2025 Operational Leaders Training COMPLETED 2025 Communication and Project Management 2026 Mental Health Leadership Training (scheduled)

Design of Public Spaces

Catulpa Community Support Services will meet accessibility laws when building or making major changes to public spaces. Catulpa is a partner in three of our office locations (Barrie, Collingwood and Orillia). Each of these locations meets accessibility requirements. In addition, in the Barrie location (Barrie Common Roof) further improvements were made to increase accessibility of meeting room spaces: the Trillium Room was added adjacent to the reception area, and the Margaret Gallow Room was updated. This location also has an accessible washroom with a universal changing table.

While not a partner in these locations, our Newmarket, Alliston and Bradford office sites are also accessible

For More Information

For more information on this accessibility plan, please contact:
Contact Kim Latour, Manager, Quality Assurance Department
705-733-3227 ext. 3239 or 705-791-3655
klatour@catulpa.on.ca

Our accessibility plan is publicly posted at www.catulpa.on.ca
Standard and accessible formats of this document are free on request from: info@catulpa.on.ca