

Community Living Chatham-Kent recognizes that removal of barriers and making environments accessible greatly enhances the lives of people within our community. Well-designed living and working accommodations play a key role in achieving our goal and making our buildings and spaces more accessible. Currently we operate the following locations.

<p><b>Single Detached Homes</b></p> <ul style="list-style-type: none"> <li>• 22 Crerar Drive, Chatham, ON.</li> <li>• 79 Churchill Park, Chatham, ON.</li> <li>• 66 Houston Street, Chatham, ON.</li> <li>• 11 Stirling Lane, Chatham, ON.</li> <li>• 8573 Middle Line, Charing Cross, ON.</li> <li>• 56 Ardleigh Drive, Chatham ON.</li> <li>• 269 Forest Street, Chatham, ON. (<u>Adult Respite</u>)</li> </ul>	<p><b>Duplexes</b></p> <ul style="list-style-type: none"> <li>• 46/50 Baxter Street, Chatham, ON.</li> <li>• 43/47 Carolinian Place, Chatham, ON.</li> <li>• 51 Kirk Street, Chatham, ON. (Side A &amp; B)</li> <li>• 347 Lacroix Street, Chatham, ON. (Side A &amp; B)</li> <li>• 64 Llydican Street, Chatham, ON. (Side A &amp; B)</li> <li>• 42 Southend Crescent, Chatham, ON. (Side A &amp; B)</li> <li>• 45 Woods Street, Chatham, ON. (Side A &amp; B)</li> <li>• 91/95 St. Anthony Street, Chatham, ON. (<u>Children's Respite</u>)</li> </ul>
<p><b>Outward Bound</b></p> <ul style="list-style-type: none"> <li>• 130 Sass Road, Chatham, ON.</li> </ul>	<p><b>Apartments</b></p> <ul style="list-style-type: none"> <li>• 86 Pine Street, Chatham, ON. (APT # 101, 102,104, 105, 106, 107, 111, 112)</li> </ul>
<p><b>Community Supports, Making Happen, JOBWORX</b></p> <ul style="list-style-type: none"> <li>• 101 Stewart Street, Chatham, ON.</li> </ul>	<p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• 650 Riverview Drive, Chatham, ON.</li> <li>• 1099 Park Avenue West, Chatham, ON.</li> </ul>

These spaces vary in degrees of accessibility. It is our intent to make these spaces barrier-free and review our accessibility to accommodate the individualized needs for the people who access services, our employees and visitors.

We are further committed to working with our community on all levels to remove any barriers that impede a person's ability to fully access and enjoy their environment.

Many factors play a role on how, when, where and why a barrier is addressed. Each barrier is reviewed on a case by case basis taking into consideration the type of barrier, its impact, the financial resources available, priority, benefit etc. There is no one solution that will address every person's need. Inevitably accessibility/barrier issue(s) will need to be individualized in some instances. When addressing any barrier/accessibility issues the rules of universal design will be applied to produce barrier resolves beneficial to a larger group of people.

Information is gathered using a variety of tools such as the Monthly Workplace Inspection Reports, Annual Workplace Inspections, 12.06 Safety in the Workplace Risk Assessment Checklists, Workplace Accessibility Questionnaires, and Stakeholder Surveys.

The following annual summary completed in January of each year by the Facilities Manager outlines the agency's commitment to removing identified barriers, solutions, responsibilities, timing, and costs associated with addressing identified barriers throughout the year. It encompasses all agency buildings and programs. Although not listed the agency maintains, inspects and repairs a multitude of equipment used to enhance the lives of people who access services on a yearly basis. e.g. lifts, tracking, slings, ramps, sensory equipment, etc.

#### **COMMONLY IDENTIFIED BARRIERS:**

Architectural/Physical Barrier – Any structure or design feature that makes a building inaccessible to a person – e.g. lack of ramps, narrow doors, height of switches, counters.

Environmental Barrier – is anything that impedes a person's ability to function within an environment. e.g. fragrances, excessive noise.

Attitudinal Barrier – is a negative attitude towards people based on misconceptions. The most pervasive negative attitude is focusing on a person's disability rather than on a person's abilities. Attitudinal Barriers typically are formed from ignorance, fear, misunderstanding or hate.

Financial Barrier - when insufficient funds are available to remove barriers or restrict / limit the ability to provide services.

Technological Barrier – is the inability to use devices, tools and crafts, to control an environment. e.g. computers, the internet, web pages, devices used to assist mobility, and Smart home technological devices.

Communication Barrier – is the impaired interchange of thoughts, opinions, or information by speech, writing, or other means. e.g. tools that no longer meet the needs of a person, information not communicated properly.

Employment Barrier – is the lack of equitable opportunities for employment and education. All of this requires a minimum degree of access to the places where employment, education, and goods and services may be found. e.g. lack of flexibility in the workplace, people are in a specific job classification because of the person's diverse ability, low income jobs.

Transportation Barrier – is the lack of suitable and available transportation. e.g. no accessible vehicles, people not available to drive.

Policy/Procedural Barrier – policies and procedures which can be restrictive or have an adverse/unfair effect on a person.

Date Identified	Program Priority	Barrier Identified	Strategies for Removal or Progress	Date Completed	Person(s) Responsible	Efficiency/Effectiveness Review	Date Reviewed
1/1/2023	86 Pine St. Chatham, ON.	Environmental Barrier	Installed new shower doors to address the needs of a seeing impaired person accessing services	02/02/2023	Ryan Papps	Verified installed and barrier removed.	02/20/2023
01/16/2023	79 Churchill Park, 42 Southend, 269 Forest St., 51 Kirk St., 46/50 Baxter, 56 Ardleigh, and 22 Crerar Dr., 8573 Middle Ln. and 64 Llydican	Environmental/ Risk Barrier	Nine (9) new generators have been installed to remove any safety issues that might occur with a power outage. (New automatic on/off feature, provide lighting, heating/cooling, keep kitchen appliances running to provide food, etc.)	06/01/2023	Ryan Papps	Verified installed and barrier removed.	09/01/2023
3/1/2023	66 Houston Street, Chatham, ON	Architectural/Physical Barrier	New ceiling trolley was installed to assist people going from wheelchairs to living room couch or recliners.	March 2023	Ryan Papps	Verified installed and barrier removed.	04/20/2023
2/01/2023	269 Forest St. 64 Llydican Ave. 42 Southend Cres.	Architectural/Physical Barrier	Gazebos were constructed with extra-large doorways to allow for easy access for those people in wheelchairs.	March 2023	Ryan Papps	Verified installed and barrier removed.	04/03/2023
03/01/2023	42 Southend	Architectural Barrier/Physical	New Build is now complete and residents have moved in. Prior rental location was a two storey non-accessible location. Seven residents have moved to a ranch style fully accessible location where their long term needs can be accommodated.	04/17/2023	Ryan Papps	Access was granted and barriers were removed. April 24/2023 first tenant moved in.	04/24/2023
04/01/2023	42 Southend	Architectural/Physical Barrier	Additional grab bars were installed to the shower and bathing areas to provide assistance.	04/15/2023	Ryan Papps	Verified installed and barrier removed.	05/18/2023
04/01/2023	64 Llydican	Architectural/Physical Barrier	Side walk was installed from house to gazebo for smooth transition to and from	05/01/2023	Ryan Papps	Verified installed and barrier removed.	08/03/2023
04/01/2022	42 Southend	Architectural/Physical Barrier	Side walk installed to gain access to gazebo	05/05/2023	Ryan Papps	Verified installed and barrier removed.	06/01/2023
06/07/2023	347 Lacroix	Architectural/Physical Barrier	Removed all uneven concrete, replaced side walk and front apron with new level concrete to allow for a smooth transition to the front door.	07/07/2023	Ryan Papps	Verified installed, functionality, and durability	07/30/2023

06/30/2023	50 Baxter	Architectural/Physical Barrier	Ramp was constructed to gain access into the gazebo	07/10/2023	Ryan Papps	Verified installed, functionality, and durability.	07/20/2023
09/10/2023	79 Churchill Park	Architectural/Physical Barrier	Concrete leveling performed to remove trip hazards	10/06/2023	Ryan Papps	Verified installed, functionality, and durability, Hazard removed	10/15/2023
10/01/2023	11 Stirling Ln	Architectural/Physical Barrier	Concrete leveling was performed to remove uneven walk way and to gain safe access along back patio.	10/06/2023	Ryan Papps	Verified installed and barrier removed.	10/10/2023
10/01/2023	101 Stewart St.	Transportation Barrier	Replaced old vehicle with a new 2023 Toyota Sienna, with updated safety options.	10/06/2023	Shadd Smith	Verified delivery and barrier removed.	10/06/2023
11/01/2023	79 Churchill Park	Architectural/Physical Barrier	Extra lighting was added to the outside of the home, to light the entrance of the downstairs apartment and also to both driveway areas	11/09/2023	Shadd Smith	Verified installed and barrier removed.	11/15/2023
11/20/2023	42 Southend	Architectural/Physical Barrier	Outdoor lighting was added to the front and rear of the home to provide lighting to walk areas	11/27/2023	Shadd Smith	Verified installed and barrier removed.	11/29/2023
11/20/2023	Charing Cross	Architectural/Physical Barrier	Bathroom renovation removed old tub surround that was in need of replacing and new secured grab bars were added.	11/30/2023	Shadd Smith	Verified installed and barrier removed.	12/02/2022
11/24/2023	42 Southend	Architectural/Physical Barrier	Water was pooling in front of the entrance of home, concrete was removed and re-poured to eliminate any possible ice buildup.	12/4/2023	Shadd Smith	Verified installed, functionality, and durability, Hazard removed	12/8/2023
03/01/2023	All Locations	Technological Barrier	Annual website review has been conducted by the vendor (occurs every March) where they review the current setup and modify to meet current accessibility standards.	Completed every March	Aaron Watson/ Paul Vassallo	Minor changes made to images and tags validated by 3 <sup>rd</sup> party Abstract Marketing	03/30/2023
11/15/2023	347 Lacroix St. 45 Woods St. 66 Houston St.	Environmental Barrier	Replacement lifts were added to the 3 locations to speed up the process of moving people accessing services from wheelchairs to beds.	12/08/2023	Shadd Smith	Verified installed and barrier removed.	12/13/2023
12/07/2023	130 Sass Rd	Transportation Barrier	Purchase of a new vehicle to provide transportation for people to access the programs that are offered at Outward Bound	12/19/2023	Shadd Smith	Verified delivery and barrier removed.	12/22/2023
12/01/2023	79 Churchill Park	Architectural/Physical Barrier	New railing was added to the south side entrance to provide easier access to the home.	12/20/2023	Shadd Smith	Verified installed and barrier removed.	01/03/24
12/01/2023	42 Southend	Environmental Barrier	Heating and Cooling issue in the back bedroom, installed a new Split Unit in the room to provide a comfortable, liveable space.	12/22/2023	Shadd Smith	Verified installed and barrier removed.	01/05/24

**Trends and Other Key Learnings:**

**Agency Review:** Management Health and Safety Committee (01/22/24), Managers and Locations (01/25/2024) Sent to managers of each location to share the accessibility improvements with employees.

**Stakeholder Review:** 42 Southend Cres-fully accessible sidewalk and ramp, with the entire facility outfitted with accessible components and equipment to meet the needs of people who reside at this home (Newsletter Issue #3 – October 2023).