

Introduction

Better Living's Multi-Year Accessibility Plan is established in compliance with the *Accessibility for Ontarians with Disabilities Act (AODA)*. This accessibility plan outlines the steps Better Living is taking to meet the requirements established in the Act and to improve opportunities for people with disabilities.

Statement of Commitment

Better Living is committed to providing quality programs and services that are accessible and respectful to all persons that we serve. This includes clients, residents, members, volunteers, staff and members of the Better Living community. Better Living will provide programs and services in a way that respects the dignity and independence of people with disabilities. We are also committed to offering people with disabilities equal opportunities to access our programs and services by identifying and removing potential barriers to service programs, services and employment.

Past Achievements to Remove and Prevent Barriers

Better Living has implemented a number of initiatives to improve accessibility for people with disabilities and to meet the AODA requirements. These include:

- New accessible washrooms have been installed with specific height and length requirements to accommodate different sizes of wheelchairs and scooters
- Lighting in bathrooms is automatic and accessible power doors have also been installed
- Railings were installed on major staircases; lighting was also changed to reduce glare
- Uneven floor in auditorium was removed and replaced with new non-glare floor
- Reception desk remodelled to include an accessible desk and computer
- New ramp installed to enable accessible access to lower garden area
- Updates to website including features that:
 - improve support for touch interactions, keyboard and mouse
 - extend contrast requirements to graphics
 - increase text and layout adaptability

Priorities and Commitments

During the course of this plan, Better Living has set the following priorities:

- Ensure that all employees continue to complete mandatory accessibility training
- Review and enhance accessibility as it relates to information and communications



MULTI-YEAR ACCESSIBILITY PLAN

- Ensure website conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level A
- Continue to regularly review our human resources policies to prevent or remove systemic employment barriers and to ensure that they reflect best practices and are compliant with legislation

Conclusion

As Better Living continues to identify, prevent, and remove accessibility barriers it is important for us to monitor the progress of the items contained within this plan. The plan will be reviewed at regular intervals and updated as required.

For More Information

For general inquiries or to request a copy of this plan in an alternate format please contact: accessibility@betterlivinghealth.org.