

CVS POLICY & PROCEDURE MANUAL

Policy Area: **Operational Policies - General**

**Policy # &
Policy Name:** **3.2 Accessibility**

Group: Executive Director; All Staff; Volunteers

Purpose:

To create a more accessible, welcoming and inclusive community.

Policy Statement:

CVS is committed to reducing and removing barriers for consumers, employees and others in the organization's operations and within community settings accessed by our consumers. We report on results and improvements through our Accessibility Report & Action Plan and Status Reports.

Practice Standards:

Staff and volunteers work in innovative and creative ways to reduce barriers both within CVS and the broader community.

Staff and volunteers include consumers in organization-sponsored and community events such as celebrations, meetings, and committees, and take opportunities to raise community awareness.

A variety of types of accessibility barriers are considered, including:

- ? **Architectural** - physical barriers to accessibility, doorways, ramps, washrooms, assistance for individuals with visual impairments, automatic doors.
- ? **Environmental** - work controls for lighting, temperature.
- ? **Communication** - plain language information, alternate forms (audio, large print), public promotion of the importance of access for individuals with disabilities and the contributions individuals make.
- ? **Employment** - promotion of qualified individuals with disabilities in employment.
- ? **Transportation** - accessible, affordable, available, safe, public & private transportation options.
- ? **Financial** - minimum wage standard, benefits for individuals with disabilities, funding for services.
- ? **Attitudinal** - language & terminology used, individuals treated with respect & dignity.

The Executive Director or designate completes an evaluation of CVS facilities and practices, and community settings accessed by our consumers. The following may be included in the evaluation:

- ? Interviews with individuals receiving services.
 - ? Review of CVS policies, practice standards and procedures.
 - ? Review of promotional materials.
 - ? Gathering of information regarding our vehicles, staff owned & operated vehicles, specialized transportation and public transportation.
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- ? Reviewing records of concerns and complaints regarding issues of negative attitudes.
- ? Ensuring the inclusion of individuals receiving services in organization and community events.

The Executive Director prepares a report on accessibility barriers and an action plan for the organization to reduce or eliminate identified barriers. The report is reviewed and accepted by the Board of Directors, and then made available internally and for people in the community upon request.

The Executive Director ensures implementation of the action plan based on the Accessibility Report and prepares a Status Report on progress, approximately six months after the plan has been accepted.

Policy Audit: March Annually

Date Issued: March 2004

Date Revised:

Position

Responsible: Executive Director, Board of Directors

References: ? Accessibility Report & Action Plan
? Status Reports
