

2.1 ACCESSIBILITY POLICY

Purpose: Burnaby Association for Community Inclusion (BACI) is a disability confident organization and as such is committed to ensuring that our homes, buildings, programs and support services are free of barriers and accessible to all. Furthermore, BACI believes accessibility and inclusion are pillars of the Association's mission and vision to serve individuals with disabilities, all children, their families, and the greater community. Accessibility and inclusion are intertwined values that support each and cannot exist exclusively.

This policy sets out both the standard and measurement approach used to ensure accessibility. When linked to our 'Disability Confidence' policy, our commitment to accessibility is extended to one of full inclusion.

Scope: The Accessibility policy applies to all facilities, vehicles, communication methods, printed materials, and technology used in the operation of BACI as they are encountered by stakeholders, including people receiving service, their families and friends, staff, volunteers, and community partners.

Guiding Principles:

Accessible to Groups (people who experience vision and hearing loss, use wheelchairs or other mobility aids) – By ensuring that BACI meets or exceeds the generally accepted standards for accessibility upon which our annual accessibility review is built, we will ensure that the following aspects of our operation meet accessibility standards:

- Facilities
- Technologies
- Human Resource Practices
- Communications

Accessible to Individuals – BACI understands that meeting accessibility standards for groups is not sufficient to ensure access to each individual. As such BACI endeavours to provide reasonable individual accommodations including, but not limited to those relating to:

- Communication
- Financial
- Transportation
- Physical
- Technology
- Staff training

Cultural Competency and Diversity – BACI views diversity as a key component of Accessibility and Inclusion. BACI serves and employs individuals from diverse cultures and commits to making its services accessible to all. BACI understands that a culturally competent workforce, reflective of the population (i.e. culture, age, gender, sexual

orientation, spiritual beliefs, socioeconomic status, language) is key in providing supports to ethnically and culturally diverse individuals, families and stakeholders. BACI is an organization that fosters inclusion, tolerance and respect for diversity and accessibility in all forms.

NOTE: BACI will produce an Accessibility and Diversity Plan on an annual basis.

Implementation:

Standard Development: BACI has created and endorsed a set of accessibility standards drawn from best practice around the country, and most particularly from the 'Measuring Up' Guide. Proximity to these standards is measured annually and the standards themselves will be reviewed annually and updated as required.

Accessibility Survey (Review)

Accessibility surveys will be conducted annually by BACI staff and are designed to capture information on accessibility from the following asset areas at BACI.

- Governance
- Leadership
- Technology
- Communication and Marketing
- Finances
- Human Resources
- Service Delivery
- Homes (Group Homes and Life Sharing Homes)
- Environment
- Architecture

The surveys consider accessibility across the asset areas mentioned above, as it relates to the following target groups:

- Persons Served
- Personnel
- Other stakeholders (particularly families, friends, community partners and funders)

Accessibility Plan:

Based on the findings of the annual accessibility survey The Manager of Quality Assurance (or designate) will complete an Accessibility Plan designed to remove identified barriers and strengthen existing accessibility.

Reporting and Monitoring:

The annual Accessibility Survey and the accompanying Accessibility Plan will be presented, through the Chief Executive Officer to the Board of Directors and monitored accordingly.

Linking Policies:

- 1.3 Quality Assurance
- 1.3a Quality Assurance – Children’s
- 1.8 Code of Ethics
- 1.9 Complaint Policy
- 1.16 Disability Confidence Policy
- 4.1 Employee Hire Policy
- 4.14 Employment Equity Policy
- 9.1 Rights & Responsibilities of People