





# CLBC's Baseline Accessibility Report

## How we asked about accessibility

We held virtual workshops, met with partners and community advocacy groups. We heard from over 450 people including people with disabilities, their families, community partners, and advocacy groups.

We asked people for feedback on: getting to and around CLBC offices/events, getting help from CLBC staff and the way they feel treated, getting information from CLBC, and working at CLBC.

We asked people for feedback on **the way they get to and around CLBC buildings and events.**

Can I get to the office easily?  
Can I find my way around?  
Is it easy to move around the space?

## We heard:

“It is important for CLBC to have a visible and easily accessible presence in the community”

- I need more signage around the offices, including Braille
- The office should be near a bus route, have parking, and be easy to locate
- Accessible bathrooms are important
- Pay parking is a barrier
- Provide support options to get to meetings
- Provide options about where to meet: home, in community, online

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We asked people for feedback on **the way they get help from CLBC.**

Do you understand how things work at CLBC?

Are you being understood?

Are you being treated with respect?

How do you feel when you're at the office?

Does it feel welcoming?

How do people see and treat you?

## We heard:

“Don't make assumptions  
- take ample time to sit  
down with people and  
listen proactively”

“A more personal  
approach. The  
relationship is important  
for trust and support.”

- I need time to understand information and to give information in a way that works for me and to feel safe and build trust with CLBC
- Be proactive about accessibility
  - Tell me about/make visible accessibility features/ways CLBC can accommodate
  - Ask ahead of time the best way for me to get information
  - Ask ahead of time- What do you need?
- Knowing ahead what to expect helps with anxiety
  - What the space will be like
  - What will happen in the meeting
  - Who will be at the meeting
- How to interact with alternate and augmentative communication (AAC) styles- picture exchange communication, ipad applications, boardmaker software
- Understanding the 'language' of ASD- learn my language

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We asked people for feedback on **getting information from CLBC**.

Does CLBC know the best ways to communicate with me?

Do they know how to accommodate diverse ways of communicating?

Do I understand the information I'm being given?

Can I access the information?

## We heard:

"We want clarity around assessments and processes"

"More information in our language from us"

- The 'language' of CLBC is not familiar and isolating- we don't talk like that
- Examples and stories are a good way for me to understand- for example- services CLBC funds
- Concrete, easy to follow information about what to expect and how things work- including picture symbols, plain language and video- on website, but also printed hard copy
- Low tech is important too (mail, phone call, meeting with me 1:1) to give me information instead of email - especially in rural areas
- Improve reach people who aren't connected/no computer/living in rural areas
- Be proactive
  - Make visible on website CLBC accessibility features/ways CLBC can accommodate (translate into Braille upon request) /how to give feedback

# CLBC's Baseline Accessibility Report

\We asked people for feedback on **working at CLBC**.

Was it easy to find out about employment at CLBC?

Did CLBC ask about accommodations I might need?

Do I feel included and respected at work?

## We heard:

- Need Diversity Equity Inclusion strategy to set targets or goals about hiring people with disabilities at CLBC
- More proactive encouragement of people with disabilities to apply
- More proactive accommodations offered to people working at CLBC and those looking for work at CLBC

# CLBC's Baseline Accessibility Report

## Next Steps

The themes found in the baseline accessibility report will help make CLBC's Accessibility Plan.

CLBC will create a list of actions to be part of the three-year Accessibility Plan. We will then get feedback on the actions within the plan from CLBC Councils and the Provincial Advisory Committee.

CLBC is also developing an accessible feedback mechanism to receive comments from the public on an ongoing basis about how CLBC can improve accessibility.

**The Accessibility Plan and feedback mechanism will be published by September 1, 2023.**