

# Community Living BC Accessibility Plan 2024 - 2027

## Plain Language Summary



## How we got here

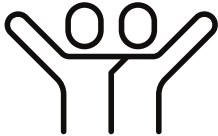
We at CLBC have been working for the past year to create an Accessibility Plan.

In the fall we asked the people we serve, their families, and our partners what they thought about accessibility at CLBC.

We heard from over 450 people. We took all that information and created a three year plan. The goal of the plan is to improve accessibility at CLBC.

# Five areas for action

Based on what we heard, there are five areas for action.



Relationships make all the difference



Clear, timely communication is key



Information needs to be shared in many ways



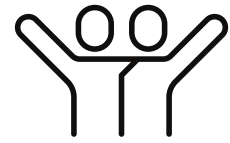
Welcoming physical spaces



Employment

Five areas for action

# Relationships make all the difference



We know that people want consistent relationships.

They want our staff to ask what they need before they have to ask. They want people who know them to help them.

To help improve relationships, we will:

- Create new policy for accessibility
- Increase staff training around accessibility needs, and
- Support relationships with Indigenous communities.

Five areas for action

## Clear, timely information is key



We know that CLBC has policies and processes that are hard to understand. We know that people want us to be clearer about how long things will take. We also know that having more time with our staff is helpful for understanding what's going on.

**To help give clear, timely information, we will:**

- **Have more information in plain language and in more formats, like video.**
- **We will find new, simpler ways to explain our processes**

Five areas for action

# Information needs to be shared in many ways



We know that people have many ways to communicate. Some people use words to speak, some people use sign language. Others use assistive technology. We know that people in remote communities have more difficulty getting information. And, people who don't have computers also have difficulty getting information.

**To help information reach more people, we will:**

- **Do a review of our documents to make sure they're accessible, and**
- **Make more information available in more formats by giving people the option to request information in braille, ASL, or printed.**

Five areas for action

# Welcoming physical spaces



We know that people want to feel like they belong when they come to our offices and events. This can mean having friendly staff greet and direct you around the office. Or knowing ahead of time what to expect when coming to CLBC spaces.

**To create welcoming physical spaces, we will:**

- **Take a look at all our offices to find accessibility problems,**
- **Fix the physical accessibility problems as best we can**
- **Encourage staff to be friendly, and**
- **Let them know how to host accessible meetings and events**

Five areas for action

# Accessible employment is necessary



Accessible employment is not only about the hiring process. We know that being inclusive has to be part of workplace culture.

**To make employment at CLBC better for people with disabilities, we will:**

- **Make applying for jobs easier for people with disabilities, and**
- **Create a culture of accessibility with training and conversations with staff.**



## Next steps

**These actions will be made over the next three years, and we will keep updating the plan with new ideas and input. If you'd like to give feedback about accessibility at CLBC, you can email us, phone us, talk to CLBC staff, or fill out the form on our website.**