

Crest Support Services (Meadowcrest Inc)

Multi-Year Accessibility Plan 2026-2027

Introduction

Crest Support Services reviews its Accessibility Plan on an annual basis.

Crest Support Services addresses accessibility issues at our program locations as well as in the community at large.

It is important to note that most of our support locations (group settings/ apartments) were built prior to the Accessibility for Ontarians with Disabilities Act, came into effect in 2005, and as such, most locations are not built to today's public accessibility standards.

Crest Support Services does its due diligence in ensuring that we are making people's homes as accessible as financially feasible, while recognizing that we cannot make these older homes fully accessible for all physical disabilities without the expense of major renovations.

Crest Support Services commits to incorporating accessibility standards into any new build/ major renovation projects in the future, with an eye towards the possible future needs of people we support, as they age.

These homes are not considered public spaces, but rather private homes, not open to the public.

Crest Support Service's Accessibility Plan is designed to summarize the following:

- Those barriers that were removed or otherwise addressed by the organization in the past, specifically over the course of the last fiscal year.
- Those items that the organization still intends to address, as well as new items that have been brought to the organizations attention. Some items will have firm deadlines for completion while others will not, based on budgets.
- Those items that were identified, but that the organization does not feel can be addressed at this time, for one reason or another.

Identification of Barriers

In preparing this year's Accessibility Plan, Crest Support Services utilized several methods in which to identify accessibility barriers:

- An annual "Barriers to Accessibility" and "Mobility Assessment" Surveys are completed every spring/summer for the needs of all Persons Accessing Services, which contributes to the identification of present or future issues and potential ideas on how to rectify them.
- The organizations leadership routinely identifies any maintenance and property issues throughout the agency. This information was used to identify property issues that negatively impact the accessibility needs of the people served by the agency.
- The organizations leadership are also brought up to speed on any accessibility issues by both agency personnel and people accessing services on an ongoing basis. The issues anecdotally identified in this manner were also considered in the creation and updating of this plan.
- The organization works in collaboration with the Trade Union, OPSEU in regards to any accessibility accommodation requests that may need to be put in place, often on a temporary basis, as part of an employee's Return to Work plan following an injury.

Standing Items of Concern

Throughout this plan, reference may be made to "standing items of concern". These are items that tend to be fairly broad in nature, and it is unlikely that there is a single strategy that will eliminate the barrier. However, these are items of significant importance to Crest Support Services.

Review of Accessibility Plan

Progress around the plan will be completed regularly. A full review of the organizations Accessibility Plan, and Policy will be completed at least annually. A

member of the management team will take the lead in regards to updates of the Accessibility Plan, including the reporting required to Accessibility Ontario and the Ministry of Seniors and Accessibility, regarding agency compliance with the various deadlines imposed within the AODA legislation. The last compliance report was completed before December 31, 2023. The next AODA compliance report will be due by or before December 31, 2026.

Communication of the Plan

The Accessibility Plan will be made available in the Policy and Procedure Manual , as an appendix to our “AODA Customer Service and I.A.S.R.” policy, and also available upon request. A copy of our Accessibility Policy is also linked to our organizational website.

2026-2027 Accessibility Plan

Area(s) of Concern	Architectural. An Architectural barrier is any physical factor that makes accessibility difficult for an individual. This may include narrow doorways, bathrooms that might need to be made more accessible, alarms that are not able to be heard by individuals with hearing impairments, or even something as simple as the location of furniture,
Items Addressed in 2025	One program area building was renovated to accommodate a new person in support with behavioural and accessibility challenges (CV1). The HUB was completely gutted and rebuilt inside. Access ramp installed between 2 rooms and an additional washroom was added, built to accommodate walkers and wheelchairs. Additional grab bars and a pedestal sink was included.
Standing Items of Concern / Areas needing Improvement	-Slow snow and ice removal can restrict access to and from program locations. The agency contracts with external snow removal companies to maintain driveways and parking lots of its various support

	locations. Personnel on duty are responsible to remain diligent in ensuring our walk ways are being cleared and kept clear of snow and ice. - As the needs of people accessing our services change, Crest must be prepared to offer assistance to meet accessibility needs. This often requires requests for funding for renovations, mobility aids etc... from MCCSS/ SWLHIN.
Future Goals	Barrier: Access to the sensory room (Outback lounge) is limited by the step up into it, at both entryways. Strategies to Remove the barrier: Redesign or install ramps at both doors to the Outback Lounge. Potential Obstacles: Cost, unknown at this time, to be sent out for quotes. Persons Responsible: Executive Director, Director of Finance and Admin. Target Date: Is targeted for between one and two years for completion.

Area(s) of Concern	Environmental. An Environmental barrier is a characteristic of a setting that compromises service delivery and benefits to be gained. This may include items such as flickering lighting, noise levels , troublesome fragrances/smells.
Items Addressed in 2025	In locations where persons live or work who have scent intolerances, they have been deemed scent free.
Standing Items of Concern / Areas needing Improvement	None
Future Goals	None

Area(s) of Concern	Attitudinal: An Attitudinal barrier is a preconceived (usually negative) attitude that people have towards persons served. Examples of this may include attitudes of neighbours or other community members, or the lack of “person first” language used by agency personnel.
Items Addressed in 2025	-Core Competencies and Accessibility and Customer Service training has been offered to all new employees as they on board with the agency. -Crest supported culturally specific (Indigenous) activities for people supported to attend- Pow wow’s and hosted a drum circle and smudging ceremony.
Standing Items of Concern / Areas needing Improvement	- Agency Staff are not always mindful of the privacy of persons serviced. This is addressed on an ongoing basis through ongoing and annual training (Abuse prevention and Rights Training). All individuals supported by Crest have their own bedrooms for personal privacy. - Negative attitudes of neighbours and community members can sometimes stigmatize people. This is addressed on an ongoing basis through follow up where such concerns are expressed. Raising the profile of the agency and its mission is also one way of combating this. We have increased our Social Media presence, often posting timely, relevant and meaningful items to elevate the work that we do and the people we support.
Future Goals	Continue to promote Crest through a variety of community engagement opportunities.

Area(s) of Concern	Financial. A financial barrier is anything that may mean that a service is restricted because of a lack of sufficient financial resources. Financial barriers may exist at the organizational level, or may be specific to funds possessed by persons supported by Crest.
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Items Addressed in 2025	None in a widespread manner; many instances where issues have been addressed on a case by case basis.
Standing Items of Concern / Areas needing Improvement	Funding and Finances for persons served are not always sufficient, limiting community participation, quality of life, etc. Crest Support Services combats this by being active in provincial organizations that advocate for improved/ additional funding, and by petitioning MCCSS on a situational basis for funds.
Future Goals	Assess people supported who may have a dual diagnosis and assist them in making application to Developmental Services Ontario (DSO), to access annual Passport dollars (5500.00 per year)

Area(s) of Concern	Employment. An employment barrier is an indication that a workplace does not provide sufficient flexibility or equipment to ensure a productive and satisfying work place for employees. An employment barrier may also speak to the measures that are in place to promote successful employment for persons with disabilities.
Items Addressed in 2025	Added a job opportunity in the Greenhouse producing “Micro Greens”, and selling these at the local farmers markets etc.
Standing Items of Concern / Areas needing Improvement	Hours of paid work available to PAS is limited due to Bill 148 and the increasing minimum wage. All paid work opportunities are paid at minimum wage, so this remains a concern how this can negatively impact people’s Ontario Disability pensions.
Future Goals	Reinstate the Bakeshop and Micro Greens program initiatives in Fall 2026

Area(s) of Concern	Communication. A communication barrier looks at anything that inhibits information being accessible and understandable to all. Examples may include the possible absence of devices available to persons served or personnel to be able to be understood by others, or
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	promotional materials that are not present in formats that are easily understandable.
Items Addressed in 2025 and before	For those people with Passport funding we have been able to purchase IPADS, and cell phones for many individuals.
Standing Items of Concern / Areas needing Improvement	Ensuring that our Website remains WSAG 2.2 compatible or increase as technology improves. Continue to monitor tech advancement in the area of accessibility considering which people we support may benefit from the new technology systems. Continue to work towards providing information in alternative formats.
Future Goals	Encourage more staff to take basic ASL at local community college. Classes generally available every fall. Consider offering a basic ASL course at Crest.

Area(s) of Concern	Transportation. A transportation barrier speaks to situations in which service recipients are unable to reach or participate fully in services because of the lack of suitable and available transportation.
Items Addressed in 2025	Increased our fleet by 1 vehicle
Standing Items of Concern / Areas needing Improvement	Crest supports people in small town and rural environments where public transportation is really not available or financially unfeasible. Crest maintains a fleet of vehicles so that all support locations have access to at least one van (or more depending on the size of the support location) We choose to purchase minivans as these are the most accessible vehicle for adults to use.
Future Goals	Continue with regular maintenance and replacement of vehicles as required based on mileage and repair needs.

Area(s) of Concern	Community Integration. A community Integration barrier is anything that may limit an individual's ability to fully access their community in a way of their choosing.
Items Addressed in 2025	None in a "broad way" Removing community integration barriers are at the core of our organizations everyday work.
Standing Items of Concern / Areas needing Improvement	Items listed under transportation and financial are also related to community integration
Future Goals	None

Area(s) of Concern	Technology. A Technology Barrier is related to a need of a stakeholder to access technology to ensure communication or inclusion into services.
Items Addressed in 2025	Accessibility of website has improved to WSAG 2.2 compliant. Annual review of Accessibility policies and Procedures and Plan.
Standing Items of Concern / Areas needing Improvement	• -Phone system can be challenging, on the main site... (VOIP)
Future Goals	• Maintain website compliance standards as they improve. • Replace aging IPADs and other technology / communication devices as they become obsolete.

Area(s) of Concern	Other . A barrier that is not easily categorized
Items Addressed in 2025	None
Standing Items of Concern / Areas needing Improvement	None
Future Goals	None

Requests For Reasonable Accommodations

There were __3__ requests for reasonable accommodations by employees in the past year. __3__ were documented in Individual Accommodation Plans. A Summary of the requests follows;

Type of Request	Number of Requests
Temporary reassignment of duties due to concussion injury	1
Reassignment of duties to alternate support location due to Violence in the workplace	1
Restricted duties due to slip/ fall injury	1