

# **MULTI-YEAR ACCESSIBILITY PLAN**

## **Bylaw 2018-21; Schedule 'A'**

### **COMMITMENT**

The Township of Sables-Spanish Rivers is committed to the continued improvement of access to all municipally owned facilities, premises and services for all those with disabilities, and to the provision of services to all members of the community. This Multi-Year Accessibility Plan outlines our approach to ensuring that our services are provided in an accessible manner to our employees and to the public.

### **BACKGROUND**

Ontario Regulation 429/07 made under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) established accessibility standards for customer service and it applies to every designated public sector organization and to every other person or organization that provides goods or services to members of the public or other third parties and that has at least one employee in Ontario.

### **OBLIGATIONS**

Ontario Regulation 191/11 made under the Accessibility for Ontarians with Disabilities Act, 2005 requires that municipalities prepare a multi-year accessibility plan (by 2014), which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation. The AODA sets out the roadmap for an accessible Ontario by 2025. It contains standards in the following areas:

- Customer service
- Information and Communications
- Employment
- Transportation
- Built Environment

### **APPROACH**

- Develop and review policies and procedures
- Incorporate accessibility into planning processes
- Continued training for staff
- Engage the public in feedback
- Work to remove barriers to employment
- Continue to make facilities accessible
- Ensure there is access to information and communications

## **PROCUREMENT**

When procuring or acquiring goods, services or facilities, the Township of Sables-Spanish Rivers will incorporate accessibility criteria and features, unless it is not possible or practical. If it is not possible and practical to do so, we will provide an explanation on request.

## **ACCESSIBLE CUSTOMER SERVICE**

The Township of Sables-Spanish Rivers is committed to ensuring that all customers receive services in a timely and accessible manner. Members of the public will receive customer service in a manner that will meet their needs and ensures independence, dignity and equal opportunity. This will be achieved by:

- Reviewing and updating policies to ensure accessible service delivery in consideration of all persons with disabilities
- Including accessibility requirements into staff training and orientation materials and continuing to provide Accessible Customer Service Training to all staff
- Reviewing customer feedback and taking appropriate action

## **INFORMATION AND COMMUNICATIONS**

Information and communications are an important part of the operations and service provision of the Township of Sables-Spanish Rivers. They must be created in a way that considers accessibility.

The Township will follow best practices when developing, implementing and maintaining information and communications strategies. This will include our website, printed materials as well as face-to-face interactions. We will ensure that information and communications are available and accessible to people with disabilities by:

- Achieving compliance with the Web Content Accessibility Guidelines to ensure our website is accessible to people with disabilities
- Having resource materials provided in large print
- Ensuring staff have the knowledge, tools and advise necessary to create accessible materials.

## **EMPLOYMENT**

The Township of Sables-Spanish Rivers is committed to ensuring that the process of finding, getting and keeping a job is as inclusive as possible in order to building an effective workforce. Staff will receive training in order to meet compliance under the Integrated Accessibility Regulation. It is expected that training will cover a variety of topics, including:

- Understanding employer obligations to provide employment accommodations
- How to identify and remove barriers in the workplace
- Revising individual work plans and developing a guide, tools and templates to remove barriers from the recruitment process.

## **TRAINING**

The Township of Sables-Spanish Rivers is committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

We will train our employees and volunteers on accessibility as it relates to their specific roles. We will train all persons who participate in developing Township policies, and all other persons who provide goods, services or facilities on behalf of the Township of Sables-Spanish Rivers.

Every person referred to above shall receive training as soon as practicable and ongoing training will be provided in the event of changes to any of the Township's accessibility policies.

## **ACCESSIBLE EMERGENCY INFORMATION**

The Township of Sables-Spanish Rivers is committed to providing people with disabilities with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

## **TRANSPORTATION**

The transportation standard does not apply to the Township of Sables-Spanish Rivers, as the Township does not have public transit systems.

## **BUILT ENVIRONMENT**

The Township of Sables-Spanish Rivers will strive to ensure that new facilities and extensive renovations are designed and built to accessibility standards.

As they become available, funding applications will be submitted to both the Federal and Provincial levels of government to help address the accessibility issues that the municipality is faced with. The Township will continue to identify any opportunities to enhance accessibility requirements within the community.

## **REVIEW AND MONITORING OF THE PROCESS**

The Township of Sables-Spanish Rivers is committed to the continual improvement of access to all municipally owned facilities, premises, and services for all those with disabilities and the provision of services to all members of the community with disabilities.

The plan will be reviewed and monitored regularly in order to identify and monitor barriers and the direction in which the Township is moving to remove barriers under the Ontarians with Disabilities Act. Department Heads together with Council will make decisions on which barriers are to be addressed; these recommendations will be based and subject to budget restraints and feasibility. This Municipal Accessibility Plan shall be adopted by Council.

## **COMMUNICATION OF THE PLAN**

This plan will be available on the website as well as at the Township Office. We will make it available for all persons for their review and perusal. Should Braille copies of the plan be requested, Council will try to accommodate by having staff contact the Canadian Institute for the Blind, with respect to translation, if required.

## **CONCLUSION**

The Ontarians with Disabilities Act requires municipalities to prepare an accessibility plan. The Township of Sables-Spanish Rivers has made accessible progress in its buildings and service delivery over the years. As the community continues to grow the Township will respond to the needs of the community. This plan establishes a benchmark and strategy to become a barrier free community.

# **ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE**

## **Bylaw 2018 – 21; Schedule ‘B’**

### **1. PURPOSE / BACKGROUND INFORMATION**

The Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”) is a Provincial Act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Under the AODA, Ontario Regulation 429/07 entitled “Accessibility Standards for Customer Service” came into force on January 1, 2008. That Regulation establishes standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties.

This policy is drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 420/07) and addresses the following:

- the provision of goods and services to persons with disabilities;
- communication with persons with disabilities;
- the use of assistive devices by persons with disabilities;
- the use of service animals by persons with disabilities;
- the use of support persons by persons with disabilities;
- notice of temporary disruption in services and facilities;
- training;
- customer feedback regarding the provision of goods and services to persons with disabilities; and
- notice of availability and format of documents.

### **2. APPLICATION**

This policy applies to all persons who deal with members of the public or other third parties on behalf of the Township, whether the person does so as an employee, member of Council, agent, volunteer, student on placement, or otherwise and all persons who participate in developing the Township’s policies, practices and other procedures governing the provision of goods and services to members of the public or other third parties.

### **3. POLICY STATEMENT**

It is the policy of the Corporation of the Township of Sables-Spanish Rivers that citizens with disabilities achieve accessibility in the provision of goods and services by the Township to this community, consistent with the principles of independence, dignity, integration and equality of opportunity as set out in the regulations of the Accessibility for Ontarians With Disabilities Act, 2005.

## **4. GENERAL PRINCIPLES**

### **a. The Provision of Goods and Services to Persons with Disabilities**

The Township will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- the Township's goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- the provision of the Township's goods and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from the Township's goods or services and,
- persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from the Township's goods and services.

### **b. Communication with Persons with Disabilities**

When communicating with a person with a disability, the Township will do so in a manner that takes into account the person's disability.

### **c. Assistive Devices**

If a person with a disability requires assistive devices to access goods or services of the Township, they are allowed to use such devices.

### **d. Guide Dogs, Service Animals**

If a person with a disability is accompanied by a guide dog or other service animal, the Township will permit the person to enter the premises with the animal and keep it with him or her, unless the animal is otherwise excluded by law from the premises. If the service animal or guide dog is excluded by law from the premises, the Township will look to other available measures to enable the person with a disability to obtain, use or benefit from the City's goods and services.

### **e. Support Persons**

If a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises. The Township may require a person with a disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

A support person, when assisting a person with a disability to obtain, use or benefit from the Township's goods and services, will generally be permitted to attend at no charge where an admission fee is applicable.

**f. Disruption of Services**

If there is a temporary disruption in a particular facility or service used to allow a person with a disability to access goods or services, the Township will attempt to give notice of the disruption to the public.

Notice of a temporary disruption shall be posted in a conspicuous place within the affected facility.

**g. Training**

The Township will provide training to its staff and volunteers about the provision of its goods and services to persons with disabilities. All Township employees and volunteers who deal with the public or other third parties and those involved in developing customer service policies, practices and procedures will receive Accessibility Awareness Training as soon as practical after beginning their employment. The Township will also provide ongoing training with respect to changes in its policies, practices and procedures to those individuals who require such training as soon as practicable. The Township will keep records of the training provided.

***General***

Every Department Head of the Township shall be responsible to provide the required training outlined in this Policy to all employees and volunteers under his/her direction who deals with the public or other third parties.

Every Department Head of the Township shall be responsible to provide the required training respecting the use of equipment or devices within his/her respective department that may help with the provision of goods or services to persons with a disability.

The Department Head shall keep records of the training provided. The record shall include a description of the training provided, the date on which the training is provided and the signature of the employee/volunteer who received the training. A copy of the record shall be forwarded to the office of the Clerk.

**h. Feedback Process**

The Township will have a mechanism to allow the public to provide feedback on the accessibility of the provision of goods and services.

**i. Notice of the Availability of Documents**

Notice of the availability of all documents required by the Accessibility Standards for Customer Service will be posted on the Township's website and available through the Township Clerk's office.

**EMPLOYMENT STANDARDS/ACCOMMODATION**  
**Bylaw 2018 - 21; Schedule 'C'**

**1. PURPOSE/BACKGROUND INFORMATION**

This policy is intended to meet the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 for the Employment Standard set forth under the Accessibility for Ontarians with Disabilities Act, 2005.

**2. ACCESSIBLE WORK ENVIRONMENT, GENERAL**

The Township will:

- Make reasonable effort to create an overall accessible work environment.
  
- Create a suitable accessible work environment for an employee with a disability, as soon as practicable after the Township becomes aware of their disability. It is the employees' responsibility to make the Township aware of their disability.
  
- Consult with the employee to take into account their accessibility needs.

**3. RECRUITMENT, ASSESSMENT, SELECTION PROCESS**

During a recruitment process, the Township shall notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, the Township shall consult with the applicant and provide or arrange for suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

When making an offer of employment, the Township shall notify the successful applicant of its policies for accommodating employees with disabilities.

**4. INFORMING EMPLOYEES OF SUPPORTS**

The Township will provide the policies and procedures for accommodating employees with disabilities to new employees as soon as practicable after they begin their employment as part of their employment orientation.

Whenever there is a change to existing policies and procedures for accommodating employees with disabilities, the employee's accessibility needs shall be taken into account.



## **5. ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS**

Where an employee with a disability so requests it, the Township shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is generally available to employees in the workplace and information that is required to perform the job effectively. The Township shall consult with the employee making the request to determine which accessible format or communication support is suitable.

## **6. WORKPLACE EMERGENCY RESPONSE INFORMATION**

The Township shall provide individualized workplace emergency response information for employees who have a disability if individualized information is necessary and the Township has been made aware of the employee's need for accommodation due to the disability.

If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the Township shall provide this information to a designated person that will assist the employee.

The individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization, when the employee's overall accommodation needs or plans are reviewed and when the Township reviews its general emergency response policies.

## **7. INDIVIDUAL ACCOMMODATION PLANS**

The Township shall develop written individual accommodation plans for employees with disabilities (Appendix A) that shall include:

- The manner in which the employee can participate in the development of the plan.
- The manner in which the Township can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.
- The steps that will be undertaken to protect the privacy of the employee's personal information.
- The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
- If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Individual accommodation plans shall include any information regarding accessible formats and communication supports that are to be provided, the individualized workplace emergency response information, and any other accommodation that is to be provided, upon request.

Individualized accommodation plans are not required for employees of which the township has not been made aware of their disability.

## **8. RETURN TO WORK PROCESS**

The Township shall ensure the written return to work process will adequately support employees who have been absent from work due to a disability and who require accommodations to return to work.

The return to work process shall outline the steps the Township will take to facilitate the return to work, including the development of an individual accommodation plan.

The return to work process does not replace or override any other return to work process created by or under any other statute.

## **9. PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT AND ADVANCEMENT AND REDEPLOYMENT**

The Township will take into account the accessibility needs of employees with disabilities and individual accommodation plans in the performance management process, when providing career development and advancement opportunities and when considering redeployment.

**THE CORPORATION OF THE TOWNSHIP OF SABLES-SPANISH RIVERS**

**INDIVIDUAL ACCOMMODATION PLAN  
DISABILITY-RELATED- Appendix A**

The goal of the individual accommodation plan is to assist the employee with restrictions/limitations that are disability-related.

Employee Name:		Department:	
Position:		Work Location:	
Type of Disability:			
Details of Individual Accommodation:			
Date of Implementation:			
Date to be Reviewed:			
Employee Signature:		Date:	
Supervisor Signature:		Date:	
Clerk-Administrator Signature:		Date:	