

THE CORPORATION OF THE TOWNSHIP OF SABLES-SPANISH RIVERS

MULTI-YEAR ACCESSIBILITY PLAN

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.

The Township of Sables-Spanish Rivers has approved and adopted Standards for Customer Service pursuant to Bylaw 2009-42, in accordance with Ontario Regulation 429/07. A copy of Bylaw 2009-42 is attached hereto as Schedule 'A' for ease of reference.

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

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.

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 of 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.

THE CORPORATION OF THE TOWNSHIP OF SABLES-SPANISH RIVERS

ACCESSIBILITY PLAN- CUSTOMER SERVICE

Bylaw 2009-42

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.