



The Corporation of the Municipality of
Central Elgin

MULTI-YEAR ACCESSIBILITY PLAN

2016-2021

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INTRODUCTION

COMMITMENT

The Corporation of the Municipality of Central Elgin is committed to removing barriers that prevent people with disabilities from accessing our facilities and services.

This Multi-Year Accessibility Plan outlines the Municipality's approach to ensuring that services provided will be done so in an accessible manner. The Municipality will continue to develop inclusive workplace policies and procedures.

The Municipality endeavours to demonstrate leadership for the local municipalities. Our goal is to ensure accessibility for our employees and the public we serve in our services and facilities.

BACKGROUND

For several years, the Joint Accessibility Advisory Committee (JAAC) has been removing barriers through processes outlined in the Ontarians with Disabilities Act (ODA), 2001. This process will continue, however, it will become integrated into the multi-year planning cycles. This process will combine the planning requirements of the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005. This combined planning process will be reviewed once every five years or until the ODA, 2001 is repealed.

ACCESSIBILITY ADVISORY COMMITTEE

The Joint Accessibility Advisory Committee (JAAC) is a public committee that is comprised of persons with disabilities and municipal staff members from both the County of Elgin and Municipality of Central Elgin. The purpose of the committee is to provide recommendations to each respective Council on the removal and prevention of barriers.

OBLIGATIONS

This Multi-Year Plan is based upon requirements under the Accessibility for Ontarians with Disabilities Act (AODA). The AODA sets out the roadmap for an accessible Ontario by 2025. It contains standards in the following five areas:

- Customer Service
- Information and Communications
- Employment
- Transportation and;
- Built Environment

The Accessible Customer Service Standard came into effect in 2008. In 2011, under the Integrated Accessibility Regulation, the Province combined Information and Communications, Employment and Transportation. In 2014, the Province added the Design of Public spaces into the Integrated Accessibility Standard and the Ministry of Municipal Affairs and Housing has updated the Ontario Building Code to include barrier free amendments. When considering municipal projects, every attempt will be made to meet or exceed these regulations and requirements where possible.

This plan outlines the requirements of the AODA along with projected timelines. An annual status report will be developed that will report on the previous years accomplishments.

The plan will be reviewed and updated once every five years which will include consultation with the public.

MONITOR AND REVIEW

This Multi-Year Accessibility Plan will be reviewed and updated at least once every five years. An annual status report will be completed to document the progress and measures taken to implement Central Elgin's strategy and meet the requirements under the AODA.

PLAN COORDINATION

The County's Accessibility Coordinator assists the Deputy Clerk in the development of this plan, in consultation with the Joint Accessibility Advisory Committee (JAAC).

All staff has a role to play in identifying, removing and preventing barriers.

Employees who are engaged and knowledgeable are able to incorporate accessibility considerations into their daily business practices.

TIMELINE AND DELIVERY

OUTCOMES

- People with disabilities will receive quality goods and services in a timely manner
- People with disabilities will have access to Municipally-produced information and communications
- A barrier-free recruitment process
- Greater accessibility in municipally owned facilities
- Staff will be able to identify barriers to accessibility and actively seek solutions to prevent or remove them

APPROACH

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

TIMELINES

<ul style="list-style-type: none">• The development of policies• Developing a multi-year accessibility plan• Purchasing requirements• Emergency and public safety information• Report to the Accessibility Directorate of Ontario (2013)	2012-2013
<ul style="list-style-type: none">• Employment• Training• Feedback process• Accessible formats and communication supports• Accessible Websites and web content• Report to the Accessibility Directorate of Ontario (2015)	2014-2016

ACCESSIBLE CUSTOMER SERVICE

The Municipality of Central Elgin is committed to ensuring that all customers receive accessible services in a timely manner. Members of the public will receive an equitable customer service experience that meets their needs. The Municipality will achieve this by:

- Reviewing and updating policies to ensure high quality, accessible service delivery
- Embedding accessibility requirements into staff training and orientation materials
- Reviewing customer feedback and taking appropriate action

Progress

- Developed Accessible Customer Service Policy (2009)
- Alternate formats are available through consultation with the County's Accessibility Coordinator and/or Deputy Clerk
- Accessible Customer Service Training to all staff (2009)
- Continuing to review and update policies to ensure consideration of people with disabilities
- Accessible Customer Service Training to new employees – offered through orientation and new hirings
- Updated the Municipality's Accessibility Policy
- Reviewed Accessible Customer Service Policy and incorporated requirements under the Integrated Accessibility Regulation (*known as Central Elgin Municipal Accessibility Policy*)

Goals

- Review current processes to receive feedback from the public
- Review current processes on how public can request an alternate format
- Continue to fulfill the needs of residents and customers under the Accessible Customer Service Standard
- Review requirements under Accessible Customer Service pending update in 2016

INTEGRATED ACCESSIBILITY REGULATION

GENERAL

The Integrated Accessibility Regulation requires the Municipality to:

- Develop policies on how the Municipality will achieve accessibility and meet the requirements of the regulation
- Develop a statement of organizational commitment
- Develop a multi-year accessibility plan and post an annual status report on the Municipality's website outlining the progress that has been made
- Train staff on the requirements of the regulation and the Ontario Human Rights Code as it pertains to people with disabilities

Progress

- Developed Municipal Accessibility policy which describes how Central Elgin will achieve accessibility through meeting the requirements under the Integrated Accessibility Regulation (*known as Central Elgin Accessibility Policy*)
- Included in Central Elgin's Accessibility Policy is a statement of organizational commitment.
- Training staff on the requirements under the Accessible Customer Service standard and the Integrated Accessibility Standard
- Reported compliance to the Accessibility Directorate (2015)

Goals

- Review corporate HR policies to ensure they reflect the requirements of the AODA
- Update Accessibility Policy to reflect updated Accessible Customer Service Standard
- Review and amend, if necessary, purchasing procedures related to accessibility and incorporate into existing procedures, where possible

INFORMATION AND COMMUNICATIONS

Information and communications are a large part of Central Elgin's daily business and as a result it is important to ensure that information and communications are created in a way that considers accessibility.

The Municipality will follow universal design principles and best practices when developing, implementing and maintaining information and communication strategies. This includes websites, print communication materials as well as face-to-face interactions.

The Municipality is committed to ensuring that information and communications are available and accessible to people with disabilities. We will do this by:

- Achieving compliance with the Web Content Accessibility Guidelines (WCAG 2.0) to ensure websites are accessible to people with disabilities.
- Developing resource materials for creating accessible documents for common software programs such as MS Word, Excel and PowerPoint.
- Ensuring that emergency information, procedures, plans and public safety information is available in alternate formats, when requested.
- Developing a training strategy to ensure that staff has the knowledge, tools and technical advice to create accessible materials.

Progress

- Website Redesign in accordance with WCAG 2.0 (May 2013)
- Training for staff on how to make documents accessible, in accordance with WCAG 2.0 requirements (ongoing)
- Emergency Plan and related procedures are available in an alternate format, upon request
- Developed strategy to ensure WCAG compliance for web documents (ongoing)
- Developed accessible templates for web documents (ongoing)

Goals

- Documents are available in an alternate format, upon request.
- Continue to educate staff on the need for accessible documents
- Train staff on making documents accessible
 - Creating Accessible Templates (Word and PDF)
- Continue to educate staff on the need for accessible documents
- Accessibility Coordinator to review Laserfiche program to determine the accessibility of documents
- Review process for obtaining accessible formats and communication supports to determine if an update is needed
- Research accessible communications and determine if a guideline is needed for staff.
- Continue to monitor website compliance

EMPLOYMENT

The Municipality of Central Elgin is committed to providing and ensuring that the process of finding, getting and keeping a job is as inclusive as possible in order to build an effective workforce. Human Resources staff will be provided resources 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 and providing employment accommodations upon request
- How to identify and remove barriers in the workplace
- Enhancing workplace emergency responses through individualized emergency response information and assistance as required
- Revising individual work plans and developing a manager's guide, tools and templates to remove barriers from the recruitment process

Progress

- Job advertisements inform the public that accommodations will be provided, upon request. Applicants need to make their accommodation needs known in advance
- Developed workplace emergency response information policy and provided a copy to municipal staff
- Continuing to remove barriers from the selection process. All applicants who are invited to interviews are being asked if they require accommodations in order to participate
- Job advertisements are currently posted in a variety of newspapers and websites
- Job advertisements and descriptions will be provided in an alternate format upon request

Goals

- Continue to monitor and amend HR policies to ensure compliance with AODA regulations

ACCESSIBLE BUILT ENVIRONMENT

The Municipality of Central Elgin will strive to ensure that new facilities are designed and built with universal design principles in mind. Building plans for municipally owned buildings are currently reviewed by the Joint Accessibility Advisory Committee (JAAC).

As part of the procurement process staff are required to consult with a variety of standards and guidelines to determine the most accessible and feasible design choices available.

On January 1, 2013 the Province of Ontario amended the Integrated Accessibility Regulation (O.Reg 191//11) to include the Design of Public Spaces. In January 2015, the Province released the amended Ontario Building Code which included updates to the barrier free section.

Municipal accomplishments and planned projects related to the accessible built environment will be outlined in Appendix A

COMMUNICATION

This plan will be available on the municipal website, located at www.centralelgin.org. A print copy of this plan is available by contacting Dianne Wilson, Deputy Clerk, Municipality of Central Elgin.

FEEDBACK

The Municipality of Central Elgin is committed to ensuring accessibility is a reality throughout all municipal facilities and municipal business operations.

As we progress, any thoughts or feedback would be appreciated.

Please contact us should you have any questions.

CONTACT INFORMATION

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This document is available in alternate formats upon request.

APPENDIX A

	Project	Location	JAAC Consultation	Completion Date
Trails	Ad hoc Trails Master Plan Committee established by Council February 2014 (County Accessibility Coordinator attends meetings)			
Beach access routes	Opening of West Breakwater Municipality purchased two new beach wheelchairs in 2015	Main Beach	JAAC viewed on-line videos of wheelchairs prior to purchase by municipality	September 2015
Outdoor Public Eating Areas				
Outdoor Play Spaces				
Exterior Paths of Travel				
Accessible Parking	Increased accessible parking spaces	Main Beach	Discussed with JAAC	Spring 2016
Ramp				
Obtaining Services				
Accessible Pedestrian Signals	Not applicable			
Elevator	Installed New Elevator	Belmont Library	JACC reviewed plans	March 2016
Doors				

APPENDIX B

As defined in the AODA, the Municipality of Central Elgin is a large designated public sector organization with 50+ employees. The Accessibility Standards for Customer Service (Regulation 429/07) and the Integrated Accessibility Standards (Regulation (191/11) provide timelines for compliance.

Year	Relevant Section of the Standard	Requirements	Compliance
January 1, 2010	<p>Customer Service Standard (2010 only)</p> <p>Section 3 to 9</p>	<p>Customer Service Establishment of policies, practices and procedures governing the provision of goods or services to persons with disabilities that respects the dignity and independence, deals with the use of assistive devices and ensures communication with persons with disabilities in a manner that takes into account the person's disability.</p> <p>Establishment of policies, practices and procedures governing the use of service animals, the accompaniment of support persons and notice of temporary disruptions for persons with disabilities.</p> <p>Training be provided to every person who deals with the public and/or who participates in developing policies, practices and procedures governing the provision of goods and services.</p> <p>Provisions of notice of availability of documents upon request and that the documents are provided in a format that takes into account a person's disability.</p>	<p>Developed Accessible Customer Service Policy September 2009 which has since been updated to Municipality of Central Elgin Accessibility Policy December 2012.</p> <p>Training was provided to all staff 2009 and continues with new hires and orientation.</p> <p>Form for requesting an alternate format is available on the municipal website.</p>

January 1, 2012	Integrated Accessibility Standards, Section 13 Section 27	<p>Information and Communications</p> <p>Provision of emergency procedures, plans or public safety information in an accessible format or with appropriate communication supports, upon request</p> <p>Employment</p> <p>Provision of individualized workplace emergency response information to employees who have a disability</p>	<p>Statement has been placed on website indicating who to contact for accessible formats</p> <p>Developed Workplace Emergency response information policy for employees with disabilities.</p>
January 1, 2013	Section 3 Section 4 Section 5 Section 6	<p>General Requirements</p> <p>Development, implementation and maintenance of written policies and statement of organizational commitment to meet accessibility needs of persons with disabilities.</p> <p>Preparation of a multi-year accessibility plan at least once every 5 years completed on consultation with person with disabilities</p> <p>Development of a procurement policy describing how the Municipality will consider the needs of persons with disabilities when procuring or acquiring goods, services or facilities (physical infrastructure).</p> <p>Incorporation of accessibility features when designing, procuring or acquiring self-serve kiosks.</p>	<p>Developed Municipal Accessibility Policy which includes statement of organizational commitment (December 2012)</p> <p>Developed multi-year accessibility plan for 2013-2015. Updated for 2016-2021.</p> <p>Developed Accessible Procurement Policy (December 2013).</p> <p>Developed "Guide to Accessibility Requirements for purchasing goods, services and facilities for the Municipality of Central Elgin" (December 2013)</p>

	Sections 25, 26 & 28 Section 29 Sections 30 - 32	Performance management, career development and redeployment processes of employees with disabilities	
January 1, 2015		Information and Communications	Request form available for accessible formats and communication
	Section 12	Provision of accessible formats and communication supports for persons with disabilities, made available upon request	
January 1, 2016	Whole regulation	Design of public spaces	Review procedures/guidelines related to the Design of Public Spaces. Develop training for staff as necessary.
January 1, 2021	Section 14	Information and Communications Ensure all internet websites and web content will conform to established W3C Consortium Web Content Accessibility Guidelines 2.0., Level AA (some exceptions)	Review website in 2018 to determine next steps for website and its content