



# Multi-Year Accessibility Plan

*Township of Perry - 2020*

# Multi-Year Accessibility Plan

## Introduction

The Provincial Government passed the *Accessibility for Ontarians with Disabilities Act* (AODA) in 2005. It is the goal of the government of Ontario to make Ontario accessible by 2025. The Township of Perry is committed to complying with the *Accessibility for Ontarians with Disabilities Act, 2005* and all of the standards and regulations under it in order to meet the accessibility needs of persons with disabilities in a timely manner.

The associated regulation, *Integrated Accessibility Standards Regulation* (IASR) requires that effective January 1, 2014, the Township of Perry establish, implement, maintain and document a multi-year plan which outlines the municipal strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the Act.

Under the IASR, the following accessibility standards set certain requirements that are applicable to the Township of Perry:

- Customer Service;
- Information and Communications;
- Employment; and
- Design of Public Spaces

This multi-year plan outlines the Township's strategy to prevent and remove barriers to address the current and future requirements of the AODA and IASR, and in order to fulfill our commitment as outlined in By-Law 2012-40, Customer Service Policy and By-Law 2013-49, Integrated Accessibility Standards Regulation Policy.

The Township of Perry welcomes feedback in relation to this Plan, in the format most convenient to the person providing feedback. Our Accessibility policies, Multi-Year Accessibility Plan, feedback and document request procedures are available under the Accessibility link on the Township of Perry's website at [www.townshipofperry.ca](http://www.townshipofperry.ca).

Where this Plan specifies that documents, alternative formats or communication supports are available upon request, such requests should be directed to 705.636.5941, or in writing to The Township of Perry, 1695 Emsdale Road, P.O. Box 70, Emsdale, Ontario P0A 1J0.

In accordance with the requirements set out in the IASR, The Township of Perry will:

- Post this Plan on its website;
- Provide this Plan in an accessible format, upon request; and
- Review and update this Plan at least once every five years.

## **Overview**

- Accessibility Standards for Customer Service
- Integrated Accessibility Standards Regulations (IASR):
  - 1) Emergency Procedure, Plans or Public Safety Information
  - 2) Workplace Emergency Response Information
  - 3) Training
  - 4) Accessibility Policy and Multi-Year Accessibility Plan
  - 5) Information and Communication Standards
    - a) Feedback, Accessible Formats and Communication Supports
    - b) Accessible Websites and Web Content
  - 6) Employment Standards
    - a) Recruitment, Assessment and Selection
    - b) Individual Accommodation Plans/Return to Work Process
  - 7) Public Spaces

## **Accessibility Standards for Customer Service**

The Accessibility Standards for the Customer Service Regulation were created to establish accessibility standards for customer service in Ontario. In keeping with this regulation, the organization is committed to providing respectful services that focus on the unique needs of the individual.

The following measures have been implemented by the Township of Perry:

- Ensuring all persons who, on behalf of The Township of Perry, deal with the public or other third parties, and all those who are involved in the development and approvals of customer service policies, practices and procedures, as well as all other providing services, are trained to

communicate and provide the best possible customer service to all customers, including persons with disabilities.

- Ensuring staff are trained and familiar with various assistive devices that may be used by people with disabilities who are accessing the Township's goods or services.
- Ensuring persons who are accompanied by a service animal in areas of the Township open to the public are accommodated.
- Ensuring that if a person with a disability is accompanied by a support person, the support person is accommodated.
- Issuing a public notice in a timely manner in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities. The notice must include the reason of the disruption, the anticipated duration, and a description of alternative facilities or service, if any, that may be available.
- Continuing to welcome and appreciate feedback from persons with disabilities through multiple communication methods and through the Customer Comment Form found on the municipal website.
- Reporting compliance with the customer service standard on the Accessibility Compliance Reporting.

**Required compliance date: January 1, 2012**

**Status: Complete**

### **Integrated Accessibility Standards Regulation**

#### *Emergency Procedure, Plans or Public Safety Information*

The Township of Perry is committed to complying with the provisions of the AODA and IASR in respect of this requirement, with the objective of making the Township safer for persons with disabilities during emergency circumstances.

The following measures will be implemented by the Township of Perry in the event of an emergency:

- Emergency procedures and public emergency safety information that is prepared by the Township of Perry and made available to the public,

will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

**Required compliance date: January 1, 2012**

**Status: Complete**

#### *Workplace Emergency Response Information*

Where the Township of Perry is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

The following measures were implemented by the Township of Perry effective January 1, 2012:

- Where the Township becomes aware of the need to accommodate an employee's disability, and if the employee's disability is such that the individualized emergency response information is necessary, the Township will provide individualized workplace emergency response information to the employee with the disability as soon as practicable after it becomes aware of the need.
- If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent, the Township will provide the workplace emergency response information to the person designated by the Township to provide assistance to the employee.
- The municipality will review the individualized workplace emergency response information when:
  - The employee moves to a different position in the township;
  - The employee's overall accommodations needs or plans are reviewed; and / or
  - The municipality reviews its general emergency response policies.

**Required compliance date: January 1, 2012**

**Status: Complete**

## *Training*

The Township of Perry is committed to implementing a process to ensure that all employees, volunteers, and all other persons who provide goods, services on the Township's behalf, and persons participating in the development and approval of the Township's policies are provided with appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities, and are provided with such training as soon as practicable.

In accordance with the IASR, the municipality will:

- Develop and implement appropriate training materials.
- Ensure training is provided before or as soon as possible after the trainee commences duties and whenever the Township alters its policies and practices regarding accessibility.
- Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided.

**Required compliance date: January 1, 2015**

**Status: Complete**

## *Accessibility Policy and Multi-Year Accessibility Plan*

In accordance with the IASR, the municipality will ensure the following:

- The Township's Corporate Accessibility Policy was passed by By-law 2013-49 on December 18, 2013. The Policy affirms the Township's commitment to meeting the accessibility needs of persons with disabilities in a timely manner and governs the way that the Township will achieve accessibility.
- The municipality created this *Multi-Year Accessibility Plan* outlining the Township's phased-in strategy for identifying, removing and preventing barriers to accessibility.
- The Policy and Plan are posted on the Township of Perry website and will be provided in alternate formats upon request.
- The Plan will be reviewed and updated at least once every five years.

**Required compliance date: January 1, 2014**  
**Status: Complete**

### **Information and Communication**

#### *Feedback, Accessible Formats and Communication Support*

The Township of Perry is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making applicable municipal information and communications accessible to persons with disabilities.

In accordance with the IASR, the municipality will:

- Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.
- Except as otherwise provided for under the IASR, provide or arrange for the provision of accessible formats and communication supports upon request for persons with disabilities in a timely manner that takes into account the person's disability needs.
- Consult with the person making the request in determining the suitability of an accessible format or communication support.
- The Township has provided notification to the public about the availability of accessible formats and communications supports by posting on the municipal website.

**Required compliance date: January 1, 2015**  
**Status: Complete**

#### *Accessible Websites and Web Content*

In 2015, the Township of Perry launched a new website whereby the web content conforms to Level AA of the Worldwide Web Consortium's Web Content Accessibility (WCAG 2.0) Guidelines. The Township will ensure that its website will continue to comply with WCAG 2.0 Guidelines and IASR regulations.

**Required compliance date: January 1, 2014**  
**Status: Complete**

## **Employment**

### *Recruitment, Assessment and Selection*

The Township of Perry will 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 in the assessment / selection process. This will include:

- Notify all job applicants and the public that accommodation is available during the recruitment process on request.
- Specify that accommodation is available for applicants with disabilities in recruitment-related materials and during scheduling of interviews and assessments.
- If an applicant requests accommodation, consult with the applicant and arrange for the provision of suitable accommodation that takes into account the applicant's needs due to disability.
- When making offers of employment, notify the successful applicant of the Township's policies for accommodating colleagues with disabilities.
- Develop and provide appropriate training to colleagues responsible for recruitment, assessment and selection to ensure these planned actions are delivered, and accommodation requests are fulfilled in an effective and timely manner.

**Required compliance date: January 1, 2015**

**Status: Complete**

### *Individual Accommodation Plan and Return to Work Process*

In accordance with the IASR, the municipality will ensure that a prescribed process will be followed to accommodate an employee with a disability and facilitate an employee's return to work after absenteeism due to disability. The IAP and return to work processes will include the following elements:

- The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
- The means by which the employee is assessed on an individual basis.



- The manner in which the municipality can request an evaluation by an outside medical or other expert, at the Township's expense, to assist the municipality in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
- The steps taken 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 IAP in a format that takes into account the employee's accessibility needs due to disability.

Individual accommodation plans will:

- If requested, include any information regarding accessible formats and communications supports provided, as required in the Standard;
- If required, include individualized workplace emergency response information, as required in the Standard; and
- Identify any other accommodation that is to be provided.

The Township will ensure that the return to work process outlines the steps the municipality will take to facilitate the employee's return to work after a disability-related absence. Additionally, the municipality will develop a written individualized return to work plan for such employees, and include the individual accommodation plan, as discussed above, in the return to work process.

**Required compliance date: January 1, 2015**

**Status: Complete**

## **Public Spaces**

### *Design of Public Spaces*

The standard for the design of public spaces only applies to new construction and major changes to existing features.

Following are the highlights of what the standard covers and the Township will endeavor to implement these regulations:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in local communities
- Exterior paths of travel, like sidewalks, ramps, stairs, curb ramps, and rest areas
- Accessible parking
- Maintenance and restoration of public spaces

**Required compliance date: January 1, 2016**

**Status: Complete**