

THE TOWNSHIP OF MCNAB BRAESIDE



2017 – 2021

MULTI-YEAR ACCESSIBILITY PLAN

This document is available in alternate formats, upon request.

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The Township of McNab Braeside

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1. Introduction

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was enacted to develop, implement, and enforce Accessibility Standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, premises and transportation throughout Ontario by the year 2025. Accessibility Standards include the Accessible Customer Service Standard (O. Reg. 429/07), the Integrated Accessibility Standard Regulation (O. Reg. 191/11) – including the Information & Communication, Transportation, Employment and the Design of Public Spaces Standards.

Under the Integrated Accessibility Standards Regulation (IASR), the Township of McNab/Braeside (the Township) is required to establish, implement, maintain and document a multi-year accessibility plan. This plan outlines the Township of McNab/Braeside's strategy to identify, prevent and remove accessibility barriers, and meet its requirements under the IASR.

In accordance with the requirements set out in the Integrated Accessibility Standard Regulation, the Township of McNab/Braeside will:

- Post the accessibility plan on its website (www.mcnabbraeside.com);
- Provide the plan in an accessible format upon request;
- Review and update the accessibility plan at least once every five years;
- Establish, review and update the accessibility plan in consultation with persons with disabilities and the Municipal Accessibility Advisory Committee;
- Prepare an annual status report and post it on the Township of McNab/Braeside's website.

2. Municipal Accessibility Advisory Committee

The Township of McNab/Braeside's Accessibility Advisory Committee (AAC) was established in 2009. The AAC is responsible for the provision of advice to Council on specific initiatives to be undertaken by the Township and to provide guidance on accessibility issues affecting municipal operations. This consultation assists with the prevention, identification and removal of barriers that restrict people with disabilities from participating in programs or accessing services and facilities. The Committee meets on a regular basis and is dedicated to working towards a barrier-free municipality.

3. Township of McNab/Braeside Statement of Commitment

The Township of McNab/Braeside is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

4. Report on Measures to Identify, Remove and Prevent Barriers

4.1 Customer Service

From 2010-2012, the Township of McNab/Braeside (the Township) continued to comply with the Accessibility Standards for Customer Service Regulation (O. Reg. 429/07). A copy of the Accessible Customer Service Standards Regulation Policy is included in the appendix of this document and can also be accessed on the Accessibility pages of the Township of McNab/Braeside's web site (<http://www.mcnabbraeside.com/municipal-services/accessibility/>). The Township of McNab/Braeside will continue to train new employees on the Customer Service Standard.

The Township was required to be compliant with this regulation on January 1, 2010 and met this deadline. Compliance was reported to the Ministry of Community and Social Services as required in March 2010. Compliance includes:

- a) Policies and procedures on providing goods and services to people with disabilities in the areas of:
 - An Accessibility Policy which incorporates dignity, independence, integration, and equity;
 - Use of service animals and support persons;
 - Notice of temporary disruptions;
 - Provisions of a feedback process for the public to submit concerns about accessibility;
 - Use of assistive devices.
- b) Training on Accessible Customer Service is provided which includes all content required under this regulation.
- c) All Township of McNab/Braeside staff completed Accessible Customer Service Training.
- d) All new staff receives AODA Customer service Training at orientation.

4.2 Accessibility Feedback

The Township of McNab/Braeside has an accessible feedback process in place. Feedback can be provided in multiple formats including in person, by mail, phone, fax and email.

In person/mail: 2508 Russett Drive
Arnprior, Ontario
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Telephone: 613-623-5756
Toll free: 1-800-957-4621
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Email: info@mcnabbraeside.com

4.3 Accessibility Planning

In 2013 the Township of McNab/Braeside embarked on an accessibility planning process to identify preparedness for compliance with the AODA Integrated Accessibility Standards Regulation (IASR) and to develop a multi-year accessibility plan.

The Township has an internal Accessibility Advisory Committee that meets regularly to review progress in meeting the requirements of the AODA and to monitor progress on implementing the annual accessibility plans and to determine that barrier-removal and barrier-prevention strategies are implemented effectively.

4.4 Barrier Identification and Removal

- a) Continue to remove barriers from existing facilities and infrastructure as identified in the Township of McNab/Braeside's previous accessibility plan in addition to others that are identified including washroom renovations, ramps and automatic door openers.
- b) Continue to remove barriers from Township services and programs.
- c) All existing sidewalks that are rehabilitated, replaced and reconstructed are completed to current engineering standards to provide a safe uniform walking surface which incorporates barrier free ramps at each intersection.
- d) Future purchase of accessible picnic tables for parks and beaches.

4.5 Strategies for Barrier Prevention

- a) The Accessibility Advisory Committee will continue to review plans for new Township owned buildings and major renovations, and comments on site plan controls.
- b) The Township plans to incorporate accessible counters, power door operators, assisted listening systems, accessible washrooms, ramps and more when completing renovations at all Township facilities.

5.0 Accessibility Plan

The Integrated Accessibility Standard Regulation (ONTARIO REGULATION 191/11) consists of 6 parts:

- I. General Requirements
- II. Information and Communication Standards
- III. Employment Standards
- IV. Transportation Standards
- V. Design of Public Spaces Standards (Accessibility Standards for the Built Environment)
- VI. Compliance

The following chart provides an overview of the timeline for compliance with the AODA Standards for a Broader Public Sector Organization with 50+ employees.

Timelines for Compliance with Accessibility Standards Broader Public Sector

2012	2013	2014	2015
Information and Communications <ul style="list-style-type: none"> • Emergency and public safety information 	General Requirements <ul style="list-style-type: none"> • Policies • Accessibility Plans • Procuring or acquiring goods, services or facilities • Kiosks 	General Requirements <ul style="list-style-type: none"> • Training 	Information and Communications <ul style="list-style-type: none"> • Accessible formats and communication supports
Employment <ul style="list-style-type: none"> • Workplace emergency information 	Information and Communications <ul style="list-style-type: none"> • Public Libraries 	Information and Communications <ul style="list-style-type: none"> • Accessible feedback process 	2016 Design of Public Spaces <ul style="list-style-type: none"> • Recreational Trails and

		<ul style="list-style-type: none"> • New internet websites and web content on those sites must inform with WCAG 2.0 Level A 	<p>Beach Access Routes</p> <ul style="list-style-type: none"> • Outdoor Public Use Eating Areas and Play Spaces • Exterior Paths of Travel • Accessible Parking • Obtaining Services
<p>Transportation</p> <ul style="list-style-type: none"> • Transit stops • Storage of mobility aids • Companions and Children • Availability of information on accessibility equipment • General responsibilities • Emergency preparedness and response • Courtesy seating 	<p>Transportation</p> <ul style="list-style-type: none"> • Accessibility Plans • Coordinated Services • Service disruptions • Visitors • Fare parity (within same provider) • Alternative accessible method of transportation • Hours of service (within same provider) • Service delays • Duties of municipalities (bus stops/shelters) • Fare (payment options) 	<p>Employment</p> <ul style="list-style-type: none"> • Recruitment • Employees returning to work • Employee accommodation • Performance management, career development and deployment 	<p>2017</p> <p>Transportation</p> <ul style="list-style-type: none"> • Pre-boarding and on-board announcements (electronic) • Categories of eligibility
		<p>Transportation</p> <ul style="list-style-type: none"> • Training • Trip restrictions • Fares, support persons • Eligibility application process (existing) • Booking • Emergency or compassionate grounds 	<p>2021</p> <p>Information and Communications</p> <ul style="list-style-type: none"> • All internet websites and web content on those sites must be conform with WCAG 2.0 Level AA, excluding live captioning

The Township of McNab/Braeside's plan for meeting the requirements of the applicable sections of the Integrated Accessibility Standard Regulation IASR is presented below.

5.1 Emergency Procedure, Plans or Public Safety Information (2012)

Safety is a priority for the Township of McNab/Braeside and we strive to ensure that our facilities are safe for public visitors and employees. The Township is required to make emergency procedures, plans or public safety information available in an accessible format or with appropriate communication supports, upon request.

Actions Taken:

- The Township of McNab/Braeside undertook a review of emergency procedures at each of its facilities to ensure that information was available in an accessible format or with appropriate communication supports, as soon as practicable, upon request;

Actions Planned:

- 72 Hour Emergency Preparedness Guides for People with Disabilities will be made available at the Township office and on the Township of McNab/Braeside's website.

5.2 Workplace Emergency Response Information

Where the Township of McNab/Braeside 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.

Actions Planned:

- An employee-wide communique will be deployed to identify employees with disabilities requiring workplace emergency response assistance.
- Individualized workplace emergency plans will be prepared for employees who have disclosed a disability and who require accommodation.
- Review and revise individualized workplace emergency plans on an ongoing and regular basis.

2013 Compliance Requirements

5.3 Accessibility Policies

The Township of McNab/Braeside Accessibility Policy has been updated to include the Integrated Accessibility Standards Regulation requirements and an organizational

statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner.

The policy is consistent with:

- Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 (AODA)
- Ontario Regulation 191/11 Integrated Accessibility Standards (IASR)
- Ontario Regulation 429/07 Accessibility Standards for Customer Service
- Ontarians with Disabilities Act, 2001, S.O. 2001, c. 32 (ODA)
- Human Rights Code, R.S.O. 1990, c. H.1

Actions Planned:

- Continue to review Township policies and standard operation procedures to identify opportunities to integrate AODA requirements.

5.4 Accessibility Plan (2013)

The Multi-Year Accessibility Plan was developed and will be reviewed with the Accessibility Advisory Committee and any recommendations will be added to the plan in consultation with the Accessibility Advisory Committee. The Accessibility Plan will be posted on the public website. An annual status report on the progress of measures taken to implement the Township's strategy to prevent and remove barriers and meet its requirements under this Regulation will be prepared and posted on the Township's website.

5.5 Procurement (2013)

The Township of McNab/Braeside will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except when it is not practical to do so. An explanation will be provided upon request if it is determined that incorporating accessibility criteria and features is not practicable.

Actions Taken:

- The Township of McNab/Braeside's purchasing By-law has been amended to include an AODA compliance condition.

Actions Planned:

- Develop tools to assist procurement staff determine applicable accessibility criteria and features and evaluate proposals with respect to those standards.

5.6 Self Kiosks (2013)

The Township of McNab/Braeside will incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

5.7 Training (2013)

The Township of McNab/Braeside is committed to implementing a process to ensure that all employees, volunteers, all other persons who provide goods, services or facilities on behalf of the Township of McNab/Braeside and persons participating in the development and approval of the Township of McNab/Braeside'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. The training on the requirements of the accessibility standards and on the *Human Rights Code* will be appropriate to the duties of the employees, volunteers and other persons.

Actions Planned:

- Training on the requirements on the IASR and the Ontario Human Rights Code as it pertains to persons with disabilities will be provided.
- All employees, volunteers and persons participating in the development and approval of policies will be provided with training.
- The Township will document 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.
- Training will be provided whenever changes to Accessibility Policies are made.

5.8 Information and Communication Standards (2014)

The Township of McNab/Braeside is committed to making information and communications accessible to persons with disabilities. The information we provide and the ways we communicate are key to delivering our programs and services to the public. The Township of McNab/Braeside will incorporate accessibility requirements under the Information and Communication Standard to ensure that its information and communications systems and platforms are accessible and are provided in accessible formats and with communication supports that meet the needs of person with disabilities.

Actions Taken:

- The Township of McNab/Braeside has been working towards compliance with the Web Content Accessibility Guidelines (WCAG) 2.0 as required under the AODA in the development of its websites since 2010.

Actions Planned:

- Updates to the current Township of McNab/Braeside's website are ongoing to improve accessibility and to meet WCAG requirements.
- Conduct regular reviews of the Township of McNab/Braeside's website content for accessibility.
- Develop guidelines and best practices for creating accessible documents and work with staff who create documents for public use to create web-ready, accessible documents at source.
- Continue to respond to feedback with respect to accessibility at the Township of McNab/Braeside through accessible feedback processes.
- Ensure that all new websites and web content meets Web Content Accessibility Guidelines 2.0 Level A with a goal of meeting AA requirements as soon as possible.
- To continually improve accessibility of the Township of McNab/Braeside information and communications by identifying accessibility barriers and striving for barrier removal.

5.9 Employment Standards (2014)

The Township of McNab/Braeside is committed to creating an inclusive workplace and to ensure that accessibility for people with disabilities is included throughout the employment life cycle.

Actions Taken:

- The Human Resources Department has an established procedure for accommodating workers with disabilities.
- A documented Return to Work process is in place.

Actions Planned:

- Review current Human Resource policies and procedures with an accessibility perspective and ensure that the requirements of the Employment Standard and the Ontario Human Rights Code are met.
- Develop a barrier free recruitment strategy.
- Develop and document Individual Accommodation Plans for employees with disabilities.
- Continue to ensure that employees' individualized emergency protocols and individualized accommodation plans are reviewed on a regular basis.

5.10 Accessible Formats and Communications Supports (2015)

The Township of McNab/Braeside will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at a cost that is no more than the regular cost charged to other persons.

Actions Taken:

- Continue to use the accessible feedback and request mechanism as a means for enabling people with disabilities to request accessible formats or communication supports.

Actions Planned:

- Develop a mechanism for providing materials in an alternative format or with communication supports when requested.
- Update existing document templates to include accessibility requirements so that documents that regularly get posted to the website are accessible.

2016-2018

5.11 Design of Public Spaces (2016)

On January 1, 2013, the Integrated Accessibility Standards Regulation was amended to include accessibility requirements for the Design of Public Spaces.

Beginning January 1, 2016 the Township of McNab/Braeside had to meet accessibility requirements when constructing and maintaining new or redeveloped elements of public spaces including:

- Recreational trails and beach access routes
- Outdoor eating areas for public use
- Outdoor play areas (such as playgrounds)
- Exterior paths of travel (such as walkways across parks or between buildings)
- Accessible on- and off-street parking
- Service counters, queuing and waiting areas

Actions Planned:

The Township of McNab/Braeside, in conjunction with the Accessibility Advisory Committee and Recreation Committee work on improving the accessibility of public spaces on an ongoing basis.

5.12 Internet Website Accessibility

All Township of McNab/Braeside websites and web content must conform with WCAG 2.0 Level AA by January 1, 2021, other than:

- i. Success criteria 1.2.4 Captions (Live), and;
- ii. Success criteria 1.2.5 Audio Descriptions (Pre-recorded).

Actions planned:

- Conduct web accessibility audits on all existing websites and web content in order to determine accessibility compliance roadmap and remediation plan.

6. Measuring Results

6.1 Accessibility Reports

The Township of McNab/Braeside will prepare an accessibility report for submission to the Ontario Government every two years. The report will include how we have met our goals, commitments and the legislative requirements for those periods, as laid out in the plan. The report will be prepared in consultation with the municipal Accessibility Advisory Committee. The report will be available on our website and will be provided in alternate formats upon request.

6.2 Reviewing Feedback

We will also monitor and evaluate any feedback we have received throughout the year related to accessibility. This information may be integrated into our accessibility reports. Any comments on our accomplishments and plans are welcome and will be considered in our ongoing accessibility planning.

6.3 Revisions to the Multi-Year Accessibility Plan

If through public consultation, feedback, and our own accessibility action and planning processes, we feel that the Multi-year Accessibility Plan needs revision, the Township of McNab/Braeside will update it to reflect these insights. Revisions will be available on our website, and will be provided in alternate formats upon request.

7. Feedback Welcome

We welcome inquiries and feedback about accessibility and the Township of McNab/Braeside's efforts at meeting the Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standard and the Integrated Accessibility Standards regulation.

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