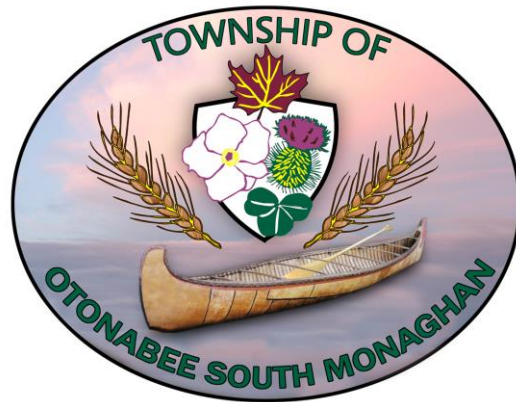


**The Corporation of the
Township
of
Otonabee-South Monaghan**



**Multi-Year Accessibility Plan
2016 - 2020**

The Township of Otonabee-South Monaghan

The Township of Otonabee-South Monaghan came into existence on January 1, 1998 after the amalgamation of the former Township of Otonabee and the former Township of South Monaghan.

The Township of Otonabee-South Monaghan is situated in the southern portion of Peterborough County with a population of 6,211. The total area for the Township is 51,326 HA.

The Corporation of the Township of Otonabee-South Monaghan as a responsible employer and provider of municipal services to the community, is committed to achieving the goal of equal access for all persons.

It is the Township's policy not to discriminate against persons because of their disabilities. The Township commits itself on a continuous basis to initiate improvements to increase accessibility. A further commitment is made to consider the duty to accommodate and to the goal of identifying and removing those barriers which prevent or limit the full and safe participation in, or enjoyment of services, facilities and programs by the public or its employees.

Municipal Structure

The Township of Otonabee-South Monaghan is comprised of a Reeve, Deputy-Reeve and three Councillors representing two wards and one Councillor-at-Large. The Township provides a wide ranges of services.

Legislation

Ontarians with Disabilities Act, 2001

People with disabilities have experienced unfairness and inequality in many aspects of their lives. In order to address this, the Ontario Human Rights Code has defined disability and outlines that we cannot discriminate based on a disability.

In December 2001, the *Ontarians with Disabilities Act* (ODA) was passed by the provincial government to improve access with opportunities for persons with disabilities. The purpose of this legislation was to ensure that persons with disabilities have improved opportunities and provides for their involvement in the identification, removal and prevention of barriers.

Accessibility for Ontarians with Disabilities Act, 2005

The *Accessibility for Ontarians with Disabilities Act, (AODA), 2005* provides for the development of standards in order to achieve accessibility for Ontarians with disabilities. The purpose of this legislation is to ensure the development, implementation and enforcement of accessibility standards on or before January 1, 2025 in areas of access to goods, services, facilities, accommodation, employment, buildings, structures and premises without impediment and to involve persons with disabilities in the development of those standards. This Act applies to the public sector (municipalities) and the private sector.

There are five (5) key accessible policy standard areas to be implemented:

1. Customer Service
2. Employment
3. Information and Communications
4. Transportation
5. Design of Public Spaces

“Disability” is defined as:

- a) Any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness, and includes but is not limited to: diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment or physical reliance on a guide dog or other animal, or on a wheelchair or other remedial appliance or device.
- b) A condition of mental impairment or a development disability.
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- d) A mental disorder; or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

The *Accessibility for Ontarians with Disabilities Act, (AODA), 2005* defines a **“barrier”** as anything that stops a person with a disability from fully taking part in society because of that disability. Some barriers include but not limited to:

- Physical barriers, e.g. a step at the entrance to a store;

- Architectural barriers, e.g. no elevators in a building that is more than one story
- Information or communication barriers, e.g. publication that is not available in large print
- Attitudinal barriers, e.g. Pity - patronizing attitudes, Inferiority - some people believe that individual is a "second-class citizen"
- Technological barriers, e.g. traffic lights that change too quickly before a person with a disability has time to get through the intersection
- Policies and Practices, e.g. different ways to complete a test as part of job hiring

Accessibility Standards

Standards were established in the following areas:

Customer Service Standard

The Customer Service Standard is the first of the five standards to come into force and effect. It pertains to the way in which we provide our goods and services to the public. Requirements of this standard involved policy development and extensive training to all employees who deal directly and indirectly with the public. The purpose of training is to make people more aware of various disabilities and learn helpful tips to ensure accessible customer service.

Integrated Accessibility Standard

Areas of information and communication, employment and transportation often have barriers for people with disabilities. In order to address these issues, the Ministry of Community and Social Services have combined accessibility requirements into one regulation.

These Integrated standards also apply to the Government of Ontario, the Legislative Assembly, every designated public sector organization and every person or organization that provides goods, services and facilities to the public or other third parties and that has at least one employee in Ontario.

- Information and Communication Standard focuses on accessible information and communications relating to the provision of goods and services such as websites, brochures, flyers, invoices, order forms, etc.
- Employment – prescribe how organizations provide accessibility for people with disabilities across all stages of the employment life cycle; for example: recruitment, retention, performance reviews, etc.
- Transportation – will prevent and remove barriers so that people with disabilities can more easily access transportation services across the province.

Built Environment Standard/Public Spaces

The proposed Built Environment standard is the last of the AODA accessibility standards to be considered. The requirements of the standard include accessibility in areas of buildings, site development, public ways along parks and trails. The main components look at new construction and extensive renovations. Accessibility in these areas will allow for greater independence for people with disabilities.

The Township of Otonabee-South Monaghan shall incorporate accessibility into public spaces that are newly constructed or redeveloped on and after January 1, 2016 and ensure that the requirements under the Design of Public Spaces Standards (Accessibility Standards for the Built Environment) for recreational trails and beach access routes, outdoor public use eating areas, outdoor play spaces, exterior paths of travel, accessible parking, and service related elements are followed. We shall provide maintenance and restoration of public spaces by ensuring our multi-year accessibility plan includes procedures for preventative and emergency maintenance of accessible elements in public spaces and procedures for dealing with temporary disruptions when accessible elements required under this section are not in working order.

Each of these provincial standards has established implementation targets and compliance requirements. In addition, all five standards will be reviewed and updated every five years until 2025.

In May 2010, the first independent review of the AODA was released and it concluded that in order to meet the 2025 deadline, the Province harmonize the standards related to information and communications, employment and transportation. As a result on July 1, 2011, the Ontario Government enacted the Integrated Accessibility Standard (Ontario Regulation 191/11 under OADA).

Administrative penalties for non-compliance also play a greater role within the AODA and its standards. Specifically, an organization to whom an accessibility standard applies must comply within the time frame indicated in the standard.

Compliance reports will be required every two years and must be available to the public. In addition, the compliance branch of the Accessibility Directorate of Ontario (ADO) may conduct random file audit to determine if the organization has met its compliance requirements. During the audit, an organization will be required to produce, on demand, any documents or reports requested by the auditor.

Non-compliance could result in the organization being asked to comply within a specified timeframe or paying an administrative penalty. Although the AODA is in place, until all accessibility standards have been enacted into law, the ODA will

remain in force. Therefore, municipalities will be obligated to comply with the two pieces of legislation.

Accessibility Plan – Objectives

As part of the Integrated Accessibility Standards Regulation (IASR) a multi-year action plan is required for compliance.

This plan describes the measures and strategies that the Township of Otonabee-South Monaghan will utilize in order to prevent and remove barriers and meet its requirements under the Regulation. The Accessibility Plan will be made available on the Township's website and also at the Township Office. The document will also be provided in an accessible format upon request.

The Township is committed to following through with this plan in order to ensure that compliance and accessibility requirements are achieved now and in the future.

Addressing Accessibility

The Township of Otonabee-South Monaghan aims to address accessibility through the development of strategies to identify, remove and prevent barriers, taking into account the implementation of the AODA legislation to ensure that both the public and private businesses, facilities, goods and services are more accessible.

Legislative Requirements

The Ontarians with Disabilities Act sets out the following requirements for large public sector organizations for mandatory compliance with the upcoming requirements under the Integrated Accessibility Standard Regulation:

Timeline and Deliverables

Outcomes:

- People with disabilities will receive quality goods and services in a timely manner.
- People with disabilities will have access to Township produced information and communications. Alternate formats and communication supports will be made available if original format is not accessible.
- A barrier-free recruitment process
- Greater accessibility in municipal-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 | 2012 – 2013 |
| <ul style="list-style-type: none">• Employment• Training• Feedback process• Accessible formats and communication supports• Accessible Websites and web content | 2014 - 2015 |

Projects Completed to Date

Customer Service Standard:

- Updates to the arena washroom facility for accessibility
- Updates to the Lions Building (former legion) for accessibility
- Updates to the Medical Centre washroom facility for accessibility
- Updates to the Bailieboro Library for accessibility
- Completed the necessary training for Accessible Customer Service
- Adopted the Township's Customer Service Policy and made available on the Township's website
- Accessible Election venue was provided during municipal election

General Requirements

- Completed general township policies (i.e. communicating with persons; service animals procedure; support persons)

Employment Standard:

- Workplace Emergency Response Information

Information and Communication Standard:

- Implementation of new website to comply with the required accessibility standards

Transportation Standard:

- The Transportation Standard is a sector-specific standard. This standard will apply only to organizations that are in the business of providing licensing passenger transportation services in the public and private sector (i.e. fixed route and public transit services, taxi services and school transportation). (Compliance deadline: Jan 1, 2012 – 2017 – requirements phased in)

Design of Public Spaces Standard:

- Currently no requirements due

Other:

- Chief Building Official continues to incorporate accessibility in any renovation projects if feasible.

2014 Accessibility Requirements

General Requirements:

- Training is provided on an ongoing basis in preparation of public documents
- Training provided to staff and Council with respect to policies, procedures and plans
- Training records will be maintained

Employment Standard:

- Notification provided to employees and the public about the availability of accommodation for applicants with a disability in the Township's recruitment process.

"The Township of Otonabee-South Monaghan is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. The Township of Otonabee-South Monaghan is also committed to providing accommodations for people with disabilities. If you require an accommodation, we will work with you to meet your needs. If contacted for an employment opportunity, please advise if you require accommodation."

- When recruiting the Township notifies the applicants when selected for assessment or selection process, that accommodations are available upon request.

- Employees are informed of accommodations available to complete their duties
- A personal emergency accessibility plan is available upon request and tailored to that individual's needs.
- Implemented a return to work policy

Information and Communication Standard:

- Annual review of the Customer Service Feedback system and ensure any feedback communications are in an accessible format

Transportation Standard:

- Not applicable

Design of Public Spaces Standard:

- Currently no requirements due in 2014

2015 Accessibility Requirements

General Requirements:

- Currently no requirements due in 2015

Employment Standard

- Currently no requirements due in 2015

Information and Communication Standard:

- Documents continue to be available in an accessible format upon request

Transportation Standard

- Currently no requirements due in 2015

Design of Public Spaces:

- When redesigning existing or designing new recreational trails, the Township will consult with the public and people with disabilities in terms of trails slope, need for ramps, rest & viewing areas, amenities, etc.
- Technical requirements will be met when redesigning existing or designing new beach access routes
- Minimum requirements will be met when installing new boardwalks or ramps on trails or access routes

- All requirements will be met unless it is deemed not practicable to do so. i.e. site constraints – properties protected by Ontario Heritage Act, Historic Sites and Monuments Act; water, fish, wildlife, plants, species at risk

2016 Accessibility Requirements

General Requirements:

- Currently no requirements due in 2015

Employment Standard

- Currently no requirements due in 2015

Information and Communication Standard:

- Documents continue to be available in an accessible format upon request

Transportation Standard

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