



# **Multi-Year Accessibility Plan**

## **2018-2023**

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## **Message from the Chief Administrative Officer**

The Township of Ignace is pleased to present our Multi-Year Accessibility Plan, 2018-2023. The plan was developed with the co-operation of all of the departments within the Township and it illustrates our commitment to creating an accessible Municipality.

We are committed to ensuring equal access and participation for all people living, working or visiting within our Township, regardless of their abilities. The treatment of people in a way that allows them to maintain their dignity and independence from infancy to older adulthood is the expected standard of care.

The Township of Ignace seeks to fulfill the legislative requirements expressed in the *Accessibility for Ontarians with Disabilities Act* to meet the needs of people who face accessibility barriers by identifying, removing and preventing these barriers. We will work together to promote a Township that is comfortable, attractive and welcoming of all citizens and visitors by providing accessible customer service, inclusive transportation systems, and accessible facilities.

Communications shall be clear, open and accessible, thereby fostering equitable employment and service practices. Quality accessibility outcomes will evolve through the purposeful implementation of targets to eliminate identified barriers to accessibility over the next five (5) years, including the procedures for updating our employment procedures, reviewing our Municipal Buildings and Facilities, and updating policies to illustrate how the Township of Ignace will achieve accessibility through the requirement of the AODA Integrated Accessibility Standards. It is important as a Township to be part of Ontario's plan for creating an accessible province by 2025 and we commend all who are committed to making this happen.

This plan shall come into effect on August 13, 2018, and 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 the Township of Ignace's strategy and meet the requirements under the AODA.

*Marshalina Reader*

Marshalina Reader  
CAO/Clerk

## INTRODUCTION

### The AODA Requirement for a Multi-Year Accessibility Plan

*“Designated public sector organizations shall establish, implement, maintain and document a Multi-Year Accessibility Plan which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation. They shall post the accessibility plan on their website, provide the plan in an accessible format upon request, and review and update the accessibility plan at least once every five years.”*

- Ontario Regulation 191/11

This Multi-Year Plan was developed in accordance with the requirements of the Accessibility for Ontarians with Disabilities Act (AODA). The AODA delivers a roadmap for an accessible Ontario by the year 2025, and prescribes required service standards in the following five areas:

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

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.

## **The Ontarians with Disabilities Act, 2001**

The people of Ontario support the right of persons of all ages with disabilities to enjoy equal opportunity and to participate fully in the life of the province. Ontarians with disabilities experience barriers to participating in the mainstream of Ontario society. The number of persons with disabilities is expected to increase as the population ages, since the incidence of disability increases with age. The right of persons with disabilities to equal treatment without discrimination in accordance with the *Human Rights Code* is addressed in a number of Ontario statutes and regulations.

The purpose of the *Ontarians with Disabilities Act* is to improve opportunities for persons with disabilities and to provide their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province.

The purpose of the *Accessibility for Ontarians with Disabilities Act* is to benefit all Ontarians by developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

## **The Accessibility for Ontarians with Disabilities Act, 2005**

The *Accessibility for Ontarians with Disabilities Act* identifies five categories of Accessibility Standards: Customer Service, Information & Communication, Employment, Transportation, and Design of Public Spaces.

Currently, there are two sets of standards that are under the AODA: Accessibility Standards for Customer Service (ACS) and Integrated Accessibility Standards Regulation (IASR). Both apply to all organizations, no matter size or sector. The ACS outlines where organizations need to remove barriers to customer service for people with disabilities, no matter whether your organization is a non-profit, public sector, or private business. The IASR shows organizations where they need to remove barriers to Information and Communications, Employment, Transportation and the Design of Public Space.

An Accessibility Plan shall address the identification, removal and prevention of barriers to persons with disabilities in the municipality's bylaws and its policies, programs, practices, services and facilities. All municipalities are responsible for the preparation of an annual or multi-year accessibility plan, which is made available to the public and:

- Consults with persons with disabilities and others, if the council has not established an accessibility advisory committee.

## **INTEGRATED ACCESSIBILITY STANDARDS – ONTARIO REGULATION 191/11**

The Integrated Accessibility Standards came into effect on July 1, 2011. This regulation encompasses: information and communication, Employment, Transport and the Design of public spaces (Built Environment). By integrating these Standards, it harmonizes common requirements. The requirement of the standard will be phased in from 2011 to 2021. Components of these requirements are: policies, multi-year accessibility plans, training employees, website accessibility, accessible emergency and public safety information, accessible recruitment policies, workplace emergency information and meeting requirements when constructing, maintaining or redeveloping various elements of public spaces.

## DEFINITIONS

*What is a Barrier?*

A “barrier” is anything that stops a person with a disability from fully taking part in society because of that disability. Some barriers include:

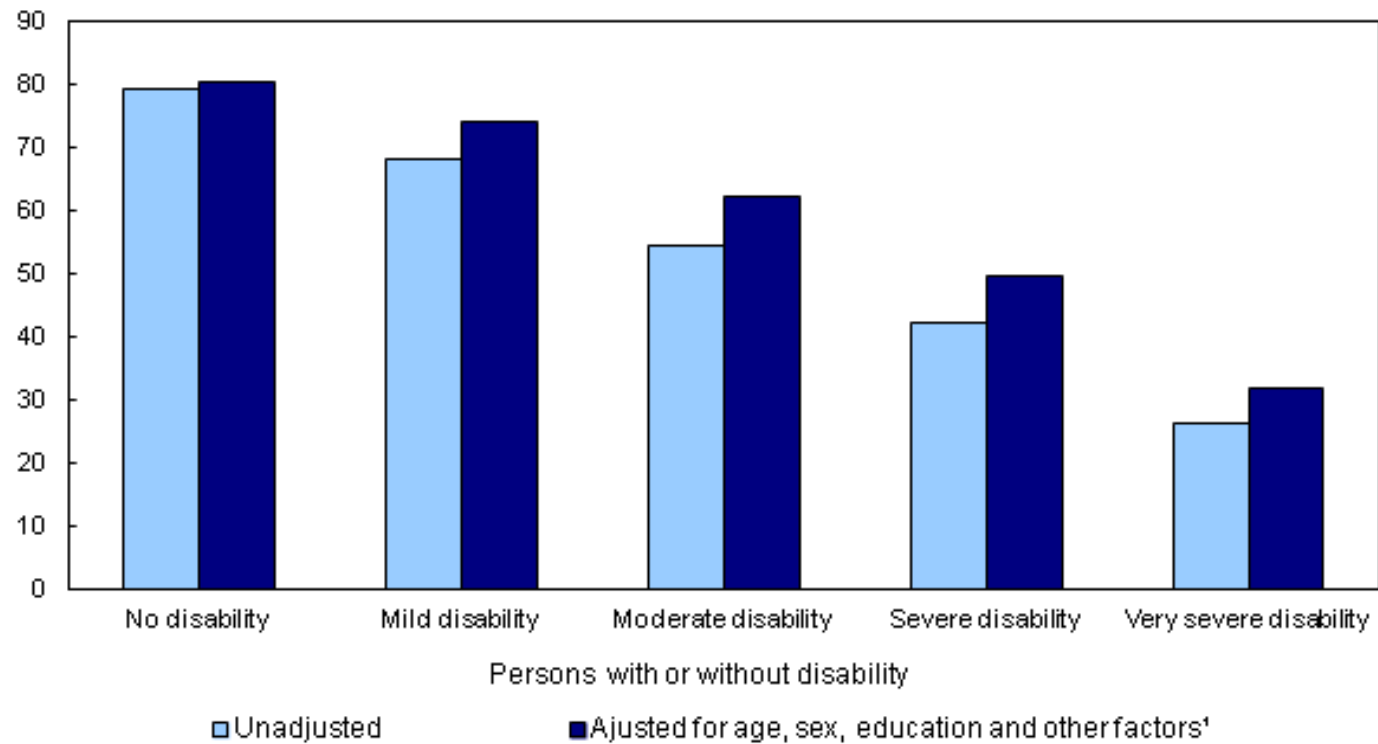
- Physical barriers, for example a step at the entrance to a building;
- Architectural barriers, for example no elevators in a building of more than one floor;
- Information or communications barriers, for example a publication that is not available in large print;
- Attitudinal barriers, for example assuming people with a disability can’t perform a certain task when in fact they can;
- Technological barriers such as traffic lights that change too quickly before a person with a disability has time to get through the intersection; and
- Barriers created by policies or practices, for instance not offering different ways to complete a test as part of job hiring.

<b>Barrier Types</b>	<b>Examples</b>
Physical	A door knob that cannot be operated by a person with limited upper-body mobility and strength
Architectural	A hallway or door that is too narrow for a wheelchair or scooter
Information	Typefaces that is too small to be read by a person with low vision
Communication	A staff member who talks loudly when addressing a deaf customer
Attitudinal	A recreation swimming program which discourages people with development disabilities from participating
Technological	Information on a municipal Website, which cannot be accessed by a person who is blind who has reading software for a computer
Policy/Practice	A practice of announcing important messages over an intercom that people with hearing impairments cannot hear clearly



**Chart 1**  
**Employment rate of persons with or without a disability, unadjusted and adjusted, 2011**

percentage



1. Results were obtained from a logistic regression that included the following factors: severity of disability, sex, age group, level of education, Aboriginal self-identification, province of residence and living arrangements.

**Source:** Statistics Canada, Canadian Survey on Disability, 2012.

## TYPES OF DISABILITIES AND FUNCTIONAL LIMITATIONS

A person's disability may make it physically or cognitive hard to perform everyday tasks such as operation a keyboard, reading a sign, differentiating colors, distinguishing sounds, climbing stairs, grasping small items, remembering words, or doing mathematics.



There are twelve different disabilities that all forms of named disabilities can be categorized under:

### 1) Physical

Includes minor difficulties moving or coordinating a part of the body, muscle weakness, and tremors and in extreme cases, paralysis in one or more parts of the body. Physical disabilities can be congenital, such as Muscular Dystrophy; or acquired, such as tendonitis.

Includes minor difficulties moving or coordinating a part of the body, muscle weakness, and tremors and in extreme cases, paralysis in one or more parts of the body. Physical disabilities can be congenital, such as Muscular Dystrophy; or acquired, such as tendonitis.

Physical disabilities affect an individual's ability to:

- Perform manual tasks, such as to hold a pen, grip and turn a key, type on a keyboard, click a mouse button, and twist a doorknob
- Control the speed of one's movements
- Coordinate one's movements
- Move rapidly

- Experience balance and orientation
- Move one's arms or legs fully, e.g. climb stairs
- Move around independently, e.g. walk any distance, easily get into or out of a car, stand for an extended period
- Reach, pull, push or manipulate objects
- Have strength or endurance

## **2) Hearing**

Hearing loss include problems distinguishing certain frequencies, sounds or words, ringing in the ears and total (profound) deafness.

A person who is deaf, deafened or hard-of-hearing may be unable to use a public telephone, understand speech in noisy environments, or pronounce words clearly enough to be understood by strangers.

## **3) Speech**

Speech disability is a partial or total loss of the ability to speak.

Typical voice disorders include problems with:

- Pronunciation
- Pitch and loudness
- Hoarseness or breathiness
- Stuttering or slurring

People with severe speech disabilities sometimes use manual or electronic communication devices. Individuals who have never heard may have speech that is hard to understand.

## **4) Vision**

Vision disabilities range from slightly reduced visual acuity to total blindness. A person with reduced visual acuity may have trouble reading street signs, recognizing faces or judging distances. They might find it difficult to maneuver, especially in an unfamiliar setting.

He or she may have a very narrow field of vision, be unable to differentiate colors, have difficulties with navigation or seeing at night, or require bright lights to read. Most people who are legally blind have some vision.

## **5) Deaf-Blind**

Deaf-blindness is a combination of hearing and vision loss. It results in significant difficulties accessing information and performing activities of daily living. Deaf-blind disabilities interfere with communication, learning, orientation and mobility.

Individuals who are deaf-blind communicate using various sign language systems such as Braille, standard PCs equipped with Braille displays, telephone devices for the deaf-blind and communication boards. They navigate with the aid of white canes, service animals and electronic navigation devices.

People who are deaf-blind may rely on the services of an intervener. Interveners relay and facilitate auditory and visual information and act as sighted guides. Interveners are skilled in the communication systems used by people who are deaf-blind, including sign language and Braille.

## **6) Smell**

Smell disability is the inability to sense, or a hypersensitivity to odours and smells.

A person with a smelling disability may have allergies to certain odors, scents or chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.

## **7) Taste**

Taste disability limits the ability to experience the four primary taste sensations: sweetness, bitterness, saltiness and sourness.

## **8) Touch**

Touch disability alters the ability to sense surfaces and their texture or quality, including temperature, vibration and pressure. Touching sensations may be heightened, limited, absent (numbness), or may cause pain or burning.

A person with a touch disability may be unable to detect (or be insensitive to) heat, cold or changing temperatures. Alternatively, a person with a touch disability may be hypersensitive to sound, physical vibrations, or heated surfaces or air.

## **9) Intellectual**

An intellectual disability affects an individual's ability to think and reason. The disability may be caused by genetic factors (e.g. Down syndrome), exposure to environmental toxins (as in Fetal Alcohol Syndrome), brain trauma and psychiatric conditions.

A person with an intellectual disability may have difficulty with:

- Language: understanding and using spoken or written information
- Concepts: understanding cause and effect
- Perception: taking in and responding to sensory information
- Memory: retrieving and recognizing information from short or long-term memory
- Recognizing problems, problem solving and reasoning.

## **10) Mental Health**

There are three main kinds of mental health disabilities:

- Anxiety: a state of heightened nervousness or fear related to stress
- Mood: sadness or depression
- Behavioral: being disorganized; making false statements or inappropriate comments; telling distorted or exaggerated stories.

People with mental health disabilities may seem edgy or irritated; act aggressively; exhibit blunt behavior; be perceived as being pushy or abrupt, start laughing or get angry for no apparent reason.

## **11) Learning**

Learning disabilities are disorders that affect verbal and non-verbal information acquisition, retention, understanding, processing, organization and use.

People with learning disabilities have average or above average intelligence, but take in information, retain it and express knowledge in different ways. Learning disabilities affect reading comprehension and speed, spelling, the mechanics of writing, manual dexterity, math computation, problem solving, processing speed, the ability to organize space and manage time, and orientation, directions and way-finding.

## **12) Others**

Disabilities resulting from other conditions, accidents, illnesses, and diseases, including ALS (Lou Gehrig disease), asthma, diabetes, cancer, HIV/AIDS, environmental sensitivities, seizure disorders, heart disease, stroke, and joint replacement.

*\*To find a list of Disabilities as defined by the Canadian Government please visit: [www.canadadisabilitybenefits.ca](http://www.canadadisabilitybenefits.ca)*

## OBJECTIVES OF THE ACCESSIBILITY PLAN

The purpose of an accessibility plan is to document barriers to accessibility that have been removed to date and identify those barriers that will be removed in the coming years. A plan must also identify how the barriers will be removed and present a plan for identifying and removing barriers in the future, and preventing the development of new barriers. Plans must be made public and accessible to allow for input from the broader community.



All five of the standards will be required to be completed by January 1, 2025, however the deadlines for each category are staggered over fifteen years between 2010 and 2025.

# Integrated Accessibility Standards - Multi-Year Accessibility Plan

## Part I: General Standards - s.3

AODA Standards / Regulation Reference O. Reg.191/11, s. 3	Establishment of accessibility policies <span style="float: right;">Deadline: January 1, 2014</span>		
	DELIVERABLES	ACTIVITIES	STATUS
<p>...Shall develop, implement and maintain policies governing how organization achieves or will achieve accessibility through meetings its requirements referred to in the Regulation.</p>	<p>All Township policies will be articulated in such a fashion that the policies meet accessibility requirements referred to in the Integrated Accessibility Standard Regulation.</p>	<p>1. Review all Township policies to determine whether they meet the requirements within the Regulation 191/11.s.3.</p>	<p>Policy adopted in 2009</p> <p>Review in 2017 determined Township not in compliance with legislation</p> <p>New Policy Completed in August 2018</p>
		<p>2. Where policies need to be revised or amended, suggested revisions would be provided to the appropriate authority for approval and implementation.</p>	<p>Completed August 2018</p>
<p>...Shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies</p>	<p>Establish an overall Township statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner.</p>	<p>1. Develop the Township's statement of commitment to accessibility. This commitment will be assumed in all Township policies.</p>	<p>Completed August 2018</p>
		<p>2. Approval of statement of commitment from Council on August 13, 2018.</p>	
		<p>3. Post document on website and provide link to document once approved.</p>	
<p>... Shall prepare one or more written documents describing its policies; and ... Make the documents publicly available, and shall provide them in an accessible format upon request</p>	<p>Prepare one (or more) written document(s) that describes the Township's policies regarding accessibility.</p>	<p>1. Develop Customer Service policy and provide more information on use of service animals, use of assistive devices, availability and format of documents, etc.</p>	<p>Completed August 2018</p>
		<p>2. Develop dedicated webpage for Accessibility - with links to all accessibility-related policies, documents and related resources.</p>	
	<p>The document(s) prepared shall be made publicly available and shall be provided in the appropriate accessible format upon request.</p>	<p>1. All shall be posted on Accessibility webpage with notice that documents shall be made available in alternate format upon request.</p>	



**Part I: General Standards - s.4**

AODA Standards / Regulation Reference <b>O. Reg.191/11, s. 4</b>	Multi-Year Accessibility Plans <span style="float: right;">Deadline: January 1, 2014</span>		
	DELIVERABLES	ACTIVITIES	STATUS
...Establish, implement, maintain and document a Multi-Year Accessibility Plan that outlines the strategy to remove and prevent barriers and to meet the requirements under this Regulation.	Develop Multi-Year Accessibility Plan for the Township	1.Draft Multi-Year Accessibility Plan. 2.Review 1st draft with Council. 3.Finalize Multi-Year Accessibility Plan. 4.Submit Multi-Year Accessibility Plan to AODA. 5.Post Multi-Year Accessibility Plan on website.	Completed August 2018
... Establish, review and update their accessibility plans in consultation with persons with disabilities and, if established, an accessibility committee.	Review existing accessibility plan.	1.Review accessibility plan with persons with disabilities 2.Incorporate changes/revisions suggested by persons with disabilities and report in annual accessibility report.	Ongoing
... Prepare annual status report on the progress of measures taken to implement the Multi-Year Accessibility Plan.	Update annual status report on measures taken to implement objectives within Multi-Year Accessibility Plan.	1.Complete annual status report as required on strategies outlined in Multi-Year Accessibility Plan.	Ongoing
... Post the status report on the website and provide the report in an accessible format upon request.	Post final annual status report on website and make available in alternate format upon request.	1.Post annual status report on website. Make it available in alternate format upon request.	Ongoing

**Part I: General Standards - s.5**

AODA Standards / Regulation Reference <b>O. Reg.191/11, s. 5</b>	Procuring or Acquiring Goods, Services or Facilities		
	DELIVERABLES	ACTIVITIES	STATUS
Incorporate accessibility criteria and features.	Ensure the Township Procurement policy ensures that consideration of accessibility criteria and features are considered in purchases of goods, services or facilities except where it is not practicable to do so.	1.Review and revise Procurement policy to ensure the policy adequately addresses the need to consider accessibility criteria and features when purchasing goods, services or facilities except when impractical to do so.	Ongoing
Provide explanation if impracticable.	Provide, upon request, an explanation when accessibility criteria or features are not practical to consider in the purchase of goods, services or facilities.	1.Include appropriate statement in Procurement policy regarding this deliverable (see above).	Ongoing

**Part I: General Standards - s.6**

AODA Standards / Regulation Reference <b>O. Reg.191/11, s. 6</b>	I: Self-service Kiosks		
	DELIVERABLES	ACTIVITIES	STATUS
... Public sector organizations shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.	Accessibility features shall be incorporated into the design, procurement or acquisition of self-service kiosks where it is practicable to do so.	1. For any self-service kiosks being considered or renovated, accessibility features shall be incorporated into any design, procuring or acquiring of the kiosks where it is practicable to do so.	As Required

**Part I: General Standards - s.7**

AODA Standards / Regulation Reference <b>O. Reg.191/11, s. 7(1)</b>	<b>I: Training</b> <span style="float: right;"><b>Deadline: January 1, 2015</b></span>		
	<b>DELIVERABLES</b>	<b>ACTIVITIES</b>	<b>STATUS</b>
Provide training on the requirements of the accessibility standards and Human Rights Code as it pertains to persons with disabilities.	Training will be provided to all employees, volunteers, all persons who participate in developing Township policies and other persons who provide goods, services or facilities on behalf of the Township.	1. Working Together: Ontario Human Rights Code Training: as developed by OHRC – all employees will be required to complete this training by August 24, 2018.  2. Training link to be delivered by end of July 2018.  3. Certificate of Training document will be collected by supervisor and directed to HR.	Completed August 2018  Completed  Completed August 2018
Training on requirements of accessibility standards and Human Rights Code shall be appropriate to the duties of the employees, volunteers and other persons.	Training is appropriate to the employee, volunteer or other persons.	1. All employees are required to complete the Human Rights Code training as it pertains to persons with disabilities (Working Together: Ontario Human Rights Code Training).	Completed August 2018
Every person to receive training shall be trained as soon as practicable.	Training will be delivered as soon as practicable to those who require training.	1. Training of existing employees will be done as soon as training is developed and available.	Completed August 2018
		2. Training of new employees, volunteers and other persons will be done at orientation or upon acquiring the services of persons who will be involved in the delivery of goods, services or facilities on behalf of the Township.	Ongoing
A record of training shall be kept including dates on which training was provided and number of individuals to whom training was provided.	A record of training, dates of training, and to whom training was provided will be kept.	1.A record of training, training certificates, including dates and to whom training was provided will be kept by Administration.	Completed August 2018 & Ongoing

**Part II: Information and Communication Standard - s.11**

AODA Standards / Regulation Reference <b>O. Reg.191/11, s. 11</b>	II: Feedback Processes <span style="float: right;">Deadline: January 1, 2015</span>		
	DELIVERABLES	ACTIVITIES	STATUS
Every obligated organization that has processes for receiving and responding to feedback shall ensure that feedback processes are accessible to persons with disabilities.	All feedback processes shall be accessible to persons with disabilities.	1. To ensure all feedback processes are accessible, persons with disabilities may request that a feedback process be made available in an alternate (accessible) format or receive communication support to provide feedback.	Completed August 2018
Notification should be given regarding the availability of accessible formats and communication supports.	Signage is placed in all service areas across the Township and within policy documents that information and documents can be made available in alternate format upon request.	1.To ensure appropriate and required signage is installed where relevant.	Ongoing

**Part II: Information and Communication Standards - s.12**

AODA Standards / Regulation Reference <b>O. Reg.191/11, s. 12</b>	II: Accessible Formats and Communication Supports (continued) <b>Deadline: January 1, 2016</b>		
	DELIVERABLES	ACTIVITIES	STATUS
Provide accessible formats and communication supports in a timely manner taking into account the person's disability and at a cost no more than the regular charge to other persons.	Upon request, the provision of accessible formats and communication supports will be delivered: <ul style="list-style-type: none"> <li>• In a timely fashion</li> <li>• Appropriate to the disability</li> <li>• At a cost no greater than what is charged to another person</li> </ul>	1. Upon request, documents and communication supports are provided in a timely fashion and appropriate to the disability so as to meet the needs of the person with the disability. Any cost associated with this is no greater than what is charged to another person.	Ongoing
Consult with person requesting to determine suitability of accessible format and communication support.	Consultation will occur with person requesting alternate or accessible format to ensure suitability of accessible format or communication support.	1. Upon request of documents or information to be available in an alternate format or with communication support, consultation does occur to ensure that the alternate format or communication support is appropriate and meets the needs of the person making the request.	Ongoing
Notify public of availability of accessible format and communication supports upon request.	Public shall be aware that, upon request, information be made available in an accessible format or that communication support be provided.	<p>1. Information regarding alternate format of documents and communication supports is articulated in the Township Accessible Customer Service Policy.</p> <p>2. A notice shall be placed on the Accessible webpage that upon request information can be made available in an accessible format or that appropriate communication support can be provided.</p> <p>3. Post signage in service areas ... "If you require information or documents from our office in another format, please let us know. We are happy to help you."</p>	<p>Completed August 2018</p> <p>Completed August 2018</p> <p>Completed August 2018</p>

**Part II: Information and Communication Standards – s.13**

AODA Standards / Regulation Reference <b>O. Reg.191/11, s. 13</b>	<b>II: Emergency Procedure Plans and Public Safety Information Deadline: January 1, 2012</b>		
	<b>DELIVERABLES</b>	<b>ACTIVITIES</b>	<b>STATUS</b>
If emergency procedures, plans and public safety information are made available to the general public those materials must be made available in an accessible format or with appropriate communication supports as soon as practicable upon request.	Any emergency procedures, plans and public safety information made available to the public shall also be made available in an accessible format or with appropriate communication supports as soon as practicable upon request.	<p>1. Emergency procedures and plans are posted on the website with notification that upon request documents can be made available in alternate format.</p> <p>2. Signs are posted on Health &amp; Safety bulletin boards that documentation can be made available in alternate format upon request.</p>	Completed August 2018

**Part II: Information and Communication Standards – s.14**

AODA Standards / Regulation Reference <b>O. Reg.191/11, s. 14</b>	II: Accessible Web Sites and Web Content		Deadline: Various; as provided below
	DELIVERABLES	ACTIVITIES	STATUS
<p>Ensure internet websites and web content conform to guidelines. ... New websites and web content to Level A by January 1, 2014. Except where meeting the requirement is not practicable, this section applies to:</p> <ul style="list-style-type: none"> <li>To websites and content, including web-based applications, that an organization controls directly or through a contractual relationship that allows for modification of the product; and</li> <li>To web content published on a website after January 1, 2012.</li> </ul>	<p>Any new Township websites and new content on those sites will comply with WCAG 2.0 Level A standards.</p>	<ol style="list-style-type: none"> <li>Staff and web administrators are trained to ensure new websites and new content are compliant to Level A guidelines.</li> <li>As webpages are reviewed and updated, adjustments will be made where necessary to improve accessibility.</li> </ol>	Ongoing
<p>... All websites and web content to Level AA by January 1, 2021. Excluding: Live Captions and Audio Descriptions (pre-recorded)</p>	<p>All Township websites and web content will comply with WCAG 2.0 Level AA by January 2021 (apart from live captions and pre-recorded Audio Descriptions)</p>	<ol style="list-style-type: none"> <li>Staff and web administrators are trained to ensure new websites and new content are compliant to 2.0 Level AA guidelines.</li> <li>As webpages are reviewed and updated, adjustments will be made where necessary to improve accessibility.</li> </ol>	Ongoing

**Part II: Information and Communication Standards – s.14 (continued)**

<b>s. 14 Accessible Web Sites and Web Content (continued)</b>			
<p>In determining whether meeting the requirements is not practicable, the organization may consider:</p> <ul style="list-style-type: none"> <li>• Availability of commercial software, tools or both; and</li> <li>• Significant impact on implementation timeline that is planned or initiated before January 1, 2012</li> </ul> <p>NOTE: Definitions for "internet website", "new internet website", "WCAG" and "web page" are articulated in the Integrated Accessibility Standards Regulation s.14 item (7).</p>	<p>Township shall determine whether the requirements to comply as articulated above are practicable.</p>		<p>Ongoing</p>



**Part III: Employment Standards - s.22**

AODA Standards / Regulation Reference o. Reg.191/11, s. 22	III: Recruitment, General <span style="float: right;">Deadline: January 1, 2015</span>		
	DELIVERABLES	ACTIVITIES	STATUS
The employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.	The Township shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.	<ol style="list-style-type: none"> <li>1. General statement about availability of accommodation for applicants will be posted on the Employment Opportunities website.</li> <li>2. Statement about availability of accommodation will be added to employment postings – both those online as well as those in print.</li> </ol>	Completed November 2017 & Ongoing

**Part III: Employment Standards - s.23**

AODA Standards / Regulation Reference o. Reg.191/11, s.23	III: Recruitment, Assessment or Selection process <span style="float: right;">Deadline: January 1, 2015</span>		
	DELIVERABLES	ACTIVITIES	STATUS
The employer shall notify job applicants when, 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.	Applicants selected for an interview or are asked to participate in a selection process will be advised that, accommodations are available upon request in relation to the materials or processes to be used for the interview or the selection process.	<ol style="list-style-type: none"> <li>1. Script will be drafted and provided to the lead for each recruitment initiative for verbal delivery when candidate is contacted for interview.</li> <li>2. Script will be provided to the CAO and Treasurer for hiring.</li> </ol>	Ongoing

**Part III: Employment Standards - s.23 (continued)**

<b>s. 23 Recruitment, Assessment or Selection Process (continued)</b>			
<p>If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</p>	<p>If a selected applicant requests an accommodation, the Township shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.</p>	<p>1. If candidate requests an accommodation, script provided shall direct candidate to contact Administration to make suitable arrangements for accommodation.</p>	<p>Ongoing</p>

**Part III: Employment Standards - s.24**

<p><b>AODA Standards / Regulation Reference o. Reg.191/11, s. 24</b></p>	<p><b>III: Notice to Successful Applicants</b></p>		<p><b>Deadline: January 1, 2015</b></p>
	<p><b>DELIVERABLES</b></p>	<p><b>ACTIVITIES</b></p>	<p><b>STATUS</b></p>
<p>The employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<p>The Township shall, as part of its offer of employment, notify the successful applicant of the Township's policies for accommodation employees with disabilities.</p>	<p>1. Include generic phrase and website link in the letter of offer with respect to the Township's overall commitment to providing, upon request, suitable accommodations for employees with disabilities - accommodations that consider the needs of the person with the disability.</p>	<p>Ongoing</p>

**Part III: Employment Standards - s.25**

AODA Standards / Regulation Reference o. Reg.191/11, s. 25	III: Informing employees of supports		Deadline: January 1, 2015
	DELIVERABLES	ACTIVITIES	STATUS
The employer shall inform its employees of its policies used to support its employees with disabilities including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	The Township shall inform its employees of its policies used to support its employees with disabilities including policies on the provision of job accommodations that consider an employee's accessibility needs due to disability.	<ol style="list-style-type: none"> <li>1. All employees shall be informed via a Communications Bulletin of its policies to support employees with disabilities and the availability of accommodations that take into account an employee's accessibility needs due to disability.</li> <li>2. All policy and procedural information related to the support of employees with disabilities shall be posted on the Township policy website.</li> </ol>	Ongoing
The employer shall provide information to new employees as soon as practicable after they begin their employment.	The Township shall provide information to new employees as soon as practicable after they begin their employment.	1. Letter of offer to indicate that it is mandatory to meet with Administration within 30 days of employment as part of legislated requirements. Information relating to supports for employees with disabilities will be part of new employee orientation.	Ongoing
The employer shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that consider an employee's accessibility needs due to a disability.	The Township shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that consider an employee's accessibility needs due to a disability.	1. When changes to existing policies relating to provision of job accommodations are made, all employees shall be informed via a Communications Bulletin with a link provided to the new or revised policy.	Ongoing

**Part III: Employment Standards - s.26**

AODA Standards / Regulation Reference o. Reg.191/11, s. 26	III: Accessible Formats and Communication Supports for employees Deadline: January 1, 2015		
	DELIVERABLES	ACTIVITIES	STATUS
<p>Upon request by an employee, the employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:</p> <ul style="list-style-type: none"> <li>• Information needed to perform the employee's job; and</li> <li>• Information that is generally available to employees in the workplace.</li> </ul>	<p>Upon request by an employee, the Township shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:</p> <ul style="list-style-type: none"> <li>• Information needed to perform the employee's job; and</li> <li>• Information that is generally available to employees in the workplace.</li> </ul>	<p>1. Upon request by an employee, Administration shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:</p> <ul style="list-style-type: none"> <li>• Information needed to perform the employee's job; and</li> <li>• Information that is generally available to employees in the workplace.</li> </ul>	Ongoing
<p>The employer shall consult with the employee to determine suitability of an accessible format or communication support.</p>	<p>Upon request, the Township shall consult with the employee to determine the suitability of an accessible format or communication support that bears in mind the nature of the employee's disability.</p>	<p>1. Upon request by an employee, Administration shall consult with the employee to determine the suitability of an accessible format or communication support that bears in mind the nature of the employee's disability.</p>	Ongoing

**Part III: Employment Standards - s.27**

AODA Standards / Regulation Reference o. Reg.191/11, s. 27	III: Workplace Emergency Response Information		Deadline: January 1, 2012
	DELIVERABLES	ACTIVITIES	STATUS
The employer shall provide individualized workplace emergency response information to employees who have a disability - if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	<u>When the Township is aware of an individual employee's disability</u> and where an individualized workplace emergency response would be required, the Township shall provide that employee with information about the individualized workplace emergency response that will be in place.	<ol style="list-style-type: none"> <li>1. For every employee who has disclosed a disability and for whom an individualized workplace emergency response must be put into place, Administration shall have a list of such individualized workplace emergency response information so that, if required, multiple individuals within Administration (and elsewhere – Security, etc.) are aware of what is required for relevant employees.</li> <li>2. This listing will be updated annually so that appropriate areas/individuals are aware of the list and what individualized responses might be required and for whom.</li> </ol>	Ongoing
If an employee receives individualized workplace emergency response information and requires assistance, with the employee's consent, the employer shall provide the workplace emergency response information designated by the employer to provide assistance to the employee.	For each employee who requires individualized workplace emergency response assistance and has provided consent, the Township shall provide the workplace emergency response information to the relevant first responder agencies in the event of an emergency in the workplace.	1. Prepare list of employees who have disclosed a disability and require individualized workplace emergency response assistance and have provided consent for release of information.	Ongoing
		2. Provide the list to relevant first responder agencies.	
		3. Update annually.	

**Part III: Employment Standards - s.27 (continued)**

<b>s. 27 Workplace Emergency Response Information (continued)</b>			
<p>The employer shall provide information required under this section as soon practicable after the employer becomes aware of the need for accommodation due to an employee's disability.</p>	<p>The Township shall provide information related to workplace emergency response to an employee as soon as practicable once the Township is aware of an employee's need for accommodation due to a disability.</p>	<p>1. As soon as practicable upon being made aware of an employee's need for assistance in an emergency situation due to a disability, the Township shall plan for the specific accommodations required in consultation with the employee</p>	<p>Ongoing</p>
<p>The employer shall review individualized workplace emergency response information:</p> <ul style="list-style-type: none"> <li>• when employee moves to a different location in the organization, and</li> <li>• when the employee's accommodations needs/plans are reviewed or are changed; and</li> <li>• when employer reviews its general emergency response plans and policies</li> </ul>	<p>The Township shall review individualized workplace emergency response information:</p> <ul style="list-style-type: none"> <li>• when employee moves to a different location in the organization, and</li> <li>• when the employee's accommodations needs/plans are reviewed or are changed; and</li> <li>• when employer reviews its general emergency response plans and policies</li> </ul>	<p>1. Administration shall review individualized workplace emergency response information:</p> <ul style="list-style-type: none"> <li>• when employee moves to a different location in the organization, and</li> <li>• when the employee's accommodations needs/plans are reviewed or are changed; and</li> <li>• when employer reviews its general emergency response plans and policies</li> </ul>	<p>Ongoing</p>

**Part III: Employment Standards - s.28**

AODA Standards / Regulation Reference o. Reg.191/11, s. 25	III: Documented Individual Accommodation Plan		Deadline: January 1, 2015
	DELIVERABLES	ACTIVITIES	STATUS
Employers shall develop a written process for the development of documented individual accommodation plans for employees with disabilities.	The Township shall establish a process for the development of written individual accommodation plans for employees with disabilities.	1. Administration will develop a standard for the development of individual accommodation plans for employees with disabilities. 2. Template will be posted on Administration and Accessibility website.	Ongoing
<p>The process to develop individual accommodation plans for employees shall include:</p> <ul style="list-style-type: none"> <li>• How employee can participate.</li> <li>• How employee will be assessed.</li> <li>• How employer can request an evaluation by an outside medical or other expert (at the employer's expense) to assist the employee in determining if accommodation can be achieved and, if so, how it can be achieved.</li> <li>• How employee can request participation of union representative or other representative (if nonunionized) in the development of an accommodation plan.</li> <li>• How employee's personal information will remain private.</li> </ul>	<p>The Township's process for the development of written individual accommodation plans shall include:</p> <ul style="list-style-type: none"> <li>• How employee can participate.</li> <li>• How employee will be assessed.</li> <li>• How employer can request an evaluation by an outside medical or other expert (at the employer's expense) to assist the employee in determining if accommodation can be achieved and, if so, how it can be achieved.</li> <li>• How employee can request participation of union representative or other representative (if non-unionized) in the development of an accommodation plan.</li> <li>• How employee's personal information will remain private.</li> <li>• How, and how often, plan will be reviewed and</li> </ul>	<p>1. Template for development of individual accommodation plans will incorporate:</p> <ul style="list-style-type: none"> <li>• How employee can participate.</li> <li>• How employee will be assessed.</li> <li>• How employer can request an evaluation by an outside medical or other expert (at the employer's expense) to assist the employee in determining if accommodation can be achieved and, if so, how it can be achieved.</li> <li>• How employee can request participation of union representative or other representative (if nonunionized) in the development of an accommodation plan.</li> <li>• How employee's personal information will remain private.</li> <li>• How, and how often, plan will be reviewed and updated and how this is to be done.</li> <li>• How reasons for denied request would be communicated.</li> <li>• How plan will be provided to employee in a format that takes into account the employee's accessibility needs.</li> </ul>	Ongoing

<ul style="list-style-type: none"> <li>• How, and how often, plan will be reviewed and updated and how this is to be done.</li> <li>• How reasons for denied request would be communicated.</li> <li>• How plan will be provided to employee in a format that takes into account the employee's accessibility needs due to a disability.</li> </ul>	<p>updated and how this is to be done.</p> <ul style="list-style-type: none"> <li>• How reasons for denied request would be communicated.</li> <li>• How plan will be provided to employee in a format that takes into account the employee's accessibility needs.</li> </ul>		
<p>Individual accommodation plans shall:</p> <ul style="list-style-type: none"> <li>• If requested, include any information regarding accessible formats and communication supports provided; and</li> <li>• If required, include individualized workplace emergency response information; and</li> <li>• Identify any other accommodation that is to be provided</li> </ul>	<p>For each employee with an individual accommodation plan, the Township shall include:</p> <ul style="list-style-type: none"> <li>• If required, any information regarding accessible formats and communication supports provided; and</li> <li>• If required, include individualized workplace emergency response information; and</li> <li>• Identify any other accommodation that is to be provided to the employee</li> </ul>	<p>1. In developing of individual accommodation plans, the plan shall include the following if required:</p> <ul style="list-style-type: none"> <li>• If required, any information regarding accessible formats and communication supports provided; and</li> <li>• If required, include individualized workplace emergency response information; and</li> <li>• Identify any other accommodation that is to be provided to the employee</li> </ul>	<p>Ongoing</p>



**Part III: Employment Standards - s.29**

AODA Standards / Regulation Reference o. Reg.191/11, s. 29	III: Return-to-Work Process		Deadline: January 1, 2015
	DELIVERABLES	ACTIVITIES	STATUS
Every employer shall develop a return to work process for employees who have been absent due to a disability and require disability related accommodations in order to return to work; and shall document the process.	The Township shall develop a return to work process for employees who have been absent due to a disability and require disability-related accommodations in order to return to work; and shall document the process.	<ol style="list-style-type: none"> <li>Administration will develop a return to work process for employees who have been absent due to a disability and require disability-related accommodations in order to return to work; and shall document the process.</li> <li>Documentation will be posted on Administration website.</li> </ol>	Completed December 2017
<p>The return to work process shall:</p> <ul style="list-style-type: none"> <li>Outline the steps the employer will take to facilitate the return to work of employees; and</li> <li>Use documented individual accommodation as part of the process.</li> </ul>	<p>The return to work process shall:</p> <ul style="list-style-type: none"> <li>Outline the steps the employer will take to facilitate the return to work of employees; and</li> <li>Use documented individual accommodation plans as part of the process.</li> </ul>	<p>1.Return to Work process will include the following:</p> <ul style="list-style-type: none"> <li>Outline the steps the employer will take to facilitate the return to work of employees; and</li> <li>Use documented individual accommodation plans as part of the process.</li> </ul>	Completed December 2017
Return to work process does not replace or override any other return to work process created by or under any other statute.			

**Part III: Employment Standards - s.30**

AODA Standards / Regulation Reference o. Reg.191/11, s. 30	III: Performance Management <span style="float: right;">Deadline: January 1, 2015</span>		
	DELIVERABLES	ACTIVITIES	STATUS
The employer that uses performance management in respect to its employees shall take into account the accessibility needs of employees with disabilities; as well as individual accommodation plans, when using its performance management process.	The Township will ensure that in the process of performance appraisals of employees, the accessibility needs of employees with disabilities; as well as individual accommodation plans, shall be considered in the performance appraisal process.	1.Administration will adjust performance appraisal forms to ensure that in the process of performance appraisals of employees, the accessibility needs of employees with disabilities, as well as individual accommodation plans, shall be considered in the performance appraisal process.	Ongoing

**Part III: Employment Standards - s.31**

AODA Standards / Regulation Reference o. Reg.191/11, s. 31	III: Career Development <span style="float: right;">Deadline: January 1, 2015</span>		
	DELIVERABLES	ACTIVITIES	STATUS
An employer shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development and advancement to its employees with disabilities.	The Township shall consider the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development and advancement to its employees with disabilities.	1.When providing career development and advancement to its employees with disabilities, through Administration, accessibility needs and individual accommodation plans will be considered.	Ongoing

**Part III: Employment Standards - s.32**

AODA Standards / Regulation Reference o. Reg.191/11, s. 32	III: Redeployment <span style="float: right;">Deadline: January 1, 2015</span>		
	DELIVERABLES	ACTIVITIES	STATUS
An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	In the event that the Township uses redeployment, the Township shall consider the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	1. In the event that the Township uses redeployment and through Administration, accessibility needs of its employees with disabilities, as well as individual accommodation plans will be considered.	Ongoing

**Customer Service Standard**  
Compliance Checklist

AODA Standards / Regulation Reference O. Reg.429/07, s. 3	Establishment of policies, practices and procedures
	Comments
<p>...shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities.</p>	<p>Township policy "<b>Accessibility</b>" approved and in effect for December 2009.</p> <p>Replaced with "<b>Accessible Customer Service Policy</b>" in August 2018, following non-compliance finding in December 2017.</p>
<p>... shall ensure that its policies, practices and procedures are consistent with the following principles:</p> <ul style="list-style-type: none"> <li>• Goods or services provided in a manner that respects the dignity and independence of persons with disabilities,</li> <li>• Provision of goods or services must be integrated unless an alternate measure is necessary to enable a person with a disability to obtain, use or benefit from the goods or services,</li> <li>• Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services</li> </ul>	<p>These principles are incorporated in the "<b>Accessible Customer Service Policy</b>" of August 2018.</p>

<b>s. 3 Establishment of policies, practices and procedures - continued</b>	
Without limiting sections above, policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the provider's goods or services or the availability, if any, of other measure which enable them to do so	The use of assistive devices is incorporated into the policy: <b>"Accessible Customer Service Policy"</b> of August 2018.
Communicating with a person with a disability shall be done in a manner that considers the person's disability.	Appropriate communication with a person with a disability is incorporated into the policy: <b>"Accessible Customer Service Policy"</b> of August 2018.

<b>AODA Standards / Regulation Reference O. Reg.429/07, s. 4</b>	<b>Use of Service Animals and Support Persons</b>
	<b>Comments</b>
...a person with a disability accompanied by a guide dog or other service animal shall be permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is excluded by law from the premises.	The use of service animals is incorporated into the policy: <b>"Accessible Customer Service Policy"</b> of August 2018.
... if a service animal is excluded from the premises, the provider of goods or services shall ensure that other measures are available to enable the person with the disability to obtain, use or benefit from the provider's good or services.	This is articulated in the policy: <b>"Accessible Customer Service Policy"</b> of August 2018.

**s. 4 Use of Service Animals and Support Persons - continued**

<p>... A person with a disability accompanied by a support person ... the provider of goods or services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.</p>	<p>The use of support persons is incorporated into the policy:  <b>"Accessible Customer Service Policy"</b> of August 2018.</p>
<p>.. Provider of goods or services may require a person with a disability to be accompanied by a support person when on the 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.</p>	<p>This is articulated within the policy:  <b>"Accessible Customer Service Policy"</b> of August 2018.</p>
<p>... Provider of goods or services shall ensure that notice is given in advance about any fee for admission to premises in respect to the support person</p>	<p>This is articulated within the policy:  <b>"Accessible Customer Service Policy"</b> of August 2018.</p>
<p>... Provider of goods or services shall prepare one or more documents describing its policies and practices and procedures with respect to the matters governed by this section and, upon request, shall give a copy of a document to any person.</p>	<p>This is articulated within the policy:  <b>"Accessible Customer Service Policy"</b> of August 2018.</p>

AODA Standards / Regulation Reference O. Reg.429/07, s. 5	Notice of Temporary Disruption
	Comments
<p>... If in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services and if there is a temporary disruption in those facilities or services, whether in whole or in part, the provider shall give notice of the disruption to the public</p>	<p>Communication about temporary disruption of facilities or services is incorporated into the policy: <b>"Accessible Customer Service Policy"</b> of August 2018.</p>
<p>... Notice of the disruption must include information about the reason for the disruption, anticipated duration of the disruption and a description of alternative facilities or services, if any, that are available</p>	<p>This is incorporated into the policy: <b>"Accessible Customer Service Policy"</b> of August 2018.</p>
<p>... Notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, by posting it on the provider's website, or by such other method as is reasonable in the circumstances.</p>	<p>This is incorporated into the policy: <b>"Accessible Customer Service Policy"</b> of August 2018.</p>
<p>... Provider of goods or services shall prepare one or more documents describing its policies and practices and procedures with respect to the matters governed by this section and, upon request, shall give a copy of a document to any person.</p>	<p>This is incorporated into the policy: <b>"Accessible Customer Service Policy"</b> of August 2018.</p>

AODA Standards / Regulation Reference O. Reg.429/07, s. 6	Training for Staff
	Comments
<p>... every provider of goods or services shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:</p> <ul style="list-style-type: none"> <li>• every person who deals with members of the public or other third parties on behalf of the provider, whether the person is an employee, agent, volunteer or otherwise</li> <li>• every person who participates in developing the provider's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties</li> </ul>	<p>Training for Staff on the provision of the Township's goods or services to persons with disabilities is articulated in the Township policy:</p> <p><b>"Accessible Customer Service Policy"</b> of August 2018.</p>
<p>... training must include a review of the purposes of the Act and the requirements of this Regulation and instruction about the following:</p> <ul style="list-style-type: none"> <li>• how to interact and communicate with persons with various types of disabilities</li> <li>• how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person</li> <li>• how to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability</li> <li>• what to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services</li> </ul>	<p>The type of training provided and the content thereof is articulated in the Township policy:</p> <p><b>"Accessible Customer Service Policy"</b> of August 2018.</p>
<p>... training must be provided to each person as soon as is practicable after he or she is assigned the applicable duties</p>	<p>Timing of training is incorporated into the Township policy:</p> <p><b>"Accessible Customer Service Policy"</b> of August 2018.</p>



<b>s. 6 Training for Staff - continued</b>	
... Training must be provided on an on-going basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities	On-going training is incorporated into the Township policy:  <b>"Accessible Customer Service Policy"</b> of August 2018.
... Provider of goods or services shall prepare one or more documents describing its policies and practices and procedures with respect to the matters governed by this section and, upon request, shall give a copy of a document to any person.	Training for staff is incorporated into the Township policy:  <b>"Accessible Customer Service Policy"</b> of August 2018.
... Provider of goods or services shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided	Keeping a record of training is incorporated into the Township policy:  <b>"Accessible Customer Service Policy"</b> of August 2018.

AODA Standards / Regulation Reference O. Reg.429/07, s. 7	Feedback process for providers of goods or services
	Comments
<p>... every provider of goods or services shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public</p>	<p>Communication about a feedback process is incorporated into the Township policy:</p> <p><b>"Accessible Customer Service Policy"</b> of August 2018.</p>
<p>... feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or otherwise</p>	<p>Incorporated into the Township policy:</p> <p><b>"Accessible Customer Service Policy"</b> of August 2018.</p>
<p>... feedback process must specify the actions that the provider of goods or services is required to take if a complaint is received</p>	<p>Incorporated into the Township policy:</p> <p><b>"Accessible Customer Service Policy"</b> of August 2018.</p>
<p>... provider of goods or services shall prepare one or more documents describing its policies and practices and procedures with respect to the matters governed by this section and, upon request, shall give a copy of a document to any person.</p>	<p>Feedback process is incorporated into the Township policy:</p> <p><b>"Accessible Customer Service Policy"</b> of August 2018.</p>

AODA Standards / Regulation Reference O. Reg.429/07, s. 8	Notice of availability of documents
	Comments
... shall notify persons to whom it provides goods or services that the documents required by this Regulation are available upon request.	The " <b>Accessible Customer Service Policy</b> " of August 2018 incorporates the availability and format of documents. This is posted on the Accessibility website.
... Notice of availability of documents must be given by posting the information at a conspicuous place on premises, by posting it on the provider's website, or by such other method as is reasonable in the circumstances.	See above

AODA Standards / Regulation Reference O. Reg.429/07, s. 9	Format of Documents
	Comments
... if a provider of goods or services is required by this Regulation to give a copy of a document to a person with a disability, the provider shall give the person the document, or the information contained in the document, in a format that considers the person's disability.	Appropriate format of documents is articulated in the Township policy:  " <b>Accessible Customer Service Policy</b> " of August 2018.
... the provider of goods or services and the person with a disability may agree upon the format to be used for the document or information	See above

## COMPLIANCE AND BARRIER IDENTIFICATION METHODOLOGIES: ASSETS

ASSET	INVENTORY
Tourist Attraction Centre & Municipal Office	1
Ignace Public Library	1
Ignace Fire Department (Fire Hall)	1
Public Beach Change Houses (Agimak Beach and West Beach)	2
Ignace Recreation Complex: Arena	1
Ignace Recreation Complex: Upper & Lower Curling Hall	1
Ignace Recreation Complex: Bowling Alley	1
Ignace Recreation Complex: Fitness Centre	1
WORLD HUB	1
Public Works Garage	1
Municipal Airport	1
Water Treatment Plant	1
Wastewater Treatment Plant	1
Raw Water Pumping Station (Michel Lake)	1
Lift Station #1 (Pine Street)	1
Lift Station #2 (Lily Pad Road)	1
Well Station (Davey Lake Road)	1

Methodology	Description	Status
Survey of Facilities	An on-site survey/inspection of all facilities owned by the Township was conducted to identify barriers.	The survey identified a number of barriers that require Council's consideration during the next budgetary process to ensure compliance with the AODA.

A visual inspection identified the following achievements and barriers listed below. Township staff visited some of the prescribed sites in August 2018.

In the near future, visual observations, physical measurements and photographs will be taken and catalogued for each location identified above, and others as required.

Over the next several years, council will decide which barriers should be addressed each year, keeping in mind budgetary restraints, and also the feasibility of each project.

## **SITE IDENTIFICATION**

### **Tourist Attraction Centre & Municipal Office**

#### **Accessibility**

**Entrance:** Wheelchair accessible, power door installation

**Washroom Facilities - Staff:** Not accessible

**Washroom Facilities - Public:** Family Washroom offers wheelchair accessibility

**Parking:** No designated parking space

#### **Priorities:**

- Install appropriate accessibility signs for washrooms throughout the building and on the boardwalk.
- Power door installation required for public washroom.
- Construct correct accessible parking space with accompanying signage.

### **Ignace Public Library**

#### **Accessibility**

**Entrance:** Wheelchair accessible, power door installation

**Washroom Facilities:** Wheelchair accessible

**Parking:** Designated parking space

#### **Priorities:**

- Install appropriate accessibility signs for washrooms throughout the building and on the boardwalk.

## **Ignace Fire Department (Fire Hall)**

### **Accessibility**

*Under Review*

## **Public Beach Change Houses (Agimak Beach and West Beach)**

### **Accessibility**

*Housed on sand; barrier to being accessible*

*Under Review*

## **Ignace Recreation Complex: Arena**

### **Accessibility**

**Entrance:** Wheelchair accessible, power door installation

**Entrance to Rink:** Wheelchair accessible

**Washroom Facilities:** Wheelchair accessible, open entrance

**Parking:** No designated parking space

#### **Priorities:**

- Install appropriate accessibility signs for washrooms throughout the building.
- Construct correct accessible parking space with accompanying signage.

## **Ignace Recreation Complex: Upper & Lower Curling Hall**

### **Accessibility**

**Entrance:** Wheelchair Lift

**Kitchen:** Not Accessible

**Washroom Facilities:** Not Accessible

**Parking:** No designated parking space

### **Priorities:**

- Install appropriate accessibility signs for washrooms throughout the building.
- Construct correct accessible parking space with accompanying signage.

*Under Review*

## **Ignace Recreation Complex: Bowling Alley**

### **Accessibility**

*Not Accessible*

*Under Review*

## **Ignace Recreation Complex: Fitness Centre**

### **Accessibility**

*Not Accessible*

*Under Review*

## **WORLD Hub**

### **Accessibility**

**Entrance:** Wheelchair accessible

**Washroom Facilities:** Wheelchair accessible

**Parking:** No designated parking space

#### **Priorities:**

- Install appropriate accessibility signs for washrooms throughout the building and on the boardwalk.
- Power door installation required for public washroom.
- Construct correct accessible parking space with accompanying signage.

## **Public Works Garage**

### **Accessibility**

**Entrance:** Wheelchair accessible via bay doors only; no accessible access to office space.

**Washroom Facilities - Staff:** Not accessible

**Parking:** No designated parking space

#### ***Under Review***

#### **Priorities:**

- Install appropriate accessibility signs for washrooms throughout the building.
- Power door installation required for entrance to office.
- Construct correct accessible parking space with accompanying signage.



## **Municipal Airport**

### **Accessibility**

**Entrance:** Not accessible

**Washroom Facilities:** Not accessible

**Parking:** No designated parking space

### ***Under Review***

#### **Priorities:**

- Install appropriate accessibility signs for washrooms throughout the building.
- Power door installation required for entrance to office.
- Construct correct accessible parking space with accompanying signage.

## **Water Treatment Plant**

### **Accessibility**

**Entrance:** Wheelchair Accessible, ramp, power door installation

**Washroom Facilities:** Wheelchair accessible

**Parking:** No designated parking space

### ***Under Review***

#### **Priorities:**

- Install appropriate accessibility signs for washrooms throughout the building.
- Construct correct accessible parking space with accompanying signage.

## **Wastewater Treatment Plant**

### **Accessibility**

**Entrance:** Not accessible

**Washroom Facilities:** Wheelchair accessible

**Parking:** No designated parking space

### ***Under Review***

#### **Priorities:**

- Install appropriate accessibility signs for washrooms throughout the building.
- Power door installation required for entrance to building.
- Construct correct accessible parking space with accompanying signage.

## **Raw Water Pumping Station (Michel Lake)**

### **Accessibility**

***Not Accessible***

***Under Review***

## **Life Station #1 (Pine Street)**

### **Accessibility**

***Not Accessible***

***Under Review***

**Life Station #1 (Lily Pad Road)**

**Accessibility**

*Not a building; outdoor station underground*

*Not accessible*

*Under Review*

**Well Station (Davey Lake Road)**

**Accessibility**

*Not accessible*

*Under Review*

## **Feedback & Contact Information**

The Township of Ignace welcomes and depends upon input from the public for the continued advancement of accessibility improvement as it pertains to facilities, goods and services.

Members of the public are encouraged to share their comments or suggestions regarding any accessibility issues. There are number of ways you can contact the municipality.

### **The Township of Ignace**

34 Highway 17 West  
PO Box 248  
Ignace, ON P0T 1T0

#### **Office Hours:**

Monday through Friday  
8:00 am to 12:30 pm  
1:30 pm to 4:30 pm

**Telephone:** (807) 934-2202

**Facsimile:** (807) 934-2864