



# MULTI-YEAR ACCESSIBILITY PLAN



**December 19, 2016**

## **Commitment**

The Township of Guelph/Eramosa is committed to being responsive to the needs of its residents and to recognize the diverse needs of all residents. The Township of Guelph/Eramosa strives to provide services and facilities that are accessible.

This Multi-Year Accessibility Plan outlines our approach to ensuring an inclusive workplace and ensuring that our services are provided in an accessible manner for the public.

Our goal is to ensure accessibility for our employees and the public in our services and facilities.

## **Obligations**

The Ontarians with Disabilities Act (ODA) requires public sector organizations to have an Accessibility Advisory Committee and develop an accessibility plan each year. Under the ODA municipalities must:

- Prepare an accessibility plan each year.
- Include people with disabilities in the planning process.
- Remove barriers over time.

The Accessibility for Ontarians with Disabilities Act (AODA) is the first law of its kind in Canada. Under the AODA, the Province is developing, implementing and enforcing accessibility standards. The goal of the act and the standards is to make the province accessible for all people with disabilities by 2025. The Multi-year Plan is based upon requirements under the AODA.

The AODA sets out the roadmap for an accessible Ontario by 2025. It contains standards in the following five areas:

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

The Accessible Customer Service Standard came into effect in 2008. In 2011, the Province combined the Information and Communications, Employment and Transportation Standards into one regulation, the Integrated Accessibility Standards Regulation (IASR). The Built Environment Standard is still with the Ministry of Community and Social Services.

## **Multi-Year Accessibility Plan Timeline and Deliverables**

### **Outcomes**

1. People with disabilities will have access to accessible services.
2. People with disabilities will have access to alternative formats and communication supports.
3. A barrier-free recruitment process.
4. Greater accessibility in Township-owned facilities.

### **Approach**

1. Develop policies and procedures.
2. Incorporate accessibility into planning processes.
3. Train staff.
4. Engage the public in feedback.
5. Work to remove barriers to employment.
6. Continue to make facilities accessible.
7. Ensure there is access to information and communications.

### **2017- 2018**

1. Develop and implement Accessibility Plan for the 2018 Municipal Election.
2. Train current and new staff.
3. Continue to remove barriers to employment.
4. Continue to make sure that documents uploaded onto the Township website are accessible.
5. Continue to make facilities accessible in accordance with the County's Facility Accessibility Design Manual (FADM).
6. Continue to review feedback processes
7. Continue to provide and improve accessible formats and communication supports
8. Continue to consult with the County's Accessibility Advisory Committee when needed.

### **2019-2021**

1. Continue to remove barriers to employment.
2. Continue to make sure that documents uploaded onto the Township website are accessible.
3. Continue to make facilities accessible in accordance with the County's Facility Accessibility Design Manual (FADM).

4. Continue to review feedback processes
5. Continue to provide and improve accessible formats and communication supports
6. Continue to consult with the County's Accessibility Advisory Committee when needed.

## **Accessible Customer Service**

The Township of Guelph/Eramosa is committed to ensuring that all customers receive services in a timely and accessible manner. Members of the public will receive customer service in a manner that will meet their needs and ensures integration, independence, dignity and equal opportunity. The Township will achieve this by:

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

## **Progress**

1. Amended Township's Accessible Customer Service Policy, 2009, to include the Integrated Accessibility Standard requirements.
2. Set up internal processes for staff to request a communication support or alternate format.
3. Continue to make alternate formats available through the Township Clerk
4. Continue to provide Accessible Customer Service Training to all staff, new employees and volunteers
5. Continue to review and update policies to ensure consideration of people with disabilities.
6. Continue to review and improve current processes to receive feedback from the public.
7. Continue to review and improve current processes on how public can request an alternate format.

## **Information and Communications**

Information and communications are an important part of the Township of Guelph/Eramosa operations and service provision. It is important to the Township that information and communications are created in a way that considers accessibility.

The Township will follow universal design principles and best practices when developing, implementing and maintaining information and communications strategies and products. This will include: websites, intranet sites, print communications materials as well as face-to-face interactions.

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

1. Achieving compliance with the Web Content Accessibility Guidelines to ensure that both internal and external websites are accessible to people with disabilities.
2. Developing resource materials for creating accessible documents for common software programs such as MS Word, Excel and PowerPoint.
3. Developing a training strategy to ensure that staff have the knowledge, tools and technical advice to create accessible materials.

## **Progress**

1. (2012-2013) Create a Plain Language Booklet for Staff
2. (2012-2013) Create a Accessible Communications Booklet for Staff
3. (2013 and ongoing) Accessible Documents Training (Word and PDF)
  - a. Provide resource material to staff
  - b. Ensure resource material is readily available to staff
  - c. Training specific staff on how to verify and repair PDF's
4. (2012-2013) Website Redesign in accordance with WCAG 2.0
5. (On-going) Ensure documents are available in an alternate format, upon request.
6. (On-going) Review information and communications processes and products to improve accessibility.

## **Employment**

The County of Wellington is committed to ensuring that the process of finding, getting and keeping a job is as inclusive as possible in order to build an effective workforce. Human Resources staff will receive training in order to meet compliance under the Integrated Accessibility Regulation. It is expected that training will cover a variety of topics, including:

1. Understanding employer obligations to provide employment accommodations.
2. How to identify and remove barriers in the workplace.
3. Enhancing workplace emergency responses through individualized emergency response information and assistance as required.
4. Revising individual work plans and developing a manager's guide, tools and templates to remove barriers from the recruitment process.

## **Progress**

1. (Ongoing) Accessibility training included as part of new staff orientation.
2. (2012-2013) Create an Accommodations Policy for employment.
3. (2012-2013) Review and improve recruitment process to remove barriers from the hiring process.
  - a. Review job advertisements and descriptions on a go-forward basis.
  - b. Remove barriers from the selection process. All applicants invited to interviews are asked if they require accommodations in order to participate.
4. (Ongoing) Job advertisements are currently posted in a variety of newspapers and websites. Job advertisements and descriptions are available in an alternate format upon request.

## **Transportation**

The majority of the Transportation standard does not apply to the Township of Guelph/Eramosa, as the Township does not have public transit systems.

With regard to the accessibility requirements for taxicabs, the Township of Guelph/Eramosa entered into a reciprocal agreement in 2009 with the County of Wellington. This agreement delegates the authority of the Township to the County for the licensing and regulation of taxicabs, accessible taxicabs and limousine services. In December 2011, the County of Wellington amended Taxi By-Law 5266-11 to reflect the requirements in the Integrated Accessibility Regulation.

## Accessible Built Environment

The Township of Guelph/Eramosa has adopted the County of Wellington Facility Accessibility Design Manual (FADM). The FADM is a manual that addresses accessibility requirements for the design and construction of new facilities, as well as the retrofit, alteration and addition to existing facilities. It incorporates the belief in universal design, which recognizes the broad diversity of people who use Township facilities. Currently, the FADM exceeds the Barrier-Free section of the Ontario Building Code.

The Township of Guelph/Eramosa will strive to ensure that new facilities and extensive renovations are designed and built in accordance with the FADM. Once the Accessible Built Environment Standard has been enacted by the Province of Ontario, the Township will ensure that compliance is met or exceeded.

Accessibility improvements have been or will be increased in to the following buildings and open spaces:

1. Rockwood Splash Pad 2008- Fully accessible play area for children
2. Marden Park and Community Centre 2009 - Fully accessible "Enabling Garden" created at rear of building
3. Lloyd Dyer Park 2009 – Accessible washroom upgrades
4. Rockmosa Park 2010 – Rubber surfacing for playground accessibility
5. Royal Distributing Athletic Performance Centre 2010 – Accessible features included within new construction
6. Everton James Lynch Park 2010 – Accessibility upgrades
7. Rockwood Tennis Courts 2011 – Resurfacing for better accessibility
8. Rockmosa Community Centre 2012 – Accessible washroom upgrades
9. Rockwood Town Hall 2012 – Installation of accessible doors
10. Rockwood Cenotaph 2012 – Accessibility upgrades to open space
11. Municipal Administration Building 2012-2013 – Accessibility upgrades for public and staff areas
12. David Masson Park and Eden Mills Park 2013 – Accessible play features
13. Rockmosa Older Adult Centre 2014 – Built to FADM standards.
14. Rockmosa Enabling Garden 2014- Full accessible garden built at the rear of the Rockwood Library and Older Adult Centre
15. Marden Park 2015 – Fully accessible play structure installed.
16. Rockmosa Master Plan 2015-2016 – Accessible features included within design of future park redevelopment.

All renovation and construction projects moving forward will comply with the FADM.

## Contact Information

The Township of Guelph/Eramosa is committed to removing barriers for people with disabilities and providing accessible services for our residents. As we strive to be more accessible, we would like your input. Do you have any thoughts or feedback on what we have accomplished so far? Or do you have ideas on how our projects or policies could be improved?

Please contact us with your questions and ideas.

Phone 519-856-9596 extension 107

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