

THE CORPORATION OF THE TOWNSHIP OF McKELLAR

ACCESSIBILITY POLICY 2018

Statement of Organizational Commitment

The Township of McKellar is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Training

We are committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

We will train our employees and volunteers on accessibility as it relates to their specific roles.

We will train our employees and volunteers on an on-going basis whenever there are policy changes.

Procurement

We will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-serve kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

Self-Service Kiosks

We will incorporate accessibility features and/or consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Information and Communications

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Transportation

We will incorporate accessibility criteria and features as it relates to providing conventional transportation services and/or licensing taxicabs.

Employment

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

Design of Public Spaces

We will meet accessibility laws when building or making major changes to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off-street parking
- Accessible on-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

Feedback Process

The Corporation of the Township of McKellar welcomes feedback on our provision of services while serving customers with disabilities. Feedback may identify areas that require change and encourage continuous service improvement. The public can provide feedback to the municipality on the delivery of goods and services to persons with disabilities:

By regular mail addressed to: Clerk Administrator
P.O. Box 69, 701 Highway 124
McKellar, ON P0G 1C0

By telephone: 705-389-2842

By fax: 705-384-1244

In person: Municipal Office, 701 Highway 124, McKellar, ON

By email: clerk@township.mckellar.on.ca

Feedback will not be acted upon unless the person providing same includes his or her name, mailing address and daytime telephone number. The Township will make reasonable efforts to provide acknowledgement to feedback within seven business days from receipt


Documentation

Documentation that describes this Policy and each of its requirements shall be maintained on the Township's website and provided to individuals, upon request, in the appropriate format or communication support.

Changes to Existing Policies

Upon notification of an existing policy that does not respect and promote the dignity and independence of people with disabilities, we will modify that policy or remove it from our policies and practices.

Signed:


Tammy Wylie
Clerk Administrator
Township of McKellar

June 4, 2018

THE TOWNSHIP OF McKELLAR

ACCESSIBILITY PLAN

2018 – 2022

Table of Contents

Introduction.....	2
Statement of Commitment.....	2
<u>Section One:</u> Past Achievements to Remove and Prevent Barriers	
Customer Service / Training.....	2
Information and Communications.....	3
Employment.....	3
Procurement.....	3
<u>Section Two:</u> Strategies and Actions Planned for 2018 – 2022	
Customer Service.....	3
Training.....	4
Information and Communications.....	4
Transportation.....	4
Employment.....	5
Procurement.....	5
Design of Public Spaces.....	5
For More Information.....	5

Introduction

This 2018 – 2022 Accessibility Plan outlines the commitments and actions that the Township of McKellar have and will put in place to improve opportunities for people with disabilities. The Plan is based on the requirements under the Accessibility for Ontarians with Disabilities Act (AODA). The AODA sets out the roadmap for an accessible Ontario by 2025.

We invite all members of the public to review this plan and to provide comment to the Clerk Administrator for incorporation into future revisions. The plan will be reviewed annually by the Clerk Administrator and staff.

Statement of Commitment

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

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

The Township of McKellar is committed to providing our customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

The Township of McKellar will provide training to employees, volunteers and other staff members on Ontario's Accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of the employees, volunteers and other staff members.

Section One: Past Achievements to Remove and Prevent Barriers

The Township of McKellar has completed a number of projects over the last several years that were instrumental in improving the accessibility of municipal services. The Council of the Township of McKellar, upon learning of such barriers, has been quick to allocate the funding to facilitate repairs and maintenance.

The following is a summary of the accessibility initiatives completed by the Township of McKellar.

Customer Service / Training

In 2010, staff was certified in providing customer service for persons with disabilities. Staff met and discussed comments received from customers over the years. Staff are now prepared to assist with accessibility requests on a case by case basis.

The Municipal Complex, which contains the Municipal Office, Library, Council Chambers and Banquet Hall, was built in 1990, and added on to in 2010, is a wheelchair accessible building. There are four designated handicap parking sites and many parking spaces are available for easy access to and from the vehicles.

In 2012, handicap accessible doors were installed at the Community Centre entrance.

In 2016, the parking lot was paved, removing the impediment that the gravel parking lot was to accessibility.

In 2017, construction of a new, fully accessible Fire Hall was completed.

In 2018, construction of a new, fully accessible outdoor pavilion was completed and accessible picnic tables will be installed.

In 2018, installation of an audio system in the Municipal Council Chambers.

The 2014 and 2018 municipal elections were held using an Internet/Telephone Voting system. This system provides enhanced access to the voting process.

Information and Communications

Staff are prepared to assist with accessibility requests related to information and communications on a case by case basis.

Staff are prepared to provide accessible and customized emergency information when necessary.

The Township of McKellar has identified an audio barrier in the Municipal Council Chambers. In the past years, the Township has tried to secure grant funding to eliminate the barrier, but have been unsuccessful. The 2018 budget includes monies to eliminate the audio barrier.

Employment

Staff training included understanding the needs of people with disabilities. Staff are prepared to accommodate employment-related accessibility concerns on a case by case basis.

Procurement

Staff will ensure that any goods and services acquired are done so using accessibility criteria wherever possible. For example, the construction of the Fire Hall in 2017 was done with the highest standard of accessibility at the time.

Section Two: Strategies and Actions

The Township of McKellar is committed to a high standard of accessibility for residents and visitors, and the following is a summary of projects that will be addressed in the 2018 – 2022 period.

Customer Service

The Township of McKellar is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as all other customers.

Staff is committed to completing ongoing training as required; maintenance of policies and plans; review of feedback processes; and a continual improvement of our accessible formats and communication supports.

Training

The Township of McKellar is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Annual staff training will include a review of AODA legislation, the Accessibility policy and plan, as well as a review of accessibility standards that apply to specific work environments and responsibilities.

The Township of McKellar is committed to providing training on an on-going basis whenever there are policy changes.

Staff will formalize a training policy for new employees that include accessibility training.

Information and Communications

The Township of McKellar is committed to making information and communications accessible to people with disabilities.

Staff will oversee a redesign of the current municipal website within the next three years. The new site will be compliant with AODA Web Content Accessibility Guidelines. Until then, staff will work towards compliance with web accessibility guidelines and implement tools to create accessible materials.

Staff will ensure that documents are made available in an alternate format upon request.

Transportation

The Transportation Standard will make it easier for people to travel in Ontario, including persons with disabilities, older Ontarians and families travelling with children in strollers.

As a municipality, we will:

- Consult with the Municipal AAC, the public and persons with disabilities in development of accessible design criteria in the construction, renovation or replacement of bus stops/shelters, including steps to meet the goal of accessible stops/shelters;

- Consult with AAC, persons with disabilities and the public to determine proportion of accessible taxis required in the community, including steps to meet the need;
- Ensure taxicabs do not charge a higher fee or additional fee to persons with disabilities;
- Ensure taxicabs do not charge a fee for storage of assistive devices;
- Ensure taxicabs have appropriate information displayed both the rear bumper and available in an accessible format to passengers.

Employment

The Township of McKellar is committed to fair and accessible employment practices. Staff will ensure that people with disabilities are accommodated during the hiring process. Staff will work to update policies to ensure that employees with disabilities are fully accommodated in the workplace.

Procurement

The Township of McKellar is committed to accessible procurement processes. Staff will review and update the procurement policy in 2019, and will ensure that accessibility guidelines are included in the updated policy and in all future procurement activities, where possible.

Design of Public Spaces

The Township of McKellar will meet accessibility laws and strive to meet accessibility best practices when building or making major improvements to public spaces.

For More Information

The Township of McKellar is committed to addressing existing barriers and preventing future barriers to allow people with disabilities full participation in our community. We encourage input from all residents.

For more information on this accessibility plan, please contact Tammy Wylie, Clerk Administrator at 705-389-2842.

clerk@township.mckellar.on.ca

www.township.mckellar.on.ca

Standard and accessible formats of this document are free on request from:

Municipal Office
701 Highway 124
McKellar, ON P0G 1C0
705-389-2842