



Accessibility

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Progress Report 2019

Accessible formats and communications supports available upon request.

Town of The Blue Mountains Commitment to Accessibility

The Town of The Blue Mountains (Town) is committed to providing programming and services that consider the diverse needs and abilities of the people we serve. This 2019 Progress Report is the annual update on progress of measures taken to improve accessibility and implement the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11).

This Progress Report includes the accessibility initiatives that were completed in 2019 to implement the strategies outlined in the Town's Multi-Year Accessibility Plan as adopted by Town of The Blue Mountains Council on September 30, 2019.

Reporting

The Multi-Year Accessibility Plan 2019-2023 requires that periodic updates to the plan be shared with Town of The Blue Mountains Council and the Grey County Joint Accessibility Advisory Committee.

The 2019 Compliance Report (due for submission no later than December 31, 2019) requires that a Progress Report has been conducted.

Our Progress on the AODA Regulations

The following pages outline the 2019 accomplishments in **Customer Service, Information and Communication, Employment, Transportation and Design of Public Spaces**.

There are also general requirements that apply across all the accessibility standards.

General Requirements

Procurement:

- Accessibility and ergonomics are considered when purchasing new equipment or office furniture.

Training:

- All employees hired in 2019 have received comprehensive AODA Training.
- All current employees participated in an AODA refresher course in 2019.

Feedback:

- The Town has not received any feedback.

Integrated Accessibility Standards Regulation (IASR)

Accessible Customer Service Standard

- External review of businesses in Thornbury has been conducted for opportunities for Stop Gap to increase accessibility of local businesses.
- Resources including “A Guide for Making Small Businesses Accessible” and the Government of Ontario’s Guide to Accessible Festivals and Events have been posted on the Town’s Accessibility page.
- An Evacuation Chair has been purchased and installed at Town Hall to assist persons with a mobility disability in evacuating the second floor in the event of an emergency. Staff have been trained on how to use the chair to assist in an emergency.

Information and Communications Standard

Website

- Web development staff continue to stay informed of WCAG regulations and attend training opportunities.
- The Town continuously strives to produce all digital media in a fully accessible format.
- Forms and documents on the Town’s website were updated to be fillable and accessible PDFs.
- Regular internal audits of PDF & Fillable Forms documents on website are being conducted to ensure ongoing accessibility.

Employment Standard

- Human Resources continues to create individual emergency response plans for employees who have permanent or temporary accessibility needs.
- Each job posting includes, “In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) please advise the Human Resources Department to ensure your accessibility needs are accommodated throughout this process. Personal information provided by the applicants is collected under the authority of the Municipal Act, 2001 and will be used for the purpose of candidate selection.”
- All offers of employment include, “The Town has an accommodation process in place and provides accommodations for employees with disabilities. If you require a specific

accommodation because of a disability or a medical need, please contact Human Resources so that arrangements can be made for the appropriate accommodations to be in place before you begin your employment.”

- Human Resources is undergoing a review of all job descriptions to ensure they are free of systemic barriers.

Transportation Standard

- The Town has an agreement with The Corporation of The Town of Collingwood to administer the transit system, which is provided in accordance with requirements under the Transportation Standard. Currently, the Town does not license taxi cabs or ride share programs.
- Accessibility will be considered through the Town’s Master Transportation Plan process.

Design of Public Spaces

- The Grey County Joint Municipal Accessibility Advisory Committee reviewed and provided comment on the following Town projects:
 - Moreau Park Pavilion
 - Multi-Use Beach Northwinds
 - 229 Bruce Street Park

Joint Municipal Accessibility Advisory Committee

The Town of The Blue Mountains is a member of the Grey County Joint Municipal Accessibility Advisory Committee. Grey County’s Joint Municipal Accessibility Advisory Committee advises Grey County Council and staff members, as well as participating municipalities, on ways to identify, prevent, and remove barriers from municipal services, by-laws, policies, programs and facilities.

Ongoing Review of the Multi-Year Accessibility Plan

Ongoing review and feedback are important for the Town’s Multi-Year Accessibility Plan to stay effective. The Town will continue to collect feedback and implement changes that will enhance the accessibility of its services. Members of the public are encouraged to make comments on this plan and accessibility matters in general.

The Town’s Accessibility Coordinator will continue to review the Multi-Year Accessibility Plan annually and prepare annual Progress Reports for review by the Grey County Joint Accessibility Advisory Committee and Town of The Blue Mountains Council.