



Policy

POL.COR.14.01 Multi-Year Accessibility Plan

Policy Type:	Corporate Policy (Approved by Council)
Date Approved:	January 28, 2014
Department:	Administration
Staff Report:	HR.14.01
By-Law No.:	N/A

Policy Statement

The Corporation of the Town of The Blue Mountains (herein referred to as “the Town”) is committed to removing barriers to persons with disabilities.

Purpose

The Multi-Year Accessibility Plan has been written to outline how the municipality will make the community more accessible for both residents and visitors.

Application

This policy applies to management, staff, service providers and the public.

Definitions

None.

Procedures

Please refer to the attached Multi-Year Accessibility Plan.

Exclusions

None.

References and Related Policies

POL.AODA.10.01 Accessibility Standards for Customer Service

POL. [IASR Policy]

Consequences of Non-Compliance

Non-compliant Town employees or members of Council will be referred to this plan, applicable policies and legislation.

Review Cycle

This policy will be reviewed by Council once per term.

(Signature)



Town of The Blue Mountains Multi-Year Accessibility Plan

Statement of Commitment to creating an accessible community

The Town of The Blue Mountains is committed to building an inclusive society and providing an accessible environment in which all individuals have access to our programs and services in a way that respects the dignity and independence of persons with disabilities.

The Town of The Blue Mountains supports the goals of the Accessibility for Ontarians with Disabilities Act and will establish policies, practices, and procedures which are consistent with the accessibility standards established under the AODA, including accessible customer service, information and communication, employment, transportation and the built environment, and that is consistent with the core principles as outlined in the AODA:

- Dignity—Service is provided in a way that allows persons with disabilities to maintain self respect and the respect of others
- Independence—all people are allowed to do things on their own without unnecessary help or interference from others
- Integration—Services are provided in a way that all persons with disabilities can benefit from the same services, in the same place, and in the same or similar way as other customers unless an alternate measure is necessary to enable persons with disabilities to access goods or services
- Equal Opportunity—Service is provided to persons with disabilities in such a way that they have an opportunity to access goods and services equal to that given to others

The Town of The Blue Mountains will continue to prevent barriers by designing inclusive and supporting positive approaches that address attitudes which undervalue and restrict the potential of persons with disabilities.

In working toward its goals under this statement, the Town of The Blue Mountains is committed to meeting the requirements of existing legislation and to its own policies and goals related to the identification, removal and prevention of barriers to people with disabilities and becoming a barrier-free community.

The Ontario Human Rights Code:

Section 10 (1) of the Ontario Human Rights Code defines “disability” as follows: “because of disability” means for the reason that the person has or has had, or is believed to have or have had,

- a. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b. a condition of mental impairment or a developmental disability,
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. a mental disorder, or
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

The Accessibility for Ontarians with Disabilities Act

The *Accessibility of Ontarians with Disabilities Act, 2005* (AODA) is a law passed by the Ontario legislature that allows the government to develop specific standards of accessibility and to enforce them. The standards are made into laws called regulations, and they provide the details to help meet the goal of the AODA. The AODA is the foundation on which the standards are built. The purpose of developing and implementing accessibility standards is to identify, remove and prevent barriers for people with disabilities in key areas of daily living. The five standards are:

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

Under the AODA, the Accessibility Standards for Customer Service was the first standard developed to become law (Regulation 429/07) on January 1, 2008. Public sector organizations were required to comply by January 1, 2010, while other providers of goods or services are required to comply by January 1, 2012. The next four standards,—Information and Communications, Employment, Transportation, and the Design of Public Spaces— were

combined into the Integrated Accessibility Standards Regulation (IASR) 191/11, which is now law. Requirements will be phased in over a period of several years.

The standards set requirements in a number of key areas and will be reviewed at least every five (5) years. New requirements may be added. The goal of the *Act* is to make the Province of Ontario accessible by 2025.

The Town of The Blue Mountains Multi-Year Accessibility Plan

The Multi-Year Accessibility Plan has been written in consultation with Staff, the public, and Council outlines how the municipality will make the community more accessible for both residents and visitors. This plan will be updated every term of Council, with progress reports being created annually.

This plan will be posted to the Town's website, and will be available in alternative formats, as requested.

General Provisions

The AODA has identified many areas in which there are barriers to be removed. The Town of The Blue Mountains has already worked to meet many of the standards that have been set.

Accessibility Policies and Procedures

The Town has written policies and procedures in place regarding the standards set out by the AODA. The Customer Service Standard Policy was approved in 2009, and all staff have since received training on this policy. The Integrated Accessibility Standards Regulation Policy was written in 2013. They are posted on the Town's website and are available in accessible formats upon request.

Procurement

When procuring goods, services, self-service kiosks or facilities, the Municipality will incorporate accessibility criteria and features, unless it is not practicable. If not practicable, the Municipality will provide an explanation, upon request.

Training

All Municipality employees, volunteers and third parties providing goods and services on the Municipality's behalf are required to undergo training on the requirements of the AODA accessibility standards as it pertains to persons with disabilities. The training provided shall be appropriate to the duties of the employee, volunteer or third party. Training shall take place as soon as is practicable. The Municipality will keep a record of the training provided including the dates on which accessibility training took place.

Feedback

Feedback on how services were delivered to people with disabilities shall be invited, forwarded to the appropriate personnel, responded to, documented and tracked. Feedback is invited via mail, email, telephone or in person.

Customer Service

We strive to offer the same opportunity for members of the public to access municipal services using all reasonable efforts, regardless of disability, in similar or alternative formats.

Municipal goods will be provided in a manner that respects the dignity and independence of persons with disabilities.

Municipal staff will take into account all goods or services their department provides to the public and accommodate a person with a disability to obtain, use, or benefit from the good or service.

Information and Communication

We will consult people with disabilities to determine information and communication needs.

The Town of The Blue Mountains will take the following steps to ensure all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014:

- Providing information pertaining to WCAG 2.0 Level A to the Municipality's website designer, and all staff that post

information to the website

- Training staff that post information on the website in methods to make the documents more readable for those accessing the documents

The Town of The Blue Mountains will take the following steps to make all websites and content conform with WCAG 2.0 Level AA by January 1, 2021:

- Train staff in the requirements of WCAG 2.0 Level AA
- Ensure that all new information posted on the website conforms with WCAG 2.0 Level AA
- Confirm with the website developer the requirements of WCAG 2.0 AA and ensure that our goals must be met

The Town of The Blue Mountains will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2014:

- Posting a feedback form on the Municipal website
- Informing residents and visitors that feedback is welcomed and appreciated either by mail, email phone or in person, by including a clause on the municipal website

The Town of The Blue Mountains will take the following steps to ensure all publicly available information is made accessible upon request by January 1, 2015.

- Post a clause on the Municipal website stating that all information is available in an accessible format upon request
- Post a notice in a high-traffic area in the Municipal administration office stating that all information is available in an accessible format upon request.

Employment

We will take the following steps to notify the public and staff that, when requested, the Town will accommodate people with disabilities during the recruitment and assessment processes throughout a hiring process.

The Town of The Blue Mountains will put in place a process for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability by January 1, 2014.

Transportation

The Town of The Blue Mountains will:

Consult with the public, and persons with disabilities to determine the proportion of accessible taxis required in the community, including steps to meet the need in its accessibility plan.

If a licensing standard for taxicabs is established, The Town will:

- Ensure taxicabs do not charge a higher fee or an additional fee to persons with disabilities
- Ensure taxicabs do not charge a higher fee for storage of assistive devices
- Ensure taxicabs have appropriate information displayed both on the rear bumper and available in accessible format to passengers

Where conventional transportation is provided by The Town, The Town will:

- Consult with the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters.
- Identify planning for accessible bus stops and shelters, including any measures that will be taken to meet the goal of accessible bus stops and shelters, in its accessibility plan
- Ensure that the third party transportation providers that have entered into arrangements with Town with respect to the construction of bus stops and shelters in its jurisdiction participate in the consultation and planning, where applicable

Design of Public Spaces

The Town will meet the Accessibility Standards for the Design of Public Spaces, as applicable, when building or making major modifications to public spaces. (Note that the standards in this section of Ontario Regulation 191/11 apply to newly constructed or redeveloped public spaces).

Public spaces include:

- Recreational trails;
- Beach access routes;
- Outdoor public eating areas;
- Outdoor play spaces, like playgrounds;
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals;
- Accessible off street parking; and
- Service-related elements like service counters, fixed queuing lines and waiting areas.

For More Information

For more information on this accessibility plan, or to request this plan in other accessible formats, please contact our Human Resources department at:

Phone: 519-599-3131 extension 265

E-mail: accessibility@thebluemountains.ca