

Resolution 2013 Schedule “A”

Accessibility Plan

Town of Parry Sound Annual Accessibility Plan 2013, the Ontarians with Disabilities Act

Town of Parry Sound multi (5) year plan (2013 to 2018) to implement the *Accessibility for Ontarian with Disabilities Act, 2005, Integrated Accessibility Standard, Regulation 191/11*

Executive Summary

The purpose of the **Ontarians with Disabilities Act, 2001** is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of the barriers. The ODA mandates that each Municipality prepare an annual Accessibility Plan.

Further, the **Accessibility for Ontarian with Disabilities Act, 2005, Integrated Accessibility Standard, Regulation 191/11**, requires the municipality to establish, implement, maintain and document through a multiyear accessibility plan the strategy to meet the requirements under the regulation.

The Town of Parry Sound Accessibility Plan (Accessibility Plan) is intended to address existing barriers to people with disabilities and to prevent new barriers from being established; and to comply with all requirements under the Accessibility for Ontarian with Disabilities Act (AODA) and Ontarian’s with Disabilities Act (ODA).

The Accessibility Plan describes the measures the Town has taken in the past and plan to take during the current year to identify, remove, and prevent barriers to people with disabilities who use the facilities and services of the Town, including employees and members of the community at large.

The establishment of the Accessibility Plan will have positive outcomes on the community as a whole. The primary beneficiaries of barrier removal and barrier

prevention exercises are people with disabilities. However, a positive result of accessibility planning is that all people benefit.

The Accessibility Plan for 2013 not only provides a review of the barriers identified in last year's plan; it provides the progress to date in removing and preventing these barriers and a multiyear (5) plan to address the requirements under the AODA. The yearly review of the Accessibility Plan provides an opportunity for the municipality to acknowledge successes, reevaluate timelines and costs, research options, and identify new barriers.

Purpose

The Purpose of this Accessibility Plan is to describe the measures the Town of Parry Sound has taken in previous years and will take during the coming year to identify, remove and prevent barriers for people with disabilities who use municipal facilities and services. And the Accessibility Plan will describe measures to be taken to achieve compliance with the AODA. The Accessibility Plan will be guided by the four core principles of Accessible Customer Service: dignity, equal opportunity, integration and inclusion.

Objective

The objectives of this Accessibility Plan are to:

1. Report on the measures the Town has taken to identify, remove and prevent barriers to people with disabilities.
2. Describe the measures in place to ensure that the Town assesses its proposals for by-laws, policies, programs, practices and services to determine their effect on accessibility for people with disabilities.
3. List the facilities, policies, programs, practices and services that the Town will review in the coming year to identify barriers to people with disabilities.
4. Describe the measures the Town intends to take in the coming year to identify, remove and prevent barriers to people with disabilities.

5. Describe how the Town will make this accessibility plan available to the public.
6. Describe the measures the Town intends to take in the next 5 years to comply with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, Integrated Accessibility Standard, Regulation 191/11,

Overview of the Town of Parry Sound

Parry Sound is a community nestled on the rugged shores of Georgian Bay, and birthplace of hockey legend Bobby Orr. It is the economic centre for the West Parry Sound area and a popular tourist destination. It strives to be the home of vibrant culture and commerce, of successful promotion and partnerships, and of opportunity and tradition in an effort to offer an unsurpassed quality of life on the shore of Georgian Bay.

Ideally located, Parry Sound is little more than two hours north of Toronto, and connected via Highway 400. Waterway, airway, and railway services create a transportation network proficient in personal and freight movement to and from provincial, national and international destinations.

Parry Sound has a low population density of 436.4 population/km². According to Ontario Census 2006 the population of the Town of Parry Sound is 6191 and during the summer months has an area population of approximately 60,000.

Parry Sound being the economic hub of the West Parry Sound District supports the following service providers: West Parry Sound Health Centre, Belvedere Heights Home for the Aged, Lakeland Long Term Care, Serenity Place, Friends Apartments, One Kids Place, Community Living, RISE and Muskoka Parry Sound Mental Health. Further, located within the municipality are Provincial Agencies, Federal Agencies, Social Services, Financial Services, Medical Clinics, Hospitality, Cultural and Entertainment.

Municipal Services

The **Corporation of the Town of Parry Sound** consists of the following departments: Administration; Finance and POA Court Services; Public Works; Development and Leisure Services and Emergency and Protective Services.

Municipal facilities considered in the plan are:

- Administration Building
- Fire Department Complex
- Operations Yard
- Cemetery - 2
- Waste Water Treatment Plant
- Water Treatment Plant
- McFarlane Transfer Station
- Temporary Dog Impound
- Parry Sound Library
- Charles W. Stockey Centre
- Bobby Orr Community Centre
- CP Station – public hall
- CN building – Chamber of Commerce
- Town Dock and Big Sound Marina
- Public Washrooms in the downtown core
- Two municipal boat launches
- 4 Municipal parking lots
- Waubuno Beach, and a number of municipal parks (Cherry, William, Yvonne Williams, Old Town Beach, Mission, Booth, Kinsmen, Bay Street parkette.
- Fitness trail
- 2 Dog off leash parks

Commitment to Accessibility Planning

The Corporation of the Town of Parry Sound is committed to the progressive removal of barriers at all municipally owned facilities, premises and services for all those with disabilities, including employees and the community at large.

A staff member, the Accessibility Coordinator, will identify and plan for the elimination of the barriers through the preparation of the Accessibility Plan. The Coordinator and

Chief Administrative Officer will review the status of the plan every six months to ensure targets are being met.

Parry Sound, having a population less than 10,000 is not required to form an advisory committee. However, the Accessibility Coordinator for the Town is a member of the Parry Sound and Area Disability Advisory Council (PSADAC). The Town relies on the resources and expert opinions of this council for input into the annual Accessibility Plan and community feedback.

PSADAC objectives are:

- To isolate issues that encumber persons with disabilities at moving on to employment and develop solutions and strategies.
- To engage the community, link the support structures and conduct public awareness activities.
- To develop and implement an annual conference focused on disabilities and issues related to our region in addition to designing and implementing workshops for consumers.
- To link and consolidate by means of an advisory council to present to Government and exchange accurate information to Government for future service and program planning.
- To share information and exchange resources, ideas and solutions to maximize community potential.

Definitions

Barrier: A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability.

There are many kinds of barriers:

- **Architectural barriers and physical barriers** are features of buildings or spaces that cause problems for people with disabilities.
- **Information or communication barriers** happen when a person can't easily understand information.

- **Attitudinal barriers** are those that discriminate against people with disabilities.
- **Technology barriers** occur when a technology can't be modified to support various assistive devices.
- **Systemic barriers** are an organization's policies, practices or procedures that discriminate against people with disabilities.

Barrier Identification Process

The Town of Parry Sound welcomes feedback from all persons and is committed to providing quality service that is accessible and takes into account a person's disability. The Accessibility Coordinator solicits input on the identification and removal of barriers from the community, Municipal Management Team and the Parry Sound and Area Disability Advisory Council. In accordance with the Town's Customer Service Policy the Town will accept feedback in writing, by email, telephone and in person. Please refer to the Customer Service Manual.

There are Customer Feedback Suggestion Boxes located at the following municipal facilities: Bobby Orr Community Centre, Parry Sound Public Library, Fire Hall, Charles W. Stockey Centre and the Municipal Office. The Municipal website provides an opportunity to give input on the website, the provisions of goods and services and the accessibility of municipal facilities. The Town participates in an annual Accessibility Expo hosted by the Regional Disability Advisory Council and solicits input from the community regarding accessibility issues.

Also, the Town will address barriers as required by Provincial legislation – **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**. The purpose of the AODA is to achieve a fully accessible Ontario by 2025. To achieve this goal the AODA will implement five standards: Customer Service; Transportation; Employment; Information and Communication and the Built Environment. The Customer Service standard is now in effect and has resulted in the development of the Customer Service Manual. The Integrated Accessibility Standard - Employment, Transportation and Information and

Communication Standard – took effect in 2011. The multiyear plan, Schedule “C”, will address the IAS regulation under the AODA.

Communication of the Accessibility Plan

Upon approval, the Accessibility Plan will be made available to the public through the following means:

- The document will available, in an accessible format, on the municipal website – www.townofparrysound.com.
- Copies of the plan will be available upon request by: email, in person, individual communication supports or telephone.
- Upon request, the plan will be made available in accessible formats and communication supports.

Achievements - Schedule “A”

Barriers to be addressed in 2013 - Schedule “B”

Multi-year Plan (5) under AODA, IAS Regulation - Schedule “C”

Conclusion

The Province has legislated that municipalities across Ontario improve access for persons with disabilities. As providers of service to the public, the Town plays a significant role in ensuring full access to those living in our community.

While the work is primarily designed for persons with disabilities, many of the achievements in improved accessibility are a direct benefit to all Parry Sound residents.

The municipality will continue to develop plans and initiatives for the community in accordance with the Provincial Legislation.

Feedback on the accessibility of facilities and services at the Town is always welcome. Please contact Tammy Purdy, Accessibility Coordinator, as indicated below:

Mail:

Town of Parry Sound
52 Seguin Street
Parry Sound, ON
P2A 1B4

Phone:

705-746-2101

E-mail:

accessibility@townofparrysound.com

In person:

Town of Parry Sound
52 Seguin Street
Parry Sound, ON

Schedule "A" - Achievements

Barrier	Department	Objective	Status/Outcome
I, C, A, P	Corporate Services	To determine a staff member to spear head the Town=s Accessible Plan and Accessible Transportation Plan. Council member and staff to form a Committee to review future proposed plans and give input into future plans.	Plans are implemented in a timely manner. To ensure compliance with the Ontarians with Disabilities Act. ACCESSIBILITY COORDINATOR DETERMINED
I, C, A, ,P	Corporate Services	To review the Town's 2010 Year Strategic Plan with respect to council's commitment to continue identification of barriers for removal and/or prevention of barriers	A plan that demonstrates council's commitment to accessibility. COMPLETED
I,C,A,T	Corporate Services	To review and make recommendation regarding the town's Web page – change from an Economic focus to a municipal focus. Website contract in progress.	A tool that is focused on municipal business. Opportunity for the public to access the town hall without having to travel, or negotiate stairs. COMPLETED
I, C, A, P, AR	Corporate Services	To conduct a customer focus workshop at a General Staff meeting pertaining to individuals with disabilities	More informed staff that can interact respectfully with and provide useful assistance to individuals who have

Barrier	Department	Objective	Status/Outcome
			disabilities. ONGOING
PH, A,	Corporate Services	To review research/information gathered and develop a sustainable long term accessible transportation plan.	A sustainable transportation system for persons with disabilities. COMPLETED – SPECIALIZED TRANSIT IMPLEMENTED JUNE 1, 2008
I, P, A, C, T	Corporate Services	To implement the Customer Service Training Plan for all staff, volunteers, and third parties.	Policy and Practices that comply with the Customer Service Regulations - AODA Staff that are trained and comfortable serving customers with a disability. COMPLETED - CUSTOMER SERVICE MANUAL
I, P, A, C, T	Corporate Services	To implement the Communication Plan pertaining Customer Service Feedback Policy.	Policy and Practices that comply with the Customer Service Regulations – AODA. Staff that are trained and comfortable serving customers with a disability. COMPLETED - CUSTOMER

Barrier	Department	Objective	Status/Outcome
SERVICE MANUAL			
I, P, A, C, T	Corporate Services	To develop the Customer Service Manual and provide hard copy to all departments.	A manual detailing the Customer Service policies. Policy and Practices that comply with the Customer Service Regulations - AODA COMPLETED
I, A, C, T, P	Corporate Services	To implement a training plan for staff volunteers and third party contractors to increase their knowledge and awareness of disability related issues, accommodation and legislation requirements (AODA Customer Service Standards)	Policy and Practices that comply with the Customer Service Regulations – AODA Staff that are trained and comfortable serving customers with a disability. COMPLETED – CUSTOMER SERVICE MANUAL
I, A, C, T, P	Corporate Services	To develop a Customer Service Feedback Policy that adheres to the AODA Customer Service Standard. Develop a Plan to implement and inform customers regarding the policy.	Policy and Practices that comply with the Customer Service Regulations – AODA A policy that responds to customer feedback for all persons regardless of their abilities. Also, a plan to implement and educate the public.

Barrier	Department	Objective	Status/Outcome
			COMPLETED – Customer service manual
I, A, C, T, P	Corporate Services	To develop a committee to assist the community with the implementation of the Customer Service Regulation – AODA. ie., training workshops for the various businesses, website, resources, education (newsletter) etc.	<p>Policy and Practices that comply with the Customer Service Regulations – AODA</p> <p>Community partners working together to remove barriers and assist others with compliance with the Customer Service Regulations - AODA.</p> <p>COMPLETED – Customer service manual</p>
PH, I, C, T, P, A	Corporate Services	To ensure that the municipal election process is available to all persons regardless of their abilities.	<p>An opportunity for all persons regardless of their abilities to partake in the electoral process.</p> <p>Municipal Election Accessibility Plan created for 2010 election. Said plan was successful. COMPLETED</p>
I, C, A,	Corporate Services	To investigate the implementation of a 211Ontario.ca access guide. A web guide to	A directory of community, social, health, and related government

Barrier	Department	Objective	Status/Outcome
		community, social, health, and related government services in Ontario.	<p>services together on one searchable web site.</p> <p>Community implemented in January 2012. The Municipality assists with promoting the directory.</p> <p>COMPLETED IN JAN 2012</p>
I,C,A,P	Planning	To investigate the interest of the Regional Accessibility Committee in receiving and giving input in the site plan approval process	<p>Committee has an opportunity to provide expert opinion on access and barrier removal.</p> <p>COMPLETED</p>
AR, PH, T, A	Building	To ensure that the plans for the renovation of the town office and Council Chambers address accessibility. Plans could be reviewed by the Regional Accessibility Committee. The new Council Chambers equipment will address presentation barriers.	<p>New portion of Town Hall to be accessible and accessibility barriers in existing part of building are mitigated (where appropriate)</p> <p>COMPLETEDRENOVATIONS 2010</p>
PH, AR, P	Building	To review the "Draft" Property Standards By-law to ensure provisions for safe access and accessibility features, i.e. ramps, door openers, signage and lighting are maintained	<p>A mechanism to ensure safe passage for everyone including persons with disabilities.</p>

Barrier	Department	Objective	Status/Outcome
			COMPLETED
PH, A	By-law	To investigate and implement a By-law for obstruction of sidewalks, i.e., placement of merchandise, construction etc.	Safe passage for all persons including persons with disabilities on municipal sidewalks. Draft By-law to be reviewed by the Regional Disabilities Advisory Committee COMPLETED
PH, AR, P	Parking	To investigate/research private properties, ie, Walmart, Canadian Tire, who would be interested in implementing an enforcement program for disabled parking on their private property.	A mechanism to allow for the enforcement of disabled parking on private property. An opportunity to educate the public regarding the use of disabled parking. COMPLETED – NO RESPONSE RECIEVED
PH, A	Parking	To review the accessible parking in the downtown core and around municipal facilities and make recommendations regarding same	An inventory of disabled parking spaces in the downtown and municipal facilities. A list of recommendations pertaining to size and location for future implementation. A policy for the implementation of Accessible Parking

Barrier	Department	Objective	Status/Outcome
			spaces in the downtown. COMPLETED
I, C, P, PH, T	Parking	To investigate payment on-line for parking tickets and if feasible implement same.	Payment of parking tickets on line or through bank. Provides greater convenience. Eliminates the need for persons to travel and use stairs to perform this activity. Will not be implementing at this time. There appears to be no demand for this service.
I,A,P, C, T	Administration and Finance	To develop a Multiple Formats Policy and a plan to implement same.	A policy that applies to materials produced by the Town for release to the public that will ensure that all persons, regardless of ability, have the tools they require to participate in the civic process. COMPLETED -CUSTOMER SERVICE MANUAL – under review due to the new ADODA IASR legislation.

Barrier	Department	Objective	Status/Outcome
AR, PH, T, A	Administration and Finance	To ensure that the plans for the renovation of the town office and council chambers address accessibility. Plans could be reviewed by the Regional Accessibility Committee. The new Council chambers equipment will address presentation barriers.	New portion of Town Hall to be accessible and accessibility barriers in existing part of building are mitigated (where appropriate). RENOVATIONS COMPLETED
I, A, P, C, T	Administration and Finance	To investigate the options for equipping the Council Chambers with assistive listening devices which would enable participation of people who are deaf or deafened or hard of hearing.	A plan to improve the sound system/ acoustics at the Council Chambers by equipping facility with assistive listening devices. COMPLETED
I, C, T, P	Administration and Finance	To determine if the new Town web site meets the requirements and comply with W3C accessibility standards.	A tool, web based information services, that is focused on municipal business that meet the accessibility requirements. COMPLETED
AR, PH, T, A	Facilities Department	To ensure that the plans for the renovation of the Town office and Council Chambers address accessibility.	New portion of Town Hall to be accessible and accessibility barriers in existing part of building are mitigated (where appropriate).

Barrier	Department	Objective	Status/Outcome
			RENOVATIONS COMPLETED ON TOWN HALL MID 2011
AR,PH,A,	Public Works	To propose budget envelopes pertaining to the review completed by Georgian Engineering at the BOCC.	BOCC accessibility barriers removed. The construction of an accessible viewing area. RENOVATIONS COMPLETED.
PH, AR, T,A, P	Public Works	To develop an achievable Facility Assessment Design Standard to complete a facility audit on all town owned public access or leased facilities pertaining to mobility. Using various resource: City of London, City Guelph, OBC, CMHC	Will not be completing a standard. Waiting for the AODA Environment Standard to be implemented.
PH,AR,A	Public Works	To contract Triton Engineering to provide a report outlining accessibility issues on James Street and provide recommendations on same.	A resource which can be used to develop a feasible plan to reconfigure James Street to make it more accessible for persons with a disability. Also, a Capital Plan for same. COMPLETED - RECONFIGURATION
P, I, C, A, PH	Public Works	To develop a method to report barriers to	A form and policy to report barriers

Barrier	Department	Objective	Status/Outcome
		pedestrian travel and provide feedback regarding same.	that interfere with pedestrian travel. Policy and Practices that comply with the Customer Service Regulations - AODA COMPLETED
P, A, I, C, T	Public Works	To investigate the support from community partners for a consistent Disruption of Service Policy. To develop a Disruption of Service Policy and a plan to implement same.	A consistent policy and sharing of resources by the surrounding municipalities, media and PS Power Policy and Practices that comply with the Customer Service Regulations - AODA COMPLETED - NO INTEREST SHOWN
PH, AR, I, C, A, P	Public Works	To develop a process, obtain customer feedback from the public on Pedestrian Travel routes and a plan to implement same.	Policy and Practices that comply with the Customer Service Regulations – AODA COMPLETED – CUSTOMER SERVICE MANUAL
PH, I, C, A, T, P	Public Works	To develop and accessibility Plan for the	Policy and Practices that comply with

Barrier	Department	Objective	Status/Outcome
		conventional Public transit system and the disabled transit system to remove barriers.	the Customer Service Regulations – AODA COMPLETED
PH, AR, A	Public Works	To investigate and prepare a plan to enhance the accessibility of the public washrooms in the downtown - Seguin Street.	A plan to enhance the accessibility of the public washrooms to be considered during the 2011 budget process. Received funding WASHROOM RENOVATIONS - COMPLETED
PH, AR, I, C, A, P	Facilities	To investigate funding, prepare a work plan and budget to install push buttons on all Town Facilities' public access doors and public washrooms	Push buttons installed at the following facilities: Town Office, BOCC, Stockey Centre and Fire Hall.
C, T	Municipal Transit specialized	To investigate the cost to replace the fax machine used to communicate transit schedule between Belvedere and Hammond and purchase same.	Replacement of older equipment to enhance the scheduling system between the providers. COMPLETED
PH, I, C,A, T, P	Provincial Offences	To develop an Accessibility Plan for the Provincial Offences Court to remove barriers	Policy and Practices that comply with the Customer Service Regulations –

Barrier	Department	Objective	Status/Outcome
		and prevent barriers	AODA COMPLETED
I,A,P, C, T	Provincial Offences	To investigate the options for providing a sign language interpreter which would enable participation of people who are deaf that use sign language.	The option for persons who are deaf and communicate using sign language to have an interpreter available for attendance in court. COMPLETED - LIST PROVIDED BY ATTORNEY GENERAL'S OFFICE
I, C, A, T,P	Provincial Offences	To investigate the options for equipping the Provincial Offences Court with assistive listening devices which would enable participation of people who are deaf or deafened or hard of hearing.	A plan to improve the sound system/ acoustics at the Provincial Offences Court by equipping facility with assistive listening devices. POA court is now in the Council Chambers. Council Chambers equipment has been updated.
PH, I, C, A, T, P	Provincial Offences	To budget for the procurement of a Liberty Reporting system. The Liberty reporting system is a portable audio digital recording device for completing transcripts in audio format.	A device that will provide transcripts in audio format for individuals with literacy limitations and persons with a visual disability. The device is

Barrier	Department	Objective	Status/Outcome
			portable, light weight which will reduce the risk of injury to staff while transporting. COMPLETED
I, C, A, P	Fire Department	To increase the awareness of the importance of emergency preparedness to the community including people with disabilities and special needs by distributing educational materials, i.e. Emergency Preparedness Guide for People with Disabilities/Special Needs.	A more aware and prepared community for an unexpected emergency. ONGOING
A,I,C,AR	Fire Department	To provide a workshop for SMC on the development of Evacuation Plans.	Training for leaders to develop Evacuation Plans for their facilities. COMPLETED
P, AR, A, T, P	Leisure Services	To investigate accessible equipment, devices to support successful inclusion of persons with disabilities.	A plan detailing equipment needs that ensure successful inclusion of persons with disabilities. Will not be implemented. Leisure Service Coordinator meets with community groups to discuss community needs on a regular

Barrier	Department	Objective	Status/Outcome
			basis. Equipment needs will be considered through the customer service feedback process.
PH, P, A	Leisure Services	To amend policy to acquire at least two barrier free toilet for each Town sponsored event.	Event planner updated to reflect the requirement of a minimum of two accessible washrooms for all Town sponsored events.
PH, AR, I, C, A, T, P	Stockey Centre	To develop an Accessibility Plan for the Stocky Centre to remove barriers and prevent barriers.	Policy and Practices that comply with the AODA COMPLETED – STOCKY CENTRE PART OF THE MUNICIPALY'S ACCESSIBILITY PLAN.
I, C, A, T	Stockey Centre	To ensure the NEW website meet the standards set out in Web Content Accessibility (WCAG 2.0); World Wide Web Consortium (W3C) and CNIB- Clear Print Accessibility Guidelines.	Website completed.
P, AR, A, T, P	Stockey Centre	Request for accessible seating because the seats were too narrow and the Stockey Centre. Resolved the request and came up with a solution for future request.	Implemented new accessible seating for individuals who require seats that are wider than current seats. 2012

Barrier	Department	Objective	Status/Outcome
PH, T, P, C, I, A	Library	To investigate and budget for the update of the Library website considering: web content Accessibility (WCAG 2.0); World wide Web Consortium (W3C) and CNIB- Clear Print Accessibility Guidelines.	Website completed.2012
PH, T, P, C, I, A	Library	Developed an extensive collection of daisy reader books. There are two daisy readers that will be available to lend to the public.	Library material accessible to persons with visual disabilities that use the daisy reader. Completed
PH, T, P, C, I, A	Library	Developed a book delivery program for residents who are “shut ins”.	Library resources available to persons who are unable to physically access the facility. Completed.

Schedule "B" - Barriers to be addressed in 2013

Legend Barriers:

- Physical - PH
- Architectural - AR
- Informational - I
- Communicational - C
- Attitudinal - A
- Technological - T
- Policy/Practice - P

BARRIER	DEPARTMENT	OBJECTIVE	PARTNER	OUTCOME
PH, I, A, AR, C, T, P	Planning	To ensure the implementation of accessible policy under the Official Plan review. To seek comments from the Regional Disability Advisory Committee on the revised Official Plan.	Planner AC	A policy that promotes a barrier free municipality and acknowledges the need to remove barriers for persons with disabilities within our community. Access Plan 2010 & 2011 Official Plan – in process – at the public input stage

BARRIER	DEPARTMENT	OBJECTIVE	PARTNER	OUTCOME
PH, P, AR, A	By-law	To investigate incentives to encourage wheelchair accessible taxis in Parry Sound.	Supervisor By-law	A plan to consider incentives programs for taxi operators which would enhance the transportation services for person with a disability. Access Plan 2010 “NOW legislated” AODA – IAS section 79 – must determine the proportion of on-demand accessible taxicabs required in community – TO MEET WITH COMMITTEE TO DETERMINE HOW THE MUNICIPALITY WILL MEET THIS OBJECTIVE To be addressed in the 5 year AODA IAS plan
PH, P, AR, A	Parking	To update the Municipal Policy pertaining to public Accessible Parking Spaces.	Parking staff Supervisor	A policy that addresses the legislated requirements under the AODA IASR. Access Plan 2013.
PH, AR, P	Municipal Transit	To review the accessibility of transit stops for all persons - considering	Operations Supervisor	A policy/standard to improve quality of transit stops for all persons.

BARRIER	DEPARTMENT	OBJECTIVE	PARTNER	OUTCOME
	both systems	snow removal and access. Develop a standard to ensure safe access to the transit system	Hammonds AC	Access Plan 2008 “NOW legislated” AODA – IAS section 78 – must consult with the public and persons with disabilities in the development of accessible design criteria. To be addressed in the 5 year AODA IAS plan
PH, AR, P, A	Municipal Transit specialized	To investigate the feasibility of the expansion of specialized transit service to allow for scooters. Review the eligibility criteria for specialized transit.	Hammonds AC Hammond	A report for Council’s consideration on the feasibility of the expansion of the specialized transit. Access Plan 2009 “NOW legislated” AODA – IAS section 63 – To meet requirements by 2017. To be addressed in the 5 year AODA IAS plan
P, AR, T, P	Public Works	To investigate the feasibility of increasing the pedestrian crossing	Operations AC	Extended times on traffic lights for pedestrian travel to accommodate

BARRIER	DEPARTMENT	OBJECTIVE	PARTNER	OUTCOME
		times at signalized traffic lights.		seniors, and persons with a disability. Access Plan 2010 Traffic control lights are set in accordance to MTO warrants. In process.
PH, AR, P	Public Works	To investigate the feasibility of upgrading the municipal parks play equipment to accessible equipment using the OPA - Playability Toolkit as a guide.	Parks Supervisor Leisure Services AC	A plan detailing equipment needs that ensure successful inclusion of persons with disabilities. Access Plan 2009 To be considered in Business Plan This is now mandated through the AODA IASR – Design of Public Spaces Standards and will be addressed in the multi year plan
I, PH, AR	Public Works	To solicit feedback from users of the Fitness Trail by way of a survey pertaining to accessibility of the trail.	Parks Supervisor Leisure Services	Collated feedback from the users of the Fitness Trail to plan for future improvements. Access Plan 2011

BARRIER	DEPARTMENT	OBJECTIVE	PARTNER	OUTCOME
			AC	To be completed by the By-law staff over the summer 2013 when talking to trail users about the pending Smoke Free Bylaw
PH, AR	Public Works	To devise and implement a plan to create an accessible viewing area at Waubuno Beach. The viewing area will replace the ramp to the water.	Manager of Operations AC	A plan for a viewing area that will be accessible to all persons regardless of their abilities to enjoy the waterfront and Georgian Bay. Access Plan 2011 The ramp to the water was repaired – this item is under review.
I, C, A, P, PH, T	Administration	To formalize a policy for special equipment to be used by staff, i.e. ergonomics, to put Human Resources Manual.	Human Resources. AC	A formal policy to provide guidelines on purchasing and distributing special equipment. Current policy is ad hoc. Respond to needs. Formal policy may provide better level of service. Access Plan 2007 In process

BARRIER	DEPARTMENT	OBJECTIVE	PARTNER	OUTCOME
I, C, A, P, T	Administration	To investigate feasibility and need to provide portable listening equipment in all/some of the town's public meeting rooms which are made available to the public when rooms are booked for events/meetings. (Example microphones in all rooms).	Facility Manager AC	A plan detailing technical requirements and financial cost to improve communication in public meeting rooms.. Access Plan 2008 Draft information package completed. The public hall at the BOCC is equipped with a sound system. The new meeting rooms are not. Investigating the need for portable equipment.
I, C, P, T	Administration	To review the procurement bylaw and tender process to consider accessibility.	Director of Finance	Ensure that the purchasing process does not have barriers for those involved in the process or allows amendments of process to remove barrier. Access Plan 2007 "NOW legislated – AODA IAS – section 5 of the Act – deadline 2013 To be addressed in the 5 year AODA

BARRIER	DEPARTMENT	OBJECTIVE	PARTNER	OUTCOME
				IAS plan
A, P, I, PH, T	Administration/ Human resources	To develop a policy in the Human Resource Manual for accommodating staff.	Human Resources	<p>A policy to provide guidelines to assist staff in returning to work (after illness or injury) or securing employment with the Town.</p> <p>Access Plan 2007</p> <p>Human Resource Policy in place. Will review the policy when the AODA Employment Standard has been passed by the Province.</p> <p>“NOW legislated” – AODA IAS – Employment standard</p> <p>To be addressed in the 5 year AODA IAS plan</p>
I, C, A, P, PH	Facilities Department	To update facility rental forms to ensure that users are aware if the facility is accessible and any accessibility barriers are identified to the prospective customer.	Facility Manager AC	<p>Forms are updated detailing barriers to accessibility. Renters are well informed as to accessibility of the proposed facility.</p> <p>Access Plan 2007</p>

BARRIER	DEPARTMENT	OBJECTIVE	PARTNER	OUTCOME
				In process To incorporate with the Emergency Evacuation information booklet.
PH, AR, A	Facilities Department	To investigate and prepare a plan to enhance the accessibility of the public washrooms at Waubuno Beach, Town Dock, Library, Marina, CP Station, Kinsmen Park and Chamber Building Train Station.	DBI AC Compliance Officer	A plan to enhance the accessibility of the public washrooms at various Town facilities to be considered during future budget process. Access Plan 2011 In process
AR, PH, , T, A,	Facilities Department	To complete a facility audit on all Town owned public access or leased facilities and implement a capital plan, with the exception of the Town Office. - Chamber Building, Stockey Centre, Museum, Parry Sound Power, Station Gallery, Public washrooms downtown, PS library, washrooms at Waubuno Beach	DBI AC	Capital plan to be reviewed by Director of Operations and Facility Manager and changes to be considered for each budget year Access Plan 2007 Training for auditors required to complete the accessibility audits. On Hold - Waiting for the AODA Built Standard
PH, AR, A	Facilities	To investigate funding, prepare a	DBI	A work plan and budget to install

BARRIER	DEPARTMENT	OBJECTIVE	PARTNER	OUTCOME
	Department	work plan and budget to install push buttons on all Town Facilities' public access doors and public washrooms.	AC Compliance Officer	push buttons on Town Facilities' public access doors and public washrooms for future budget consideration. Access Plan 2011 BOCC, Town Office, Stockey Centre completed in 2012.
P, I, C, A	Fire Department	To develop and implement a workshops for municipal employees on evacuation and fire procedures considering the needs of persons with a disability.	FPO AC	An informed staff on evacuation and fire safety procedures. Access Plan 2011 "NOW legislated" AODA IAS section 37 and 27 To be addressed in the 5 year AODA IAS plan To implement departmental training in September 2013.
PH, A, P, I, C, AR, T	Fire Department	To develop Evacuation Plans for all municipal facilities considering the needs of a disabled person	Each department head to	An Evacuation Plan implemented for all municipal facilities that considers the needs of persons with a

BARRIER	DEPARTMENT	OBJECTIVE	PARTNER	OUTCOME
			develop – Chief to review	disability. Access Plan 2007 “NOW legislated” AODA IAS section 37 and 27 To be addressed in the 5 year AODA IAS plan
PH, P, I, C, A	Fire Department	To develop a plan and budget to implement resource kits (stretchers etc.) for Town Facilities which will be used to assist with the evacuation of individuals and persons with a disability from the second floor due to the fact that the elevators are not functional ,	FPO AC	A plan and budget to acquire resource equipment to assist with the evacuation of person with a disability. Access Plan 2011 Needs Inventory to be completed when the Fire Dept completes fire safety plans. To be completed in September 2013.
I, C, A	Fire Department & Emergency Service	To develop emergency preparedness pamphlets for persons with a disability for distribution during Emergency Preparedness Week	AC	Access Plan 2011 In process Currently using information from the Fire Marshall’s Office.

BARRIER	DEPARTMENT	OBJECTIVE	PARTNER	OUTCOME
PH, I, C, T, P	Emergency Service	To review the Municipal Emergency Plan and Evacuation Plan to ensure that they consider the needs of persons with disabilities in an emergency. (Example identifies the need to provide emergency means of transportation, effective communication systems). The information is distributed to the community in a format considering all persons ability.	DEMS AC	An Emergency Plan and Evacuation Plan that meets the needs of persons with disabilities in an emergency situation. Also, information is released to the public in a format that considers persons abilities. Access Plan 2008 "NOW legislated" AODA IAS section 13 To be addressed in the 5 year AODA IAS plan To convert the Plan into an accessible document by December 31, 2013
PH, I, C, T, P, A	Fire Department	To develop a booklet for users groups and renters of Town facilities detailing evacuation plans, tips on evacuating someone with a disability and fire safety plan	FPO AC	An informed user of municipal facilities pertaining to evacuation and fire safety. Access Plan 2013.

BARRIER	DEPARTMENT	OBJECTIVE	PARTNER	OUTCOME
PH, A, P, T, AR	Leisure Services	To investigate leisure programs to ensure there are no community gaps in programming for persons with disabilities.	LSC AC	A plan that supports inclusion of persons with a disability in leisure programs. Access Plan 2008 In process – working with community groups on a program database
I, A, C,	Leisure Services	To develop a handout on how to host an accessible event to distribute with Special Event application and information.	LSC AC	A tool to assist community hosted events to implement a successful event that is inclusive to all persons regardless of their abilities. Access Plan 2010 Draft handout completed to implement in 2013
PH, I, C, A, T, P	Leisure Services	To develop an information package pertaining to hosting an accessible meeting to give to persons who use town facilities for meetings.	LSC AC	A tool to assist facilities users, who rent municipal facilities, with hosting an accessible meeting. An information package to be distributed to the public hall renter on how to

BARRIER	DEPARTMENT	OBJECTIVE	PARTNER	OUTCOME
				<p>host an accessible meeting</p> <p>Access Plan 2009</p> <p>Draft information package completed. To be incorporated with the Emergency Plan information in a booklet.</p>
I, C, A, T	Economic Development	To assist the business community via BIA, Chamber and Georgian Bay Country with the implementation of the Simcoe Muskoka Access Guide by providing support, information and training. And to provide accessibility information for businesses.	BIA GBC Chamber AC	<p>A web based access guide which lists businesses and the accessibility of a business.</p> <p>A more informed business community.</p> <p>Access Plan 2010</p> <p>Under review 2012</p>
PH, AR, P	Economic Development	To investigate a municipal grant program available to businesses, similar to the Facade Program, to increase accessibility to their business.	AC	<p>A plan to be approved by council for a municipal grant program available to businesses who wish to enhance accessibility, i.e. implementing a ramp.</p> <p>Access Plan 2010</p>

BARRIER	DEPARTMENT	OBJECTIVE	PARTNER	OUTCOME
				On hold due to funding.
PH, AR	Economic Development	To partner with PS High School, local businesses to develop a plan to assist the businesses to construct ramps where required to provide better access to their establishments	DBS, Chamber, businesses, PS high school shop class, AC, DBO	A community initiative to make PS an accessible community. Access Plan 2011 Part of the "We Assist" Program To be implemented fall 2013
P, T, PH	Stockey Centre	To investigate and create a plan for the procurement of the installation of visual fire alarms.	Stockey Tech AC	A plan to be considered during the 2011 budget process to update fire suppression/extinguishing system, that will inform persons with a hearing disability of a fire. Access Plan 2010 In process
I, A, C, T, PH	Bobby Orr Hockey Hall of Fame	To research audio tour guides systems to enhance accessibility for everyone and budget for same.	BOHHF staff	Enhanced museum displays that are accessible for persons with various disabilities, i.e, a person with vision disability or a person with a learning disability.

BARRIER	DEPARTMENT	OBJECTIVE	PARTNER	OUTCOME
				Access Plan 2010 Created a paper based tour guide that will add value to many. Audio guides still investigating.
PH, AR, A	Bobby Orr Hockey Hall of Fame	To create a seating area for patrons. The seating area will be accessible for persons with a disability. Currently there is nowhere for anyone to seat. The seating area will be part of the minor renovations for the 10th anniversary.	BOHHF staff	A seating area for all patrons regardless of their abilities. Access Plan 2013
PH, I, C, A	Bobby Orr Hockey Hall of Fame	To procure three touch screens for the main floor of the Hall of Fame that will broaden accessibility for visitors.	BOHHF staff	A facility that provides opportunities for persons with a disability to participate in activities. Access Plan 2013
P, I, C, T	Corporate Services	To develop a policy for saving and updating information on the municipal website.	IT AC	A more effective accessible website that provides consistent information structure, i.e. fonts, headings etc. Access Plan 2010

BARRIER	DEPARTMENT	OBJECTIVE	PARTNER	OUTCOME
				<p>“NOW legislated” AODA IAS - section - a plan to 14 – plan device to achieve compliance to be implemented in 2012. To hire an individual, fall 2012, to assist with the development of accessible forms for the Town website.</p> <p>To be addressed in the 5 year AODA IAS plan</p>
I, C, A,	Corporate Services	To continue to promote Community Accessibility Awareness within the community by: assisting with Accessibility Awareness Days; National Access Awareness Week, accessibility articles in venues such as: SONL, Mayor’s Corner; continued training of all municipal staff and feedback using the Community Suggestion Boxes.	AC RDAC	<p>A more informed community on accessibility and the process for the removal of barriers. And competent municipal staff in dealing with persons with a disability.</p> <p>Access Plan 2010 – ongoing</p> <p>Health Expo September 2012</p> <p>There will be no Health Expo September 2013 - looking at implementing a smaller venue for 2013.</p>

BARRIER	DEPARTMENT	OBJECTIVE	PARTNER	OUTCOME
PH, I, C, A, T, P,	Corporate Services	To devise an implementation plan to achieve compliance with the AODA – Integrated Standard.	AC HR PW Fire	<p>A plan with achievable goals and policy and procedures that are in compliance with the AODA – IRS.</p> <p>The removal of barriers to good and services pertaining to Employment, Transportation and Information/Communication.</p> <p>To be addressed in the 5 year AODA IAS plan</p>
I, C, A	Library	To implement a Reference Library for Accessibility Information - KIOSK - which will be available to the public for their use.	AC Library	<p>A Kiosk with reference materials on accessibility organized and contained in one area.</p> <p>Access Plan 2010</p> <p>In process - gathering resources for KIOSK.</p> <p>Will develop a pamphlet section for material information. The accessible resources will be made available on the computers at the library.</p> <p>Signage will be erected near the</p>

BARRIER	DEPARTMENT	OBJECTIVE	PARTNER	OUTCOME
				computers indicating where to find resources.
PH, AR	Library	To paint yellow markers on stairs to the library steps.	AC Operations	Reduce risk of a trip hazard by increasing visibility for all persons, especially persons with low vision. Access Plan 2011 Will be completed this year 2013.
PH, AR, A	Library	To develop a plan (design and a budget) to achieve an accessible library - entrance and access to both levels.	Library	A library that allows all persons regardless of their disability to access its goods and services. Access Plan 2012 Plans completed- looking at fundraising opportunities

Schedule "C" - Multi-year plan (5) under AODA, IAS Regulation

#	Ontario Regulations and Integrated Accessibility Standards	Steps to be taken	Status
General requirements			
3	<ul style="list-style-type: none"> • Shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meetings its requirements in the act. • include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies. • Prepare one or more written documents describing its policies, and make sure documents publicly available, and provide in accessible format upon request. 	<p>The Customer Service Manual and Accessibility Plan addresses this requirement - add to both document words that will reference each other</p> <p>Strategic Plan to add statement about commitment to accessibility. In the Strategic Plan 2011-2014 accessibility is noted in the "Quick Wins". Update of Quick Wins was distributed to the community in the fall of 2012.</p> <p>Customer Service Manual Guidelines to be updated: accessible meeting and event;</p>	<p>Completed</p> <p>Completed</p> <p>In process to be completed June 2013.</p> <p>In process of creating an</p>

#	Ontario Regulations and Integrated Accessibility Standards General requirements	Steps to be taken	Status
		<p>communication; alternate formats; training plans; third party contractors.</p> <p>Both documents have a commitment statement – the document will need to be converted to accessible format.</p> <p>Available on the website, hard copy front counter and each department – needs to be converted to an accessible document, once the Town’s document format policy is created.</p>	<p>alternate format policy and training on creating accessible documents. Once trained staff will convert all documents on the website and all public documents.</p>
4	<ul style="list-style-type: none"> 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 	<p>To integrate the Annual Accessibility Plan and the AODA IAS multi year (5) plan.</p>	<p>Before Council May 7, 2013</p>

#	Ontario Regulations and Integrated Accessibility Standards	Steps to be taken	Status
	<p>General requirements</p> <p>Regulation.</p> <ul style="list-style-type: none"> • Post accessibility plan on website, if any, must be in an accessible format upon request. • Review and update the accessibility plan at least once every 5 years • Shall establish, review and update their accessibility plans in consultation with persons with disabilities and if they have established an accessibility advisory committee, they must consult with the committee. • Must prepare an annual status report on the progress of measures taken to implement the strategy. • Post status report on website, if any, and be in an accessibility format. 	<p>AODA IAS - Task tracker completed and passed by Council in July 2012. The task tracker will be part of the Town's annual Accessibility Plan – Schedule "C" to the Plan. The task tracker will be reviewed annually with the Town's Accessibility Plan. The task tracker will be updated to demonstrate successes and status.</p> <p>The Executive summary details how the town receives consultation</p> <p>The accessibility plan is divided into the following:</p> <ul style="list-style-type: none"> • The Executive Summary of 	

#	Ontario Regulations and Integrated Accessibility Standards	Steps to be taken	Status
	General requirements	<p>the plan which details the town's commitment to accessibility</p> <ul style="list-style-type: none"> • Barriers to be addressed • Achievements • To add 5 year plan – IAS task trackers and achievements. • The Executive Summary of the plan background needs to be updated. 	<p>In process of creating an alternate format policy and training on creating accessible documents. Once trained staff will convert all documents on the website and all public documents.</p>
		<p>The Executive Summary of the plan it states that alternate format is available will add to introduction page on the website</p>	
		<p>The report is posted on the website in pdf format – the plan will be required to be</p>	

#	Ontario Regulations and Integrated Accessibility Standards General requirements	Steps to be taken	Status
		converted to an accessible format.	
5	<ul style="list-style-type: none"> • Shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. • If not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, it shall provide, upon request, an explanation. 	<p>Need to look at our policies and procedures for tendering and purchasing</p> <p>Research other municipalities</p> <p>Need decide who to develop policy and steps to be taken to complete same.</p> <p>Ensure that the training requirement Customer Service Training is being completed and add to the policy training requirements under the AODA IAS</p> <p>The removal of this barrier has been on the Town's accessibility plan since 2007.</p>	Must be completed by Jan 1 2014

#	Ontario Regulations and Integrated Accessibility Standards	Steps to be taken	Status
General requirements			
6	<p>Shall incorporate accessibility features when designing procuring or acquiring self-service kiosks.</p> <ul style="list-style-type: none"> • shall have regard to the accessibility for person with disabilities when designing, procuring or acquiring self-service kiosks. • shall meet the requirements of this section in accordance with acquiring goods services and facilities. 	<p>Kiosk means an interactive electronic terminal, including a point-of-sale, intended for public use that allows users to access one or more services or products or both.</p> <p>To inventory all self service kiosk and review accessibility features – majority of kiosk would be at the Hockey Hall of Fame</p> <p>Advise staff that the procurement of future self service kiosks must be accessible.</p>	Must be completed by Jan 1 2015
7	<ul style="list-style-type: none"> • Must ensure training is provided on the requirements of the accessibility of the accessibility standards and the Human Rights Code as it pertains to persons with disabilities. 	<p>Currently have a training plan which is located in the Customer Service Manual - needs to be revised to include new</p>	Training Plan before Council May 7/13

#	Ontario Regulations and Integrated Accessibility Standards	Steps to be taken	Status
	<p>General requirements</p> <ul style="list-style-type: none"> • Volunteers, employees and all persons who participate in developing the organization's policies and all other persons who provided goods, services or facilities on behalf of the organization. • Training must be appropriate to the duties of the employees, volunteers and other persons. • must be trained as soon as practicable, must inform of any changes in the policies on an ongoing basis. • Organizations must keep a record of the training provided under this section that includes the training dates, number of individuals whom training is provided too. 	<p>standard training</p> <p>To create a training plan detailing training requirements and how it will be achieved. –</p> <p>Add third Parties must complete AODA IAS training and Ontario Human Rights Training – pertaining to persons with a disability.</p> <p>The AODA Coordinator to host train the trainer workshops for managers. Update current training to include new standard. – to be addressed in the training plan.</p> <p>Training ongoing at General Staff meeting – Getting to Know your Community</p>	<p>Training commenced:</p> <p>Council, SLT, SMC completed modules from the Province Training – ACCESS FORWARD</p> <p>Ontario Human Rights Training commenced – self directed – for all staff and volunteers. To be completed by May 1, 2013</p> <p>Training Plans before Council in June/13</p>

#	Ontario Regulations and Integrated Accessibility Standards	Steps to be taken	Status
	General requirements	<p>Individualized training for each department pertaining to skills required for their positions.</p> <p>The Human Resource Orientation schedule includes accessibility and AODA orientation and AODA training – need to develop orientation package pertaining to AODA policies and Human Resource Policies. Also, need to organize orientation training file.</p> <p>AODA Coordinator currently document corporate training records but it is the responsibility of the Manager to ensure their staff receive training.</p>	August 2013

#	Integrated Accessibility Standards Information and Communication	Comments and steps to be taken	Deadline
9	<p>The Information and Communications Standards do not apply to the following:</p> <p>Products and product labels, except as specifically provided.</p> <p>Unconvertible information or communications.</p> <p>Information that the obligated organization does not control directly or indirectly through a contractual relationship, except for libraries see section 18 of the ACT</p> <p>If it is determined that the information or communication are unconvertible, the organization shall provided the person requesting the information or communication with:</p> <ol style="list-style-type: none"> 1. An explanation as to why the information or communications are unconvertible. 2. A summary of the unconvertible information and communications. 	<p>Communication Guideline is included in the Customer Service Manual</p> <p>Need to update policy to include:</p> <p>Explanation why the municipality cannot provide alternate format</p> <p>Definition of unconvertible</p> <p>List alternate format the municipality can provide</p> <p>IDEALLY WOULD LIKE TO SEE A LAPTOP AND SITTING AREA FOR PERSONS TO ACCESS TOWN'S INFORMATION AT THE FRONT RECEPTION AREAS – SELF SERVICE KIOSK STYLE.</p>	<p>Proposed changes before Council on Sept. 3/13</p>

#	Integrated Accessibility Standards Information and Communication	Comments and steps to be taken	Deadline
	<p>Information or communication is unconvertible if:</p> <ol style="list-style-type: none"> 1. It is not technically feasible to convert the information or communications 2. The technology to convert the information or communication is not readily available 		
11	<p>Every organization who have processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request</p> <p>Shall notify the public about the availability of accessible formats and communication supports</p>	<p>Feedback policy in Customer Service Manual</p> <p>To notify on public documents and possible signage at reception</p> <p>Display Stands at all facilities for immediate feedback and feedback available on the website</p> <p>To review to ensure that the feedback options are in an accessible format.</p>	<p>Revised – completed</p> <p>to convert the form to accessible document – Oct /13</p> <p>Create signs – to erect for Sept. 13</p>
12	<p>Shall upon request provide or arrange for the provisions of accessible formats and communication supports for person with</p>	<p>To revise the Communication Policy to add the legislated requirements</p>	<p>To be completed and before Council June 2013</p>

#	Integrated Accessibility Standards	Comments and steps to be taken	Deadline
	Information and Communication		
	<p>disabilities</p> <ul style="list-style-type: none"> • In a timely manner that takes into account the person’s accessibility needs due to disability. • At a cost that is no more than the regular cost charged to other persons. • Shall consult with the person making the request in determining the suitability of an accessible format or communication support. • Shall notify the public about availability of accessible formats and communication supports 	<p>To create a policy on accessible document creation and storage. The policy would also be used for web documents.</p> <p>Communication Policy states : material printed in-house and publications produced on behalf of the municipality should contain a note indicating “alternate formats can be made available upon request/as needed only” and include relevant contact information</p> <p>All staff to use the same method - Are we doing this? More Training may be required? Simplify the wording or use a universal symbol. Examples:</p>  <p>Signage at all reception areas to notify of the availability of alternate formats and communication supports</p>	

#	Integrated Accessibility Standards Information and Communication	Comments and steps to be taken	Deadline
		It was agreed that the municipality could provide the following communications formats: Large Print, audio, electronic - if requested – need to review to ensure it meets the requirements.	
13	Emergency procedures, plans or public safety information that is available to the public shall be provided in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	<p>Currently on the municipal website; however it is not in an accessible format – required to be revised.</p> <p>Fire Department website needs to be updated</p> <p>Should have symbol or wording to state that information is available in alternate format.</p> <p>Signage for emergency procedures (fire evacuation should be universal design) should consider people with disabilities, especially colour and symbols</p>	<p>Priority once staff trained on accessible formats and policy/procedure completed.</p> <p>Policy before Council June 2013.</p>
14	Internet and intranet websites and web content to conform with the World Wide Web Consortium Web Content Accessibility	<p>To review all municipal websites to ensure they meet level A by 2014</p> <p>Steps:</p>	See attached task tracker which details steps and deadlines.

#	Integrated Accessibility Standards	Comments and steps to be taken	Deadline
	<p>Information and Communication</p>		
	<p>Guidelines (WCAG) 2.0 initially at the Level A and increase to Level AA and shall follow schedule below:</p>	<p>1. Review the content on the website: is it in an accessible format; is the website user friendly and can it be easily navigated.</p>	
	<p>1. New internet websites and web content must conform with WCAG 2.0 Level A by January 14, 2011.</p>	<p>2. Solicit staffs input through surveys.</p>	
	<p>2. All internet websites and web content must conform comply by January 1 2020, with WCAG 2.0 Level AA other than</p> <ul style="list-style-type: none"> o success criteria 1.2.4 Captions (Live) o Success criteria 1.2.5 Audio Descriptions (Pre-recorded). 	<p>3. Staff to be trained on creation of accessible documents.</p> <p>4. Policy created for the placement and creation of documents on the website.</p> <p>5. Once organized test the website using online tools and members of the public.</p>	
	<p>Exception- when meeting the requirement is not practicable the following applies:</p>	<p>THE MAJOR CONCERN THAT I SEE IS WEB CONTENT. NUMEROUS</p>	
	<p>a) To websites and web content, including web-based applications, that an organization controls directly or through a contractual relationship that allows for modification of the product;</p>	<p>INDIVIDUALS INPUT DATA, NO CONTROL OR GUIDELINES. THE ACCESSIBILITY PLAN 2010 REQUIRES THE CREATION OF A POLICY FOR INFORMATION ON THE WEBSITE. THE WEBSITE MAY COMPLY BUT THE INFORMATION IF NOT POSTED CORRECTLY WILL NOT MEET THE STANDARD. IMPORTANT THAT A POLICY</p>	

#	Integrated Accessibility Standards Information and Communication	Comments and steps to be taken	Deadline
	<p>b) To web content published on a website after January 1 2012</p> <p>When determining whether meeting the requirements are not practicable you may consider among other things</p> <ul style="list-style-type: none"> • availability of commercial software or tools or both • Significant impact on an implementation timeline that is planned or initiated before January 1 2012 	<p>IS IN PLACE AND TRAINING. POSSIBLY ONLY LIMITED PEOPLE TO ENTER DATA.</p>	
19	<p>Library board shall provide access to or arrange for the provision of access to accessible materials where they exist</p> <ul style="list-style-type: none"> • make information about the availability of accessible materials publicly available and shall provide the information in accessible format or with appropriate communication supports upon request • may provide accessible formats for 	<p>Library is regulated by the Town's policies; therefore Customer Service Manual – Communication Policy would apply.</p> <p>Training staff on accessible documents and creation of documents</p>	<p>To be completed and before Council June 2013</p>

#	Integrated Accessibility Standards	Comments and steps to be taken	Deadline
	Information and Communication		
	archival materials, special collections, rare books and donations.		

#	Integrated Accessibility Standards Employment Standard	Comments and steps to be taken	Time frame
22, 23, 24	<p>Recruitment and Selection - section 22, 23, 24</p> <p>All Employers shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes</p> <p>During a recruitment process, an employer shall notify applicants, when they are individually 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.</p> <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>Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<p>Hiring Procedure C-1 changed to reflect accommodation legislation</p> <p>Letter of Offers, Employment Contracts and Hiring Advertisements/Notices/Postings changed to reflect accommodation and alternate formats available during the hiring process and during employment</p> <p>THE ENTIRE HUMAN RESOURCE MANUAL WILL BE REQUIRED TO BE UPDATED IN AN ACCESSIBLE FORMAT.</p>	<p>Draft policies being reviewed by CAO and Human Resources - April 2013</p> <p>Nest step to be reviewed by the SMC – May 2013</p> <p>To Council on May 7, 2013</p>
25	Training on Policies – section 25	Policies in draft form	April 2013

#	Integrated Accessibility Standards Employment Standard	Comments and steps to be taken	Time frame
	<p>Inform employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <ul style="list-style-type: none"> • Must provide above information to employees soon as practicable after they begin their employment. • Must provide updated information to employees whenever there is a change to existing policies on the provisions of job accommodations that take into account an employee's accessibility needs due to disability 	<p>To develop pamphlets for staff – to distribute and discuss at General Staff meeting</p> <p>It is part of the orientation package for new hires – new hires to meet with AODA Coordinator and pamphlets will be given etc. Orientation package and orientation file to be created.</p> <p>To be addressed in the Towns training plans</p>	<p>June 2013</p> <p>August 2013</p> <p>Before Council June 4/13</p> <p>Completed draft April 2013</p>
26	<p>Accessible communications and supports section 26</p> <p>When an employee requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:</p>	<p>Change - Communications with Employees – C.3.3.</p> <p>Added wording from the legislation</p>	<p>Before Council May 7/13</p>

#	Integrated Accessibility Standards Employment Standard	Comments and steps to be taken	Time frame
	<p>1. information that is needed in order to perform the employee's job</p> <p>2. information that is generally available to employees in the workplace.</p> <p>Employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support</p>		
27	<p>Emergency Response information section 27</p> <p>Employers 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.</p> <p>Provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>Shall provide the information as soon as practicable after the employer becomes aware of the need for</p>	<p>Need to develop Emergency Plan for all town facilities - part of the Accessibility Plan 2007</p> <p>Draft Emergency Response policy to add to Human Resource Manual – Employee Relations</p> <p>To develop a pamphlet or booklet to distribute to employees and new hires pertaining to evacuation</p>	<p>In process – to be completed by mid August</p> <p>Draft completed April 2013- SMC to review – before Council May 7/13</p> <p>In process – to be completed by mid August – give out during training in Sept.</p>

#	Integrated Accessibility Standards Employment Standard	Comments and steps to be taken	Time frame
	<p>accommodation due to the employee's disability.</p> <p>Every employer shall review the individualized workplace emergency response information:</p> <ol style="list-style-type: none"> 1. when employee moves to a different location in the organization. 2. when employee's overall accommodations needs or plan are reviewed 3. When employer reviews its general emergency response policies. 	<p>Evacuation training is schedule part of Accessibility Plan 2010</p> <p>To develop information package for facility users pertaining to evacuation of municipal facilities – part of the 2013 Accessibility Plan</p>	<p>To be completed by staff in Sept 2013</p> <p>In process – to be completed mid August</p>
28	<p>Individual Accommodation Plans section 28</p> <p>Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>The process for the development of documented individual accommodation plans shall included the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which the employee requesting accommodation can participate in the development of the individual accommodation plan. 	<p>Draft Accommodation Policy – Human Resource Manual – new</p> <p>To develop information pamphlet for employees and new hires</p>	<p>Draft policies being reviewed by CAO and Human Resources - April 2013</p> <p>Nest step to be reviewed by the SMC – May 2013</p> <p>To Council on May 7, 2013</p> <p>In process – June 2013</p>

#	Integrated Accessibility Standards Employment Standard	Comments and steps to be taken	Time frame
	<ol style="list-style-type: none"> <li data-bbox="294 329 1008 410">2. The means by which the employee is assessed on an individual basis. <li data-bbox="294 427 1008 662">3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and how to accommodation can be achieved. <li data-bbox="294 678 1008 1011">4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. <li data-bbox="294 1027 1008 1109">5. The steps taken to protect the privacy of the employee's personal information. <li data-bbox="294 1125 1008 1263">6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. <li data-bbox="294 1279 1008 1360">7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be 		

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	<p>provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p> <p>Individual accommodation plans shall:</p> <ul style="list-style-type: none"> • if requested, include any information regarding accessible formats and communications supports provided. • if required include individualized workplace emergency response information. • Identify any other accommodation that is to be provided. 		
29	<p>Return to work policy – section 29</p> <p>Develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.</p> <ul style="list-style-type: none"> • shall document the process 	<p>Draft Return to work Policy – Human Resource Manual – policy to include all processes to assist employees to return to work.</p>	<p>Draft policies being reviewed by CAO and Human Resources - April 2013</p> <p>Nest step to be reviewed by the SMC – May 2013</p> <p>To Council on May 7, 2013</p>

#	Integrated Accessibility Standards Employment Standard	Comments and steps to be taken	Time frame
	<p>The return to work process shall:</p> <ol style="list-style-type: none"> 1. outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work. 2. use documented individual accommodation plans as part of the process <p>The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	To develop information pamphlet for employees and new hires	In process – June 2013
30	<p>Performance Management – section 30</p> <p>An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, where using its performance management progress in respect of employees with disabilities.</p>	Human Resource Manual - C-2-2 Performance Review and Development Policy amend by adding a statement to this affect.	Draft completed April 2013
31	Career development - section 31	Human Resource Manual - C-2-	Draft completed April 2013

#	Integrated Accessibility Standards Employment Standard	Comments and steps to be taken	Time frame
	<p>An employer that provides career development and advancement to its employees 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</p>	<p>3 Training and Development Policy amend by adding a statement to this affect.</p>	
<p>32</p>	<p>Redeployment - section 32</p> <p>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.</p>	<p>Town does not have a redeployment policy – not required.</p>	