

MULTI-YEAR ACCESSIBILITY PLAN 2013-2018



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free upon request by contacting the
Municipal Office at:**

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1.1 AODA ACCESSIBILITY PLAN OBJECTIVES

The purpose of the *Ontarians with Disabilities Act, 2001* (ODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers.

Council of the Corporation of the Municipality of South Dundas has authorized Staff and the Accessibility Advisory Committee to assist with fulfilling the requirements and intent of the Act by performing the following duties:

- Work with staff in the preparation of the Municipality’s multi-year “Accessibility Plan”;
- Advise on accessibility issues related to the operation, purchase or lease of buildings or structures or parts of buildings or structures used as Municipality buildings with special attention to those that the public are encouraged to visit or use as a place of employment;
- Research and report on specific matters; and,
- Perform other functions that are specified in the Regulations of the “*Ontarians with Disabilities Act*”.

It is estimated that by the year 2020, the number of persons living in SD&G with disabilities will comprise roughly 20% of the population. In an effort to provide a proactive and planned approach to this significant sociological change, the Municipality of South Dundas will strive toward:

- The continual improvement of access to Municipally owned facilities and services for citizens and staff with disabilities;
- The participation of people with disabilities in the development and review of its Annual Accessibility Plans;
- The provision of quality services to members of the community with disabilities; Seeking and responding to the input and suggestions made by members of the disabled community;
- Encouraging the local business sector to provide accessible services;
- Providing equal access for all citizens to maintain a high quality of life; and,
- Providing public education and awareness of the benefits of inclusion for all people.

The Municipality of South Dundas's Accessibility Plan was prepared by Municipal Staff with input from members of the Accessibility Advisory Committee. The plan describes measures currently in place, and measures that will be taken over the next five years to comply with new and emerging legislation. It will assist Council with the identification of barriers, helping Council prioritize for their removal, as the budget permits. This Plan will be a communication tool for residents, informing them of strides taken in the removal and prevention of barriers within the Municipality, thus creating a community inclusive and accessible to all.

The Municipality is committed to the continual improvement of barrier free access to municipal facilities and services.

1.2 ACCESSIBILITY LEGISLATION

Ontarians with Disabilities Act, 2001 (ODA)

The purpose of the *Ontarians with Disabilities Act, 2001* (ODA) is to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province (2001, c. 32, s. 1.). The ODA requires municipalities with a population over 10,000 people to:

- Prepare an annual accessibility plan; and,
- Establish and seek advice from an Accessibility Advisory Committee, whose membership must include people with disabilities.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) is to develop, implement and enforce accessibility standards in order to achieve a fully accessible Ontario by 2025, with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises; and, to provide for the involvement of persons with disabilities in the development of the accessibility standards. The AODA contains five key standards in the areas of daily living, including:

- 1.** Customer Service;
- 2.** Information and Communication;
- 3.** Employment;
- 4.** Transportation; and,
- 5.** Built Environment.

The AODA also mandates that Council shall seek advice from the Committee on the accessibility for persons with disabilities to a building, structure or premises, or part of a building, structure or premises:

- that the Council purchases, constructs or significantly renovates;
- for which the Council enters into a new lease; or,
- that a person provides as municipal capital facilities under an agreement entered into with Council in accordance with Section 110 of the *Municipal Act, 2001*.

Accessible Customer Service Standard (Ontario Regulation 429/07)

The Accessible Customer Service Standard was the first accessibility standard to become law (2008). The Municipality of South Dundas was required to comply with this standard prior to January 1, 2010.

Integrated Accessibility Standard (IAS) (Ontario Regulation 191/11)

The IAS contains the next three standards for implementation. They are:

1. Information and Communications;
2. Employment; and,
3. Transportation.

The IAS came into effect on July 1, 2011 and is now law. The requirements will be phased in over time between 2011 and 2021.

Accessible Built Environment Standard

The Accessible Built Environment Standard has become law (as of December, 2012). The recommendations contained in the standard were submitted by the Accessible Built Environment Standards Development Committee. The recommendations in the Accessible Built Environment Standard will prescribe requirements in the following areas:

1. Recreational trails and beach access routes;
2. Outdoor public use eating areas;
3. Outdoor play spaces;

4. Exterior paths of travel (e.g. sidewalks, walkways, ramps, stairs etc.);
5. Accessible parking spaces;
6. Obtaining services - service counters, queuing guides, waiting areas; and,
7. Maintenance.

The purpose of the Accessible Built Environment Standard will further help to remove barriers in buildings and outdoor spaces for people with disabilities. The standard will only apply to new construction and extensive renovations, not requiring retrofitting, as the focus is on a go-forward basis. Changes will be reflected in two pieces of legislative components including the Ontario Building Code and the Accessibility for Ontarians with Disabilities Act.

2.1 SD&G ADVISORY COMMITTEE

The AODA mandates that municipalities with populations greater than 10,000 form an Accessibility Advisory Committee (AAC). The AAC must be comprised of at least 51% of persons with disabilities. The Committee's role is to develop, prepare and review the Municipality's multi-year accessibility plan. This plans must be made available to the public. Accessibility Plans help to identify which actions the Municipality used in the past, as well as future plans to identify, remove and prevent barriers confronting people with disabilities.

2.2 Accessibility Advisory Committee Composition

The SD&G Accessibility Advisory Committee is comprised of members of the six municipalities in SD&G (one from each municipality) who: have disabilities, who are caregivers to persons with disabilities, or have knowledge of issues faced by persons with disabilities. At least one member of municipal staff will be in attendance at each meeting. Meetings will occur annually.

2.3 Accessibility Advisory Committee Mandate

The SD&G Accessibility Advisory Committee is dedicated to improving the quality of life for all persons with disabilities by promoting equal opportunity and a barrier free community. The South Dundas Accessibility Plan will encourage and facilitate accessibility on behalf of all persons by:

- promoting public awareness and sensitivity to accessibility issues;

- encouraging cooperation among all service and interest groups to ensure a better community for all persons;
- identifying and documenting relevant accessibility issues and concerns with respect to all municipal property and buildings;
- liaising with Municipal staff and local organizations in addressing accessibility issues that are related to municipal properties and buildings; and,
- recognizing the needs of all persons are constantly changing.

3.0 ACCESSIBILITY PLANNING

People with disabilities represent a significant and growing part of our population. According to Statistics Canada, 1.85 million people in Ontario have disabilities – that’s currently 15.5% of Ontario’s population. This number is expected to increase significantly, as disabilities tend to develop as people age. It is expected that the population for people with disabilities will increase to 20% by the year 2025.

As a result of the expected increase to the number of people living with disabilities, improving accessibility is now a shared responsibility. The *Ontarians with Disabilities Act, 2001* and the *Accessibility for Ontarians with Disabilities Act, 2005* require that the provincial government, municipal governments and key public sector organizations review their policies, programs and services through the development of multi-year accessibility plans.

Municipal government plays a crucial role in the planning and development of our communities. Responsibilities, which include enforcing the barrier-free access requirements of the *Ontario Building Code*, as well as implementing key accessibility considerations under the ODA and the AODA, are crucial to realizing a vision of local communities that improve accessibility and mobility for their residents. New legislation (Ontario Regulation 191/11 – Integrated Accessibility Standards) provides standards that all organizations in the private and public sector must follow to ensure that existing barriers for people with disabilities are identified and removed over time in the areas of Information and Communication, Employment, and Transportation, and that no new barriers are created.

4.1 MUNICIPALITY OF SOUTH DUNDAS'S ACCESSIBILITY PLAN

The 2013-2018 Accessibility Plan outlines the policies and actions that South Dundas have put in place to improve opportunities for people with disabilities. This Plan will be reviewed by the Accessibility Advisory Committee and municipal staff annually so as to inform the public of steps taken to remove existing barriers identified.

4.2 Organizational Commitment to Accessibility Planning

South Dundas is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

4.3 Customer Service Standard (Ontario Regulation 429/07)

South Dundas is committed to providing its residents with goods and services in a way that respects the dignity and independence of people with disabilities. The Municipality is committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers. As such, South Dundas developed an Accessible Customer Services Policy that was implemented January 1, 2010, which can be viewed on the municipal website at southdundas.com. A copy of this policy can also be requested in an accessible format by contacting the Clerk's Office.

This policy was developed and implemented by South Dundas as a result of Ontario Regulation 429/07, and includes information on the following:

- Providing goods and services to people with disabilities;
- Communication;
- Use of service animals, support persons and assistive devices;
- Notice of temporary disruptions;
- Staff training on customer services;
- Accessibility of meetings Feedback process; and,
- Notice of availability of documents.

A summary of the requirements for compliance of Ontario Regulation 429/07 can be reviewed in Appendix A-1.

4.4 Integrated Accessibility Standard (Ontario Regulation 191/11)

In an effort to comply with the Integrated Accessibility Standard Regulation regarding accessibility, South Dundas will be reviewing and amending existing policies to comply with all sections as laid out in the Regulation. The following is a listing of commitments that the Municipality will take to ensure compliance prior to the phased-in compliance dates as specified in the standard:

I. General Requirements

Establishment of Policies

South Dundas is committed to achieving accessibility by meeting its requirements under the Integrated Accessibility Standards Regulation through the development, implementation and maintenance of policies. It will do so by developing an Accessibility Program which will be comprised of policies specific to accessibility, and will be reviewed with all staff.

Accessibility Plans

South Dundas shall develop, implement and document a multi-year accessibility plan outlining a strategy for identifying, removing, and preventing barriers, and meeting the requirements set out in the Regulation. The Plan will be updated at least once every five years.

An annual status report will be prepared on the progress of measures taken to implement the strategy referenced in the Plan.

These documents will be posted on our Municipal website and provided upon request in an accessible format.

Procuring or Acquiring Goods, Services, or Facilities

When procuring or acquiring goods, services, or facilities, the Municipality shall incorporate accessibility guidelines or standards into relevant policies, procedures, by-laws, and/or specifications. Where it is not practicable to incorporate accessibility guidelines or standards into purchasing, an explanation shall be provided in order to comply with Ontario Regulation 191/11.

Training

South Dundas shall provide training to all employees, volunteers, elected officials, all persons who participate in developing Municipal policies, and provide goods, services or facilities on behalf of the Municipality, on the requirements of the accessibility standards within the Regulation, and the *Ontario Human Rights Code*, as they pertain to persons with disabilities. Furthermore, training shall be appropriate to the duties of employees and volunteers. The Municipality shall keep a record of all training provided, including the dates on which the training was provided and the individuals to whom it was provided.

Accessible Emergency Information

South Dundas is committed to providing customers and clients with publicly available emergency information in an accessible format upon request. We will also provide employees with disabilities individualized emergency response information when necessary.

II. Information and Communications Standard

South Dundas is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs in the following manner(s):

Feedback

South Dundas shall ensure its process for receiving and addressing feedback is accessible for persons with disabilities by providing, or arranging for, the provision of any document, related to this service, in an accessible format or communication support, upon request. We will notify the public about the availability of accessible formats and communication supports.

Accessible Formats and Communication Supports

South Dundas shall, upon request, provide, or arrange for the provision of any of its documents in an accessible format or communication support in a timely manner. When providing accessible formats the Municipality shall take into account the

person's disability and individual communication needs by consulting the person directly.

The Municipality shall not charge a cost that is more than the regular cost charged to other persons.

The Municipality shall notify the public about the availability of accessible formats and communication supports, e.g. "Documents are available in an accessible format, upon request."

Emergency Procedure, Plans or Public Safety Information

The Municipality shall provide its emergency procedures, plans, and public safety information to the public, upon request, in an accessible format or communication support, and shall do so in a timely manner that takes into account the person's disability and communication needs.

Accessible Websites and Web Content

The Municipality shall make its website and web content conform to the *Worldwide Web Consortium's Web Content Accessibility Guidelines*, initially at level A and increasing to level AA. All new websites, and web content, shall conform to level A by January 1, 2014, and level AA by January 1, 2021.

III. Employment Standard

South Dundas is committed to fair and accessible employment practices. It will develop and/or amend existing policies so as to reflect the legislative requirements with respect to those outlined in the employment standard. Training of existing staff (and new staff) will be a continual process that the Municipality provides, as in accordance with Ontario Regulation 191/11. It will take the following steps to notify the public and staff about the following:

Availability of Accommodations

The Municipality shall provide written notification to the public of the availability of accommodations for persons with disabilities, upon request, throughout the hiring process, including:

- All employment postings;

- Upon participation in the interview process When an offer of employment is made; and,
- When arranging for the provision of accommodations, the Municipality shall consult with the applicant to determine their specific accessibility needs.

Informing Employees of Supports

The Municipality shall inform all employees of its policies and procedures used to support employees with disabilities, including but not limited to the provision of workplace accommodations. In doing so, the Municipality shall provide this information to new employees during their workplace orientation training.

Accessible Formats and Communication Supports for Employees

When requested, the Municipality shall consult the employee with a disability when providing or arranging for the provision of accessible formats or communication supports for information related to the employee's job performance, and information generally provided to all employees. For example, awards ceremonies and information sessions.

Workplace Emergency Response Information

The Municipality shall provide individualized emergency response information to employees with disabilities. This also applies to elected officials.

Individualized Accommodation Plans

The Municipality shall establish a written process for the development of individualized accommodation plans for employees with disabilities. This also applies to elected officials.

Return-to-Work Process

The Municipality shall develop, and have in place, a written return-to-work process for employees who have been absent due to a disability, and require workplace accommodations in order to return-to-work.

Performance Management

The Municipality shall take into consideration the accessibility needs of employees with disabilities, and all individualized accommodation plans, when developing its performance management documents, tools, and resources.

Career Development and Advancement

When providing career development and advancement opportunities to its employees, the Municipality shall take into consideration the accessibility needs as well as any individualized accommodation plans of its employees with disabilities.

Redeployment

The Municipality shall take into consideration the accessibility needs as well as any individualized accommodation plans when redeploying employees with disabilities.

IV. Transportation Standard

South Dundas is committed to providing accessible taxicab services to people with disabilities. We will take the following steps to provide such taxicab services to our residents:

Duties of Municipalities: Accessible Taxicabs

The Municipality shall consult with the Accessibility Advisory Committee, the public, and persons with disabilities on the appropriate proportion of on-demand accessible taxicabs, and shall report on the progress being made to provide on-demand accessible taxicabs in its municipal Accessibility Plan.

Duties of Municipalities – Taxicabs

By licensing taxicabs, the Municipality will ensure that brokers, owners and operators of taxicabs are:

- Not charging a higher fee to persons with disabilities, than the fee charged to persons without disabilities for the same trip or distance; and,
- Not charging a fare for the storage and transportation of assistive devices or mobility assistive devices.

In addition, the Municipality shall ensure that brokers, owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab, and that this information be made available in an accessible format to persons with disabilities who are passengers.

*A summary of the requirements for the Integrated Accessibility Standard (Ontario Regulation 191/11), including deadline compliance dates can be reviewed in Appendix A – 2.

4.5 ACCESSIBLE BUILT ENVIRONMENT STANDARD

South Dundas commits to creating an environment inclusive to all residents within its boundaries. As such, the municipality will include accessibility features as indicated in the Accessible Built Environment Standard once the standard has become law.

*An outline of areas to be addressed through the Accessible Built Environment Standard can be reviewed in Appendix A – 3.

4.6 BARRIERS

A “barrier” is anything that prevents a person with a disability from fully participating in all aspects of society because of his/her disability, including a physical barrier, architectural barrier, informational or communications barrier, attitudinal barrier, technological barrier, a policy or practice.

The following chart describes each barrier type listed above.

Barrier Type	Example
Physical Barrier	A door knob that cannot be operated by a person with limited upper-body mobility and strength.
Architectural Barrier	A hallway or door frame that is too narrow for a wheelchair or scooter to pass through.
Informational Barrier	Typefaces (fonts) that are too small or are too “fancy” to be read by a person with low vision.
Communicational Barrier	A website that is not accessible to people who are blind. A person who talks loudly when addressing a person who is deaf.

Attitudinal Barrier	A receptionist who ignores a customer in a wheelchair, or who talks to a support person rather than to the person with the disability.
Technological Barrier	A paper tray on a laser printer that requires two strong hands to open it.
Policy/Practice	The practice of announcing important message over an intercom system that people with hearing impairments cannot clearly hear.

Appendix B – 1 contains a listing of achievements that the Municipality has made with respect to removing barriers.

I. Barrier Identification

Audits were conducted on municipal facilities. The results of these audits (**contained in Appendix B – 1**) are intended to aid staff in identifying accessibility barriers, thus helping staff and Council to prioritize the barriers identified for removal in the future (pending budget approval).

Going forward, Staff will continue to conduct audits on the remaining municipal facilities and parks, making suggestions to Council and staff for improvements to accessibility within these facilities. The AAC will also suggest ideas for incorporation of accessibility features within the Municipality.

APPENDIX A – 1

CUSTOMER SERVICE STANDARD (Ontario Regulation 429/07)

The Accessible Customer Service Standard regulation came into force on January 1, 2008. This standard required the Municipality to develop and implement policies, procedures and practices on the provision of goods and services to people with disabilities. Additionally, mandatory customer service training was required for all staff regarding the provision of the Municipality's goods and/or services available to persons with disabilities.

The following is a summary of the fourteen requirements of the Accessible Customer Service Standard as indicated in Ontario Regulation 429/07:

- 1.** Establish policies, practices and procedures on providing goods or services to people with disabilities.
- 2.** Set a policy on allowing people to use their own personal assistive devices to access goods and services and about any of the measures the Municipality offers (assistive devices, services or methods) to enable them to access your goods and use your services.
- 3.** Use reasonable efforts to ensure that policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
- 4.** Communicate with a person with a disability in a manner that takes into account his/her disability.
- 5.** Train staff, volunteers, contractors and any other people who interact with the public or third parties on your behalf on a number of topics as outlined in the Customer Service Standard.
- 6.** Train staff, volunteers, contractors and any other people who are involved in developing your policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.
- 7.** Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises you own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, other measures to provide services to the person with a disability must be made available.
- 8.** Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.
- 9.** Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.
- 10.** Provide notice when facilities or services that people with disabilities rely on to access or use goods or services are temporarily disrupted.

- 11.** Establish a process for people to provide feedback on how you provide your goods or services to people with disabilities and how you will respond to any feedback and take action on any complaints. Make the information about your feedback process readily available to the public.

Specific to Municipalities

- 12.** Document in writing all policies, practices and procedures for providing accessible customer service and meet other document requirements set out in the standard.
- 13.** Notify customers that documents required under the customer service standard are available upon request in accessible formats.
- 14.** When giving documents required under the customer service standard to a person with a disability, provide the information in a format that takes into account the person's disability.

DEADLINE FOR COMPLIANCE – January 1, 2010

APPENDIX A – 2
INTEGRATED ACCESSIBILITY STANDARD
(Requirements for Compliance & Compliance Deadlines)

This regulation applies to every designated public sector organization, and to every other person or organization that provides goods, services or facilities to the public, and employs at least one employee. This regulation establishes the accessibility standards for information and communications, employment, and transportation.

PART I – GENERAL

Accessibility Policies

Deadline for Compliance – January 1, 2013

Every obligated organization shall develop, implement and maintain policies governing how the organization achieve accessibility through meeting its requirements under the standards of the regulation. There is a requirement to include a statement of organizational commitment to meeting the accessibility needs of persons with disabilities in a timely manner, and further, that these policies will be made available to the public in an accessible format upon request.

Accessibility Plans

Deadline for Compliance – January 1, 2013

Every obligated organization shall:

- 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 the regulation.
- Post the plan on the organization’s website and make it available in an accessible format upon request.
- Review and update the plan at least every five years, in consultation with the established Accessibility Advisory Committee and persons with disabilities.
- Prepare an annual status report on the progress of measures taken to implement the plan and post this status report on the website, and make it available in an accessible format upon request.

Procuring/Acquiring Goods, Services or Facilities

Deadline for Compliance – January 1, 2013

Every obligated organization shall incorporate accessibility criteria and features when procuring/acquiring goods, services or facilities, except where it is not practical to do so, and if determined not practical, the organization shall provide an explanation for such.

PART II – INFORMATION AND COMMUNICATION STANDARD

This standard includes communications between two or more individuals where information (data, facts or knowledge) is sent or received in text audio, digital or image formats.

Feedback

Deadline for Compliance – January 1, 2014

Every obligated organization that receives or sends feedback shall ensure that processes are accessible to persons with disabilities by providing/arranging for the provision of accessible formats/supports upon request.

Accessible Formats/Supports

Deadline for Compliance – January 1, 2015

Every obligated organization, upon request, shall provide or arrange for the provision of accessible formats/supports in a timely manner at no additional cost beyond regular costs. The person making such request will be consulted with as a means of determining the format best suitable for their disability however the final decision rests with the organization. The public shall be notified about the availability of accessible formats/supports.

Emergency Plans/Public Safety Information

Deadline for Compliance – January 1, 2012

If an organization prepares emergency procedures, plans or public safety information, and that information is available to the public, then that information must be made available in an accessible format as soon as possible upon request.

Websites and Web Content

**Deadline for Compliance January 1, 2014
(new websites and content – Level A) January
1, 2021 (all websites and content – Level AA)**

All organizations and municipalities shall make its internet website and content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A, and then to Level AA prior to the required dates (listed above).

Note: There are other requirements listed in Ontario Regulation 191/11 that pertain to education materials, educators and libraries. As they do not apply to the municipality, they have not been included in this Plan.

PART III – EMPLOYMENT STANDARD

The Employment Standard applies to those organizations that have paid employees – it does not apply to volunteers or non-paid individuals. This standard requires that employers do the following:

Recruitment

Deadline for Compliance – January 1, 2014

During the recruitment process, the municipality shall notify its employees and the public about the availability of accommodation for applicants with disabilities.

Selection Process

Deadline for Compliance – January 1, 2014

The municipality shall notify job applicants who are selected to participate in a job interview that accommodations are available upon request (pertaining to the materials/process to be used). If the applicant requests an accommodation, the employer shall consult with the applicant to provide for a suitable accommodation, with the ultimate decision resting with the employer.

Offers of Employment

Deadline for Compliance – January 1, 2014

The municipality shall notify the successful applicant(s) of its policies for accommodating employees with disabilities.

Informing Employees of Supports

Deadline for Compliance – January 1, 2014

The municipality shall notify all employees of its policies used to support employees with disabilities including job accommodations. All new employees shall be notified as soon as possible as to their policies/practices with respect to accessibility and provide information to all employees when changes are made to their existing policies.

Accessible Formats and Communication Supports for Employees

Deadline for Compliance – January 1, 2014

Where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job; and, information that is generally available to employees in the workplace. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.

Workplace Emergency Response Information

Deadline for Compliance – January 1, 2012

Every employer 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. If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee. Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability. Every employer shall review the individualized workplace emergency response information (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.

Accommodation Plans for Employees

Deadline for Compliance – January 1, 2014

The municipality shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. The development process shall include the following elements:

- 1.** The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
- 2.** The means by which the employee is assessed on an individual basis.
- 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, if so, how accommodation can be achieved.
- 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.
- 5.** The steps taken to protect the privacy of the employee's personal information.
- 6.** The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
- 7.** If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
- 8.** The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Individual accommodation plans *shall include* any information regarding accessible formats and communication supports provided, individualized workplace emergency response information, and any other accommodation(s) that are to be provided.

Return to Work

Deadline for Compliance – January 1, 2014

Not overriding any other return to work process created under any other statute, the Municipality shall develop a return to work process that includes a documentation process for those who have been absent due to a disability and require accommodations for return to work. The process shall outline steps that the employer will take to facilitate the return to work and will use individual documented accommodation plans.

Performance Management

Deadline for Compliance – January 1, 2014

When using performance management, the Municipality shall take into account the accessibility needs of employees with disabilities and individual accommodation plans.

Career Development/Advancement

Deadline for Compliance – January 1, 2014

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.

Redeployment

Deadline for Compliance – January 1, 2014

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.

PART IV – TRANSPORTATION STANDARD

As South Dundas does not provide conventional or specialized transportation services to the public, the majority of this standard does not apply to our municipality. This standard is mostly a sector-specific standard, laying out, however there are a few items listed within the legislation that the Municipality is required to comply with. These sections are listed below.

Duties of Municipalities, Accessible Taxicab Requirements

Deadline for Compliance – January 1, 2013

The Municipality is required to consult with its accessibility advisory committee, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community. The municipality shall identify progress made toward meeting the need for on-demand accessible taxicabs, and all steps taken to fill this need shall be included in the municipality's Accessibility Plan.

Duties of Municipalities – Taxicabs

Deadline for Compliance – July 1, 2011

The Municipality shall ensure that owners/operators of taxicabs are prohibited from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip, and from charging a fee for the storage of mobility aids or mobility assistive devices.

Deadline for Compliance – January 1, 2012

As well, municipalities are required to ensure that owners/operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab, and also to ensure that owners/operators of such taxicabs make available such vehicle registration and identification information in an accessible format to persons with disabilities who are passengers.

APPENDIX A – 3 ACCESSIBLE BUILT ENVIRONMENT STANDARD

The Accessible Built Environment Standard will address all elements of the built environment in both indoor and outdoor spaces. Elements to be included in this standard are access, egress, circulation, parking, signage, parks, trails, and many more areas. This standard has been developed, and is expected to apply to all new construction or major renovations to existing facilities. This Standard is expected to be reflected in two pieces of legislative components including the *Ontario Building Code* and the *Accessibility for Ontarians with Disabilities Act*.

Appendix B-1

Architectural or Structural

These barriers may result from the design of a building such as stairs, doorways, the width of hallways and even room layout.

Administration - Physical Barriers

	Completed in 2009 or prior	2010	2011	2012	2013	2014/15
1) Williamsburg Admin Office (rented to TR Leger)						
Install accessibility sign	Completed					
Handicap parking space painted and signed	Completed					
Automatic door opener installed and camera removed	Completed					
Upgrade ramp		Completed				
2) South Dundas Municipal Centre						
Reconstructed and fully accessible - 2013					Completed	

Administration – General Barriers

	Completed in 2009 or prior	2010	2011	2012	2013	2014/15
Review forms for format for larger print or other way of	Completed					
Accommodating disabled (all Departments)					Completed Annually	Ongoing
Policy Monitor (all Departments)						Ongoing
Keep abreast of funding opportunities to complete projects						Ongoing
	Completed in 2009 or prior	2010	2011	2012	2013	2014/15
Attend Accessibility Awareness Workshop						Ongoing
FOI requests in policy format	Completed					Ongoing
Customer Service Policy to deal with persons with disabilities	New AODA req's					
Training for AODA Regulations						Ongoing
Upgrade website and add text only version	Completed		Completed			Completed
Amend purchasing policy to include policies on procurement or acquiring goods, services or facilities as it relates to accessibility as per the Integrated Accessibility Standards Regulation	Completed					Completed
Rewrite hiring policy and have regard to accessibility.	Completed					

Supervisors receive training on legislation and obligation regarding						Ongoing
Accessibility in employment to assist with review of personal policy.					Completed	
Draft accessible format and communication supports procedure for the availability of accessible format and communication supports						Completed
Increase online availability of forms (all depts.)						Ongoing
Prepare and include as part of the Accessibility Plan the Integrated Accessibility Standards Plan for the Municipality						Ongoing
Annual First Aid & Defib training						Ongoing

Public Works - Physical Barriers

BUILDING	Completed in 2009 or prior	2010	2011	2012	2013	2014/15
1) Wastewater Treatment Plant (Morrisburg)						
Public does not require access to this building			Completed			
2) Morrisburg Plaza						
Sidewalk improvement in front of Drug Store	Completed					
Ramped sidewalk in front of LCBO	Completed					

Ramped sidewalk in front of Real Estate Office	Completed					
Public Info Centre (moved to Pinkus Plaza)	Completed					Closed
Washrooms	Targeted					Closed
Entrance		Completed				
3) Municipal Garages						
All garages designated non-accessible to public						
4) Water Treatment Plant						
Public does not require access to these buildings.	Completed					
5) Iroquois Plaza						
Disabled parking spaces			Completed			Completed
Sidewalk improvements	Completed					
6) Wastewater Treatment Plant (Iroquois)						
In initial stage of being built.						Completed
Public does not require access to these buildings. Must be						
Accessible for future employees						

Recreation - Physical Barriers

	Completed in 2009 or prior	2010	2011	2012	2013	2014/15
1) Iroquois Ball Park						

Signs above washroom doors and ramp entry through doorway.	Completed					
2) Matilda Hall						
Painting 2 disabled parking spaces.	Completed					
Automatic door opener.	Completed					
3) Iroquois Civic Centre						
Automatic door opener.	Completed					
Disabled parking space.	Completed					
Disabled washroom	Completed					
4) Morrisburg Arena						
Upgrade ramp	Completed					
Signs at accessible parking places.	Completed					
Automatic door opener installed.	Completed					
Upgrade washrooms (built new accessible washroom)	Completed					
5) South Williamsburg Municipality Recreation Association						
Upgrade existing washrooms	Completed					
Improve outside lighting (ramp)	Completed					
6) South Dundas Soccer Association						
Canteen with accessible washrooms.	Completed					
7) Carman House Museum						
Designate accessible parking space	Incomplete					
Install cup dispenser in washroom	Completed					
Washroom cleaned out for use.	Completed					
8) Winchester Springs Recreation Centre						
Upgrade entrance and sidewalk by paving	2015 Torn down					

	Completed in 2009 or prior	2010	2011	2012	2013	2014/15
9) Dunbar Recreation						
Designate Handicap parking space paint and sign	Completed					
Washroom upgrade			Completed			
Ramp constructed			Completed			
Razed by Fire in 2012 and reconstructed and fully accessible in 2013					Completed	
10) Lawn Bowling Clubhouse						
construct ramp				Completed		
Upgrade washrooms (build new accessible washroom)				Completed		
11) Justice Building						
Grab bars installed in washrooms	Completed		Completed			
Pipes wrapped	Completed		Completed			
2" toilet seat installed to bring toilet up to Building Code	Completed					
Door mats to be replaced.	Completed					

Libraries - Physical Barriers

BUILDING	Completed in 2009 or prior	2010	2011	2012	2013	2014/15
1) Williamsburg Library						
No handicap signage	Completed					
Toilet (no back support)	Completed					
Toilet paper dispenser (too far from toilet)	Completed					
Mirror (high)						
No cup dispenser (water quality not good)	WILL NOT BE DONE					
	relocated in 2014 completed					
2) Iroquois Library						
Handle to outside door too high (door heavy) - access				Use accessible door at front		
Doorway to library (too narrow)				Use side door		
Not much room at entrance				Go to front of building		
Bathroom (light switch too high)				New accessible washroom		

BUILDING	Completed in 2009 or prior	2010	2011	2012	2013	2014/15
Bathroom (size-falls short of standard)				New accessible washroom		
Toilet (no back support)				New accessible washroom		
No clearance under sink				New accessible washroom		
Pipes not insulated, taps need to be changed				New accessible washroom		
Mirror too high				New accessible washroom		
Desk too high						
Collection inaccessible	Completed					
Disabled washroom upgraded	Completed					
3) Morrisburg Library						
1 ½" incline to door and 1 ½" drop inside door	Completed					
New door installed	Completed					
2 doors to bathroom with angle			Completed			
Toilet stall too small			Completed			
Not full clearance under sinks			Completed			
Sink (pipes not insulated, taps need to be changed)			Completed			

BUILDING	Completed in 2009 or prior	2010	2011	2012	2013	2014/15
Signage to entrance	Completed					
Bathroom light switch (too high)			Completed			
Bathroom too small, everything deficient			Completed			
Automatic door opener			Completed			
Relocation & Reconstruction						Completed