



TOWNSHIP OF MALAHIDE

MULTI-YEAR ACCESSIBILITY PLAN

2015-2020

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INTRODUCTION

COMMITMENT

The Township of Malahide is committed to removing barriers that prevent people with disabilities from accessing our facilities and services.

This Multi-Year Accessibility Plan outlines the Township's approach to ensuring that the services provided will be done so in an accessible manner. The Township will continue to develop inclusive workplace policies and procedures. Our goal is to ensure accessibility for our employees and the public that we serve with our services and facilities.

BACKGROUND

For several years, the Township Staff, with the assistance of the now defunct Accessibility Advisory Committee, has been removing barriers through processes outlined in the *Ontarians with Disabilities Act (ODA), 2001*. The Staff will continue to seek input from persons with disabilities in our community, however, planning will become integrated into multi-year planning cycles. This process will combine the planning requirements of the *Ontarians with Disabilities Act, 2001* and the *Accessibility for Ontarians with Disabilities Act, 2005*.

ACCESSIBILITY ADVISORY COMMITTEE

Previously, the Township had formed an Accessibility Advisory Committee to begin the process of obtaining compliance with accessibility legislation. The Township of Malahide is not required to have its own committee based on its population size; and therefore, the committee has disbanded and the Township has availed itself of the assistance provided by the County of Elgin and its designated Accessibility Co-ordinator.

OBLIGATIONS

This multi-year plan is based upon requirements under the *Accessibility for Ontarians with Disabilities Act (AODA)*. The AODA sets out the roadmap for an accessible Ontario by 2025. It contains standards in the following five areas:

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

The Accessible Customer Service Standard came into effect in 2008. In 2011, under the Integrated Accessibility Regulation, the Province combined Information and Communications, Employment, and Transportation. In 2014, the Province added the Design of Public Spaces into the Integrated Accessibility Standard and the Ministry of Municipal Affairs and Housing has updated the *Ontario Building Code* to include barrier free amendments. All Township projects will consider both of these regulations and attempt to exceed these requirements where practical.

This plan outlines the requirements of the AODA along with projected timelines. An annual status report will be developed that will report on the previous years' accomplishments.

The plan will be reviewed and updated once every five years. This includes consultation with the public.

MONITOR AND REVIEW

This multi-year accessibility plan will be reviewed and updated at least once every five years along with a public consultation. An annual status report will be completed to document the progress and measures taken to implement the Township of Malahide's strategy and meet the requirements under the AODA.

PLAN COORDINATION

The Township's Human Resources Co-ordinator is responsible for the development of this plan, in consultation with the County of Elgin's Accessibility Co-ordinator.

All Township Staff have a role to play in identifying, removing, and preventing barriers.

Employees who are engaged and knowledgeable are able to incorporate accessibility considerations into their daily business practices.

TIMELINE AND DELIVERABLES

OUTCOMES

- People with disabilities will receive quality goods and services in a timely manner.
- People with disabilities will have access to Township-produced information and communications. Alternate formats and communication supports will be made available if the original format is not accessible.
- A barrier-free recruitment process.
- Greater accessibility in Township-owned facilities.
- Staff will be able to identify barriers to accessibility and actively seek solutions to prevent or remove them.

APPROACH

- Develop policies and procedures.
- Incorporate accessibility into planning processes.
- Train Staff.
- Engage the public in feedback.
- Work to remove barriers to employment.
- Continue to make facilities accessible.
- Ensure that there is access to information and communications.

TIMELINES

ITEM	YEAR
<ul style="list-style-type: none">• The development of policies• Developing a multi-year accessibility plan• Purchasing requirements• Emergency and public safety information	2012-2013
<ul style="list-style-type: none">• Employment• Training• Feedback process• Accessible formats and communication supports• Accessible websites and web content• Report to the Accessibility Directorate of Ontario (2015)	2014-2016

ACCESSIBLE CUSTOMER SERVICE

The Township of Malahide is committed to ensuring that all customers receive accessible services in a timely manner. Members of the public will receive an equitable customer service experience that meets their needs. The Township will achieve this by:

- Reviewing and updating policies to ensure high quality, accessible service.
- Embedding accessibility requirements into Staff training and orientation materials.
- Reviewing customer feedback and taking appropriate action.

PROGRESS

- Developed Accessible Customer Service Policy. (2009)
- Alternate formats are available on request through the Human Resources Coordinator.
- Accessible customer service training to all Staff. (2009)
- Accessible customer service training to volunteers. (2009)
- Continuing to review and update policies to ensure consideration of people with disabilities.
- Accessible customer service training to new Staff – during orientation. This training has been updated and is now part of General Accessibility Training. (ongoing)
- Updated purchasing policy to ensure that third party contractors are familiar with the AODA and the Township's Accessibility Policy.
- Reviewed Accessible Customer Service Policy and incorporated requirements under the Integrated Accessibility Regulation. (Township Accessibility Policy 2009, updated 2013)

GOALS

- Review current processes to receive feedback from the public.
- Review current processes on how public can request an alternate format.
- Continue to fulfill the needs of residents and customers under the Accessible Customer Service Standard.
- Review requirements under Accessible Customer Service pending update in 2016.

INTEGRATED ACCESSIBILITY REGULATION

GENERAL

The Integrated Accessibility Regulation requires the Township to:

- Develop policies on how the Township will achieve accessibility and meet the requirements of the regulation.
- Develop a statement of organizational commitment.
- Develop a multi-year accessibility plan and post an annual status report on the Township's website outlining the progress that has been made.
- Train Staff on the requirements of the regulation and the *Ontario Human Rights Code* as it pertains to persons with disabilities.

Progress

- Developed Township Accessibility Policy which describes how the Township of Malahide will achieve accessibility through meeting the requirements under the *Integrated Accessibility Regulation*.
- Township Accessibility Policy
- Included in the Township Accessibility Policy is a statement of organizational commitment.
- Prepared annual status report in 2016 which identified the progress made in implement this multi-year accessibility plan.
- Training has been provided to Staff on the Integrated Accessibility Regulation and the Ontario Human Rights Code. This training will be provided to new Staff on an ongoing basis.
- Training module has been developed for new Staff that incorporates requirements under the Accessible Customer Service Standard, and the Integrated Accessibility Standard.
- Report compliance to the Accessibility Directorate.

Goals

- Review corporate Human Resources policies to ensure that they reflect the requirements of the AODA.
- Update Accessibility Policy to reflect updated Accessible Customer Service Standard (2016/17).
- Review purchasing procedures related to accessibility and incorporate into existing procedures, where possible.
- Develop accessible purchasing training.

INFORMATION AND COMMUNICATIONS

Information and communications are a large part of Township of Malahide daily business. It is because of this that it so important to ensure that information and communications are created in a way that considers accessibility.

The Township will follow universal design principles and best practices when developing, implementing, and maintaining information and communications strategies. This includes: websites, print communications materials, as well as, face-to-face interactions.

The Township is committed to ensuring that information and communications are available and accessible to people with disabilities. The Township will do this by:

- Achieving compliance with the Web Content Accessibility Guidelines (WCAG 2.0) to ensure external websites are accessible to people with disabilities.
- Developing resource materials for creating accessible documents for common software programs such as MS Word, Excel, and PowerPoint.
- Ensuring that emergency information, procedures, plans, and public safety information is available in alternate formats, upon request.
- Developing a training strategy to ensure that Staff has the knowledge, tools, and technical advice to create accessible materials.

Progress

- Website Redesign in accordance with WCAG 2.0. (February 2014)
- Training for Staff on how to make documents accessible, in accordance with WCAG 2.0 requirements. (February 2014 and ongoing)
- Emergency Plan and related procedures are available in an alternate format, upon request.
- Developed resources for Staff on making documents accessible.
 - Creating Accessible Documents Training (Word and PDF). (ongoing)
- Developed strategy to ensure WCAGA compliance for web documents. (ongoing)

Goals

- Documents are available in an alternate format, upon request. The Staff should ensure that “alternate formats available upon request” is on all print documents.
- Continue to educate Staff on the need for accessible documents.
- Develop a strategy of how to ensure existing (pre-2012) documents are accessible or available upon request.
- Research accessible communications and determine if a guideline is needed for Staff.

- Review current feedback process to determine if process is accessible to people with disabilities
- Staff to review Electronic Records Management Program (Laserfiche) to determine the accessibility of documents.

EMPLOYMENT

The Township of Malahide is committed to ensuring that the process of finding, getting, and keeping a job is as inclusive as possible in order to build an effective workforce. The Human Resources Coordinator will be provided resources in order to meet compliance under the Integrated Accessibility Regulation. It is expected that training will cover a variety of topics, including:

- Understanding employer obligations to provide employment accommodations.
- How to identify and remove barriers in the workplace.
- Enhancing workplace emergency responses through individualized emergency response information and assistance, as required.
- Revising individual work plans and developing a manager's guide, tools, and templates to remove barriers from the recruitment process.

Progress

- Job advertisements let the public know that accommodations will be provided, upon request. Applicants need to make their accommodation needs known in advance.
- Developed Accommodating Special Needs and Emergency Response Policy and notified the Staff.
- Continuing to remove barriers from the selection process. All applicants who are invited to interview are being asked if they require accommodations in order to participate.
- Job advertisements are currently posted in a variety of newspapers and websites. Job advertisements and descriptions will be provided in an alternate format upon request.

Goals

- Continue to monitor HR policies to ensure compliance with AODA regulations.

The Township of Malahide – Municipal Accessibility Work Plan which details all AODA progress and goals is attached as Appendix B.

ACCESSIBLE BUILT ENVIRONMENT

The Township of Malahide will strive to ensure that new facilities are designed and built with Universal Design Principles in mind.

As a part of the procurement process, the Staff are required to consult with a variety of standards and guidelines to determine the most accessible and feasible design choice.

On January 1, 2013, the Province of Ontario amended the Integrated Accessibility Regulation (O. Reg. 191//11) to include the Design of Public Spaces. In January, 2015, the Province release the amended Ontario Building Code which includes updates to the Barrier Free section.

Township accomplishments and planned projects related to the accessible built environment will be outlined in Appendix A.

COMMUNICATION

This plan will be available on the Township website.
A copy of this plan is available by contacting the Human Resources Co-ordinator.

FEEDBACK

The Township of Malahide is committed to ensuring accessibility is a reality throughout all facilities and business operations. There is still so much to accomplish, and as we progress, we would like to hear from you.

Do you have any thoughts or feedback on what has been accomplished so far? Or ideas on how the plan or how projects could be improved?

Please contact us with your questions and ideas.

CONTACT

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This document will be made available in alternate formats, upon request.

APPENDIX A

Township of Malahide Multiyear Accessibility Plan 2016-2020

Planned Projects and Accomplishments

Trails	Project	Building	Consultation Required	Completion Date
Outdoor Public Eating Areas	Accessible Picnic Tables (purchased 6)	Port Bruce Pavillion	N/A	2016
Outdoor Play Spaces	Installed play equipment for all age groups , last section has accessibility pieces/games for children	Port Bruce Playground	N/A	2016
Exterior Paths of travel	Walking Track in green space - made of dust and chips with rest stations around the track	South Dochester Community Hall	N/A	2016
Exterior Paths of travel	Walking Track in green space - made of dust and chips with rest stations around the track	Malahide Community Place	N/A	2016

APPENDIX B

**Township of Malahide Multiyear Accessibility Plan 2016-2020
Municipal Accessibility Work Plan - Township of Malahide**

The Township of Malahide Timelines for Compliance with the Accessibility for Ontarians with Disabilities Act Regulations: The Accessibility Standards for Customer Service (Regulation 429/07) and the Integrated Accessibility Standards (Regulation 191/11). As defined in the AODA, the Township of Malahide is a large designated public sector organization with 50+ employees

Year	Relevant Section of Standard	Requirements	Compliance
2010	Customer Service Standard (2010 only), Sections 3 to 9	Establishment of policies, practices and procedures governing the provision of goods or services to persons with disabilities that respects the dignity and independence, deals with the use of assistive devices and ensures communication with persons with disabilities in a manner that takes into account the person's disability.	Developed Accessible Customer Service Policy adopted May 21, 2009. (This policy was updated 2013) Training was provided to all staff throughout 2009.
		Establishment of policies, practices and procedures governing the use of service animals, the accompaniment of support persons and notice of temporary disruptions for persons with disabilities.	Statement on website indicating that accessible formats are available upon request. Requests will be handled by the Human Resources Coordinator.
		Training be provided to every person who deals with the public and/or who participates in developing policies, practices and procedures governing the provision of goods and services.	Training was provided to all staff throughout 2009.

		Provisions of notice of availability of documents upon request and that the documents are provided in a format that takes into account a person's disability.	
2013		Information and Communications	
	Integrated Accessibility Standards, Section 13	Provision of emergency procedures, plans, or public safety information in an accessible format or with appropriate communication supports, upon request.	Statement on website indicating who to contact for accessible formats.
		Employment	
	Section 27	Provision of individualized workplace emergency response information to employees who have a disability.	Developed Workplace Emergency response information policy for employees with disabilities. (Approved by Council November, 2013)
2013		General Requirements	
	Section 3	Development, implementation and maintenance of written policies and statement of organizational commitment to meet accessibility needs of persons with disabilities.	Updated Corporate Accessibility Policy which includes statement of organizational commitment. Approved by Council November, 2013.
	Section 4	Preparation of a multi-year accessibility plan at least once every 5 years completed on consultation with persons with disabilities.	Developed multi-year accessibility plan for 2013-2015. Approved by Council, November 2013.
	Section 5	Development of a procurement policy describing how the Township of Malahide will consider the needs of persons with disabilities when procuring or acquiring goods, services, or facilities (physical infrastructure).	Developed accessible procurement guideline outlining options for staff when making purchases titled "Guide to Accessibility Requirements for Purchasing Goods, Services and Facilities for the Township of Malahide".

2013		General Requirements	
	Section 7	Training all employees, volunteers, policy developers and all others who may provide goods or services on behalf of the Township of Malahide on the Regulation and on the Human Rights Code. A record of the training shall be provided and kept on file.	This information was included in the original training completed in 2009 and will be updated as required from time to time. All new employees/volunteers receive this training at orientation
		Information and Communications	
		Ensuring feedback processes are accessible to persons with disabilities.	Currently the public can comment on services they receive (as it relates to accessibility), however, not all feedback processes are accessible.
	Section 11	Ensuring new internet websites and web content will conform to establish WWW Consortium Web Content Accessibility Guidelines 2.0., initially at Level A.	New Township website launched in February 2014; All administrative staff trained on how to make web documents accessible throughout 2014.
2013		Employment	
	Section 14	Accommodation of persons with disabilities in the recruitment, assessment and selection process.	Accommodations in the Workplace Policy addresses both recruitment accommodations and individualized accommodation plans. Policy 4.3 Redrafted (Approved by Council November, 2013)
		Documented individual accommodation plans	None Required - format prepared
	Section 22-24	Return to work process for employees who have been absent from work due to disability.	Reviewed "Return to Work Program" Dated December 7, 2012.
	Section 25, 26, & 28		
	Section 29		

	Section 30-32	Performance management, career development and redeployment processes of employees with disabilities.	Reviewed "Performance Evaluation Policy" 2.2 Dated January 1, 2011.
2015		Self Certified Accessibility Report	Filed July 21, 2015
2016		Information & Communication	
	Section 12	Provision of accessible formats and communication supports for persons with disabilities, made available upon request	Request form for accessible formats and communication supports available on Township's website
	Whole regulation	Design of public spaces	Review procedures related to the Design of Public Spaces. Update procedures to ensure maintenance procedures are adhered to. Develop training for staff as necessary
		General Requirements	
2017	Section 3	Development, implementation and maintenance of written policies and statement of organizational commitment to meet accessibility needs of persons with disabilities.	Updated Corporate Accessibility Policy which includes statement of organizational commitment. Last Version dated November, 2013. To be adopted by Council April 2017.
2017	Section 4	Preparation of multi-year accessibility plan at least once every 5 years completed on consultation with persons with disabilities	Updated Multi Year accessibility plan for 2016 - 2020 (previous plan 2013 - 2015) To be adopted by Council April 2017
		Preparation of annual status report of the progress of measures taken to implement strategies of the accessibility plan and posting of the report on the website	Report to be taken to Council April 2017

		Preparation of Procedures relative to the Updated Corporate Accessibility Policy adopted in March of 2017	Procedures Prepared for: 1) Accessibility Feedback; 2) Accessibility Training 3) Requests for Accessibly Formats and Communication Supports 4) Service Animals in the Workplace 5) Support Persons 6) Temporary Service Disruptions
	Section 7	Training be provided to every person who deals with the public and/or who participates in developing policies, practices and procedures governing the provision of goods and services.	Training to be provided throughout 2017.
January, 2021	Section 14	Information and Communications	
		Ensure all internet websites and web content will conform to established W3C Consortium Web Content Accessibility Guidelines 2.0, Level AA (some exceptions)	Review website in 2018 to determine next steps for website and web content.