



Corporation of the Township of
Killaloe, Hagarty and Richards

2013-2015

Multi-Year Accessibility Plan



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Accessibility Multi-Year Plan; Township of Killaloe, Hagarty and Richards

This 2013-2015 accessibility multi-year plan outlines the policies and actions that the Township of Killaloe, Hagarty and Richards will put in place to improve opportunities for people with disabilities.

Statement of Commitment

The Township of Killaloe, Hagarty and Richards 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.

We are committed to providing services, programs, goods and facilities to people with disabilities in a manner that

- ✓ is free from discrimination
- ✓ provides accessible formats and communication supports where possible
- ✓ seeks to provide integrated services
- ✓ provides opportunities equitable to others to obtain, use and benefit from the goods or services we offer and
- ✓ takes into consideration a person's disability.

The Township of Killaloe, Hagarty and Richards' vision and commitment to building inclusive environments continuously grows strong. Our goal is to make our workplaces and customer service departments' accessible, welcoming environments – places where both employees and customers are accommodated according to their needs.

Legislative Authority

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA), which requires that Ontario be an accessible province by 2025. Public, private and not-for-profit organizations must create a multiyear accessibility plan and accessibility policies. To assist in identifying, preventing and removing barriers to accessibility; the AODA requires organizations to have in place accessibility standards in the following areas;

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

Our Accessibility Compliance Objectives

In order to meet and sustain accessibility compliance, the Township of Killaloe, Hagarty and Richards will revise existing policies and or develop new ones with accessibility in mind. Policies and guiding principles assist staff establish accessibility objectives into everyday activities and ensure that objectives are communicated and delivered in a consistent way.

The Township of Killaloe, Hagarty and Richards is committed to ensuring accessibility is considered first in all aspects of business we provide. We will provide staff training on accessibility, accessible formats and communications guidelines will be produced. ~~.,w~~We will increase awareness of accessibility best practices in customer service and the workplace and we will conduct management review on accommodation for employees with disabilities.

The Township of Killaloe, Hagarty and Richards is committed to the increased awareness of barrier-free guidelines for new builds, major retrofits and lease agreements. We will continue to develop strategies for addressing these infrastructure barriers.

Our Development and Goals for the Future

The Township of Killaloe, Hagarty and Richards is committed to meeting AODA Accessibility Standards through the following;

- General Requirements
- Customer Service
- Procurement
- Information and Communications
- Employment
- Transportation
- The Built Environment

General Requirements

Accessibility Policies

January 1, 2014

The Township of Killaloe, Hagarty and Richards is committed to developing policies, including a statement of organizational commitment, on how to meet the integrated standards requirements, make them available to the public, and provide them in an accessible format, upon request.

2013 – 2014 Key Actions

- Expand accessibility policy scope, create new supporting procedures and present to Council;
 - Accessibility Policy
 - Accessible Customer Service procedure
 - Accessible Information and Communication procedure
 - Accessible Employment procedure
- Post policy and procedures on website
- Implement policy and procedures corporate wide

2014 + Key Actions

- Update policy and procedures as part of the policy review process
- Ensure ongoing compliance

Accessibility Plans

January 1, 2014

The Township of Killaloe, Hagarty and Richards is committed to developing a multi-year accessibility plan which will outline the strategies we will use to prevent and remove barriers to accessibility. Once developed, we will maintain our accessibility plan.

2013 - 2014 Key Actions

- Create multi-year accessibility plan in an accessible format
- Consult with Accessibility Advisory Committee and public
- Present multi-year accessibility plan to Council and post on website
- Implement requirements of multi-year plan

2014 + Key Actions

- Continue to implement requirements of multi-year accessibility plan
- Report to the province
- Review plan and update

Annual Status Report

January 1, 2014

The Township of Killaloe, Hagarty and Richards is committed to preparing annual status reports on the progress of measures set out in the multi-year accessibility plan, post on website and provide [in](#) an accessible format, upon request.

2013 - 2014 Key Actions

- Create annual status report in an accessible format
- Present annual status report to Council and post on website

2014 + Key Actions

- Create annual status report and present to Council, post on website

Training

January 1, 2015

The Township of Killaloe, Hagarty and Richards will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

2013 - 2015 Key Actions

- Review available training materials from Ontario Government and other sources to assess their applicability
- Consider program options and provide training
- Continue to train new staff through orientation and existing staff in respect of any changes to accessibility policies
- Keep records of training topics, individuals who were trained and dates in which the training was provided

2015 + Key Actions

- Continue to review and implement training timeline requirements
- Continue to up-date training records

Self Service Kiosks

At this time the Township of Killaloe, Hagarty and Richards does not offer self-service kiosks, if considered at another time will take all the necessary steps to make them accessible to people with disabilities so they can be used independently and securely.

Customer Service

The Township of Killaloe, Hagarty and Richards is committed to providing services in an accommodating environment and receive accessible goods and services in a timely matter.

2013 – 2014 Key Actions

- Review and update policies and standards regularly to ensure high quality, accessible customer service
- Embedding accessibility requirements into staff training and orientation materials
- Use internal expertise to conduct reviews to ensure compliance and improve services
- Review customer feedback and take appropriate action
- Provide training for staff who serve the public or make policies that shape how services are delivered

2013 + Key Actions

- Update procedure as part of policy review process
- Ensure ongoing compliance

Procurement

Procuring or Acquiring Goods and Services

January 1, 2014

The Township of Killaloe, Hagarty and Richards is committed to incorporating accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not possible to do so.

2013 - 2014 Key Actions

- Update all purchasing templates with accessibility language
- Ensure departments include accessibility criteria and features in the specifications provided to the Purchasing department

- Conducting regular reviews and updates of procurement-related directives, policies, procedures and standards
- Embedding accessibility requirements into the procurement process
- Reviewing feedback on the procurement process and taking appropriate action as needed

2014 + Key Actions

- Conduct ongoing review of purchasing templates
- Continue to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not possible to do so

Information and Communication

The Township of Killaloe, Hagarty and Richards will create, provide and receive information and communications in ways that are accessible for people with disabilities.

Feedback

January 1, 2015

The Township of Killaloe, Hagarty and Richards is committed to ensuring that processes for receiving and responding to feedback are accessible for persons with disabilities. We will provide/arrange for accessible formats and communications supports, upon request and notify the public about availability of accessible formats and communications supports.

2013 - 2015 Key Actions

- Create Accessible Information and Communication procedure
- to incorporate all requirements of the Information Communication Standard
- Ensure multi-channel options for providing and receiving feedback
- Create accessible feedback form and post on website
- Maintain alternate formats request statement on website

- Create accommodation request statement for Council meetings and event notices

2015 + Key Actions

- Update procedure as part of policy review process
- Review all feedback processes and update as required

Accessible Formats and Communication Supports

January 1, 2016

The Township of Killaloe, Hagarty and Richards is committed to providing accessible formats and communications supports for persons with disabilities in a timely manner and cost that is no more than the regular cost charged to other persons, upon request. We will also notify the public about availability of accessible formats and communication supports.

2013 - 2016 Key Actions

- Create Accessible Information and Communications procedure to incorporate all requirements of the information and Communications Standard
- Achieving compliance with the Web Content Accessibility Guidelines (WCAG)
- Developing guidelines and best practices for creating accessible documents for common desktop applications such as MS Word, Excel and Power Point
- Ensure various options are available for providing and receiving feedback
- Create accessible feedback form and post on website
- Create accommodation request statement for meetings and event notices

2016 + Key Actions

- Update procedure as part of policy review
- Ensure compliance by 2016

Our Accomplishments

- ✓ Electronic on-line, Interac and telephone banking are available for tax payments by our ratepayers
- ✓ The public may access the Municipal Office by e-mail at info@khrtownship.ca
- ✓ Our Municipal website may be used to access information on upcoming events, by-laws, minutes, meeting schedules, etc.
- ✓ Print material can be made available to the ratepayers of our municipality in large print form

Emergency Procedure, Plans or Public Safety Information

January 1, 2017

The Township of Killaloe, Hagarty and Richards is committed to providing emergency procedures, plans or public safety information which is publicly available in an accessible format or with appropriate communication supports, upon request.

2013 - 2014 Key Actions

- Provide emergency plan in accessible format or with communication supports, upon request
- Post statement on website about availability of accessible formats/supports, upon request

Accessible Websites and Web Content, WCAG Level A

January 1, 2014

The Township of Killaloe, Hagarty and Richards is committed to ensuring that all new internet websites and web content conforms with WCAG 2.0 Level A.

2013 – 2014 Key Actions

- Re-launch website with knowledge of WCAG 2.0 guidelines
- Create 100% HTML 5 standards compliance website

- Regularly evaluate compliance through accessibility quality tool
- Meet level A WCAG requirements
- Conduct training for staff as required

2014 + Key Actions

- Ensure ongoing compliance
- Continue to incorporate level AA WCAG requirements

Accessible Websites and Web Content, WCAG Level AA

January 1, 2021

The Township of Killaloe, Hagarty and Richards is committed to ensuring that all internet websites and web content conforms with WCAG 2.0 Level AA, other than success criteria 1.2.4 captions (live) and success criteria 1.2.5 audio descriptions (pre-recorded).

2014 – 2021 Key Actions

- Continue to incorporate level AA requirements

2021 + Key Actions

- Continue to incorporate level AA requirements

Public Libraries

January 1, 2014

Provide access to/or arrange for, accessible materials where they exist. Make information about accessible materials publicly available and provide in an accessible format or with appropriate communication supports, upon request. Provide accessible formats for archival materials, special collection, rare books and donations.

2013 – 2016 Key Actions

- Offer content in a variety of formats, including special collections such as large print, Closed Captions and Talking Books

- Make available specialized aids, including Zoom Text and a Daisy Machine
- Provide delivery and pick-up services of library materials to program users
- Establish a multi-channel feedback process
- Establish library accessibility policy and post to library website
- Review current holdings to determine accessibility of collection
- Review availability of assistive devices in all branches
- A member of CNIB Partners Program
- Ensure library website meets compliance for 2014

2014 + Key Actions

- Ensure ongoing compliance

Employment

The Township of Killaloe, Hagarty and Richards is committed to creating employment practices and its workplace more accessible to potential and existing employees.

Recruitment

January 1, 2015

The Township of Killaloe, Hagarty and Richards will notify employees and the public about availability of accommodation for applicants with disabilities in the recruitment processes.

2013 – 2015 Key Actions

- Create Accessible Employment procedure to incorporate all requirements of the Employment Standard
- Implement procedure corporate-wide
- Update job posting templates to include accessibility statement

2015 + Key Actions

- Update procedure as part of corporate review process
- Ensure ongoing compliance

Recruitment, Assessment or Selection Process

January 1, 2015

The Township of Killaloe, Hagarty and Richards will notify job applicants that accommodations are available in relation to the materials or processes used during the recruitment process, upon request.

2013 – 2015 Key Actions

- Update recruitment process to ensure applicants are notified if selected for an interview or assessment that accommodations are available, upon request

2015 + Key Actions

- Ensure ongoing compliance

Notice to Successful Applicants

January 1, 2015

The Township of Killaloe, Hagarty and Richards will notify successful applicants of policies for accommodating employees with disabilities, when making offers of employment.

2013 – 2015 Key Actions

- Create Accommodation Procedure
- Implement Accommodation procedure corporate-wide in 2015
- Update offer letter templates

2015 + Key Actions

- Update procedure as part of policy review process

- Ensure ongoing compliance

Informing Employees of Supports

January 1, 2015

The Township of Killaloe, Hagarty and Richards is committed to informing new and existing employees of policies for supporting employees with disabilities, including providing employment-related accommodations for disabilities.

2013 – 2015 Key Actions

- Create Accommodation procedure
- Implement Accommodation procedure corporate-wide
- Update orientation materials

2015 + Key Actions

- Update procedures as part of policy review process
- Ensure ongoing compliance

Accessible Formats and Communication Supports for Employees

January 1, 2015

The Township of Killaloe, Hagarty and Richards is committed to consulting with their employees who have a disability in order to provide them with the accessible formats and communications support they require to do their jobs effectively and to be informed of information that is generally available to all employees in the workplace.

2013 -2015 Key Actions

- Provide employees with accessible supports
- Create Accessible Employment procedure
- Implement Accessible Employment procedure corporate-wide

2015 + Key Actions

- Update procedure as part of policy review process
- Ensure ongoing compliance

Workplace Emergency Response

January 1, 2012

The Township of Killaloe, Hagarty and Richards is committed to preparing for the specific needs that employees with disabilities may have in emergency situations.

2012 – 2013 Key Actions

- Create individual accommodation plans for employees needing assistance

2013 + Key Actions

- Ensure individual emergency plans are updated as required

Documented Individual Accommodation Plans

January 1, 2015

The Township of Killaloe, Hagarty and Richards is committed to develop and implement a written process for documentation of individual accommodation plans for employees with disabilities.

2013 – 2015 Key Actions

- Create Accommodation procedure
- Implement Accommodation procedure in 2015

2015 + Key Actions

- Update procedure as part of policy review process
- Ensure ongoing compliance

Return to Work Process

January 1, 2015

The Township of Killaloe, Hagarty and Richards is committed to developing a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work.

2013 – 2105 Key Actions

- Review, update and document existing return to work process

2015 + Key Actions

- Review and update existing process as required

Performance Management

January 1, 2015

The Township of Killaloe, Hagarty and Richards will consider accessibility needs of employees with disabilities and individual accommodation plans during the performance management process.

2013 – 2015 Key Actions

- Create a Performance Management procedure which will include the review of an employee's individual accommodation plan to understand the employee's accommodation needs and determine whether it needs adjusting to improve his/her performance on the job, have documents related to performance management, such as performance plans, available in accessible formats, and provide informal/formal coaching and feedback in a manner that takes into account an employee's disability
- Implement Accessible Performance Management procedure corporate-wide

2015 + Key Actions

- Update procedure as part of policy review process
- Ensure ongoing compliance

Career Development and Advancement

January 1, 2015

The Township of Killaloe, Hagarty and Richards shall take into account the accessibility needs of employee's with disabilities as well as any individual accommodation plans, when providing career development and advancement.

2013 – 2015 Key Actions

- Create a Career Development and Advancement procedure which will include the review of an employee's individual accommodation plan to understand the employee's accommodation needs and determine if the employee can succeed elsewhere in the organization and/or take on new responsibilities in their current position
- Implement Career Development and Advancement procedure corporate-wide

2015 + Key Actions

- Update procedure as part of policy review process
- Ensure ongoing compliance

Redeployment

January 1, 2015

In circumstances where redeployment is considered, the Township of Killaloe, Hagarty and Richards will take into consideration the accessibility needs of the employee, and individual accommodation plans when using this process.

2013 – 2015 Key Actions

- Create Redeployment procedure
- Implement Redeployment procedure in 2015

2015 + Key Actions

- Update procedure as part of policy review process
- Ensure ongoing compliance

Transportation

The Township of Killaloe, Hagarty and Richards does not provide transportation nor does it regulate taxis at this time, if considered at another time, the Municipality will adhere to AODA regulation.

Design of Public Spaces

Design Criteria

January 1, 2016

The Township of Killaloe, Hagarty and Richards will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

The Township of Killaloe, Hagarty and Richards is committed to greater accessibility into, out and around our facilities. We will consider the design criteria for the design of public spaces by incorporating accessibility when renovations are undertaken.

2013 – 2016 Key Actions

- Incorporate the built environment/design of public spaces accessibility features into newly constructed facilities and those that need significant renovations
- Will continue to model best practices when undertaking accessibility retrofits of existing facilities
- Will consider accessibility when negotiating accommodation leases from the private sector, efforts will be made to enhance accessibility in facilities used by employees

2016 + Key Actions

- Ensure ongoing compliance

Our Accomplishments

- ✓ A site audit of municipally-owned buildings is scheduled annually. The purpose of the site audit is to assess any barriers that may still exist, and to make recommendations for removing those barriers in order to comply with current legislation under the Ontarians with Disabilities Act
- ✓ Medical Centre - the front door was changed to accommodate accessibility issues, the doorway was widened, a barrier free washroom facilities were installed in 2011 and Handicapped Parking Areas have been identified and designated and improvements to the path of travel into the building
- ✓ Killaloe Rink - a designated Handicapped Parking area and travel route to the building was constructed, barrier free access to the ice surface has been built, accessibility signage has also been added for entrances and exits and contrast markings have been added to the accessibility ramp to the rink surface, including elevation at the steps

- ✓ Municipal Building - a lift was installed to address the issue of access from the lower level of the building to the council chambers and municipal offices. A barrier-free washroom has been installed on the lower level, and automatic door openers have been installed at the front and back entrances to the building. Parking spaces have been designated and appropriate signage has been installed to indicate this
- ✓ Round Lake Rink – a designated Handicapped Parking area and travel route to the building was constructed, barrier free access to the ice surface has been built and a barrier free washroom has been installed
- ✓ Hoch Park – networking with the Killaloe Heritage and Ecology Committee (who currently lease Hoch Park) to ensure that any renovations or improvements that they do to the facility are done in compliance with the municipal Accessibility Plan and pertinent applicable legislation
- ✓ Court House – entrance has been made accessible and accessible washroom facilities have been installed
- ✓ Those who have long-term leases on municipal property have been made aware that any construction or renovation planned for the leased property, must have regard to accessibility requirements pursuant to the provisions of this multi-year accessibility plan, and applicable status

Our Commitment

The Township of Killaloe, Hagarty and Richards is committed to making accessibility throughout the Municipality a reality. Our multi-year plan is our pledge that our accessibility goals are/will be met. We will use reasonable efforts to ensure that policies, programs and services, procedures and practices are established to provide accessible service to persons with disabilities.

We Would Like to Hear From You

Do you have any thoughts or feedback on what has been accomplished so far? Ideas on how plans or projects could be improved? Requiring additional information regarding our Multi-Year Accessibility Plan? Please contact us with your questions and or ideas;

Phone: 613-757-2300

Fax: 613-757-3634

Mail: 1John Street, P.O. Box 39
Killaloe, ON K0J 2A0

Email: info@khrtownship.ca

This document is available on line www.killaloe-hagarty-richards.ca in the following formats;

- HTML
- Accessible PDF

Accessible formats of this document are available, upon request by contacting the above.

APPENDIX

Definitions

The terms identified and defined below are intended to provide assistance in understanding the material in this Accessibility Policy;

Accessibility: a general term used to describe the degree of ease that something (e.g. device, service, environment) can be used and enjoyed by persons with a disability. The term implies conscious planning, design and /or effort to ensure it is barrier-free to persons with a disability and, by extension, highly usable and practical for the general population.

Accessibility for Ontarians with Disabilities Act (AODA), 2005: the purpose of the Act is to develop, implement and enforce accessibility standards in order to remove barriers for Ontarians with disabilities on or before January 1, 2025 in relation to goods, services, facilities, accommodations, employment, facilities, structures and premises. The AODA came into force on June 4, 2005.

Accessible: that which can be easily reached or obtained; a facility that can be easily entered; posing no obstacles to persons with disabilities.

Accessible Formats: formats that are an alternative to standard print and are accessible to people with disabilities. Some examples include, but are not limited to large print, Braille, recorded audio and electronic formats such as DVD's and CD's.

Adaptive Technologies: technologies that enable persons with disabilities, primarily physical disabilities, to use regular versions of products such as computers or telephones.

Assistive Devices: equipment that assists people to perform a given task; usually devices that people bring with them, such as a walker, scooter, wheelchair or personal oxygen tank.

Assistive Technology: technological devices that have been developed with features specifically helpful for people with disabilities. Publishers may be

asked to supply file formats that are compatible with particular types of assistive technology.

Communications: the interaction between two or more persons or entities, where information is provided, sent or received.

Communication Supports: supports that individuals with disabilities may need to access information. Communication supports may include, but are not limited to captioning, alternative and augmentative supports, plain language, sign language, reading out loud, captioning and/or using written notes to communicate.

Conversion Ready: an electronic or digital format that facilitates conversion into an accessible format.

Disability: the interaction between the social, cultural or physical environment and a person's impairment that creates barriers. Disability may be apparent to others hidden, inherited, self-inflicted or acquired, perceived or presumed.

Diversity: refers to the presence of a wide range of human qualities and attributes within a group or an organization. The dimensions of diversity include, but are not limited to, age, gender, race, ethnicity, physical and intellectual ability, religion, sexual orientation, educational background and expertise.

Documented Individual Accommodation Plan: a plan developed by an employer, in consultation with an employee with a disability that documents the accommodations that will be provided so the employee can do his/her job. These plans are living documents and are to be reviewed regularly.

HTML/XHTML (Hyper Text Markup Language): the markup language for web pages and provides the basic building blocks of web pages. XHTML is a set of XML specifications that extend the rather limited capabilities of HTML and make it more disciplined. Both HTML 5.0 and XHTML 5.0 are currently under development by the World Wide Web Consortium.

Individualized Workplace Emergency Response Information: refers to the information prepared by employers, in consultation with their employees who

have disabilities, to help them prepare for emergencies such as fire, severe weather and power outages.

Information: includes data, facts and knowledge that exists in any format, including text, audio, digital or images and that convey meaning.

Ontarians with Disabilities Act (ODA), 2001: requires government ministries, municipalities and public sector organizations such as transportation organizations, hospitals and school boards to develop an annual accessibility plan aimed at identifying, removing and preventing barriers to accessibility in a number of areas, such as government buildings, publications and internet sites.

PDF (Portable Document Format): a file format, which enables a document to be used on many different computer platforms but always to maintain the same visual appearance and page layout. Originally developed by Adobe in the early 90's, PDF is now an ISO standard and is widely used throughout the publishing industry both as part of its process for producing printed products and for some types of electronic products. The specifications of PDF files may vary depending on their intended use; some forms of PDF (particularly those specifically aimed at printing applications) are far from ideal for use in the production of accessible editions.

(WCAG) Web Content Accessibility Guidelines 2.0 Level A and Level AA: refers to different conformance levels in WCAG 2.0. To meet conformance Level A all Level A success criteria need to be met; to meet conformance Level AA all Level A and AA success criteria need to be met.

More information in WCAG development and website accessibility can be found at <http://www.w3.org/WAI/intro/wcag>