



Naturally Spirited

**Corporation of the
Township of Killaloe, Hagarty and Richards
2017-2023**

Multi-Year Accessibility Plan

Table of Contents

Introduction

Accessibility; Township of Killaloe, Hagarty and Richards	4
Statement of Commitment	4
Legislative Authority	4

Our Focus

Our Accessibility Compliance Objectives	5
Our Development and Goals for the Future	5
General Requirements	6
Accessibility Policies.....	6
Accessibility Plans	6
Training	6
Self Service Kiosks.....	6
Customer Service	6
Procurement	6
Information and Communication	7
Feedback.....	7
Accessible Formats and Communication Supports	7
Emergency Procedure, Plans or Public Safety Information	7
Accessible Websites and Web Content	7
Public Libraries.....	8

Employment.....	8
Recruitment.....	8
Informing Employee Supports	8
Accessible Formats and Communication Supports for Employees	8
Workplace Emergency Response	8
Documented Individual Accommodation Plans.....	9
Return to Work Process.....	9
Performance Management.....	9
Career Development and Advancement.....	9
Redeployment	9
Transportation.....	9
Design of Public Spaces	10

In Conclusion

Our Commitment.....	10
We Would Like to Hear From You	11

Appendix

Definitions.....	12
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Accessibility Multi-Year Plan; Township of Killaloe, Hagarty and Richards

This policy is intended to provide a framework to guide the review and development of the Township of Killaloe, Hagarty and Richards' policies, standards, procedures, by-laws and guidelines to comply with the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) developed under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, C11 (the AODA)

Under the Accessibility for Ontarians with Disabilities Act, 2005 all public and private sector organizations must meet the requirements of accessibility standards established by the regulation. This 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

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 integrate 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. We will increase awareness of accessibility best practices in customer service and the workplace and we will conduct management reviews 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

Accessibility Policies

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.

Accessibility Plans

In accordance with the requirements of the regulations set out in the AODA, the Township of Killaloe, Hagarty and Richards shall update its Multi-Year Accessibility Plan which will outline the strategies we will use to prevent and remove barriers to accessibility. The

municipality will report annually on the progress and implementation of the plan, post the information on the municipal website and will provide it in accessible formats upon request. The plan will be reviewed and updated at least once every five years.

Training

The Township of Killaloe, Hagarty and Richards will provide training to all employees, volunteers, contractors and any other people who interact with the public or other third parties on their behalf 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, contractors and any other people who interact with the public or other third parties. Training shall take place as soon as it is practicable and upon completion the Municipality shall keep a record of the training provided including the dates on which accessibility training took place.

Self Service Kiosks

The Township of Killaloe, Hagarty and Richards does not offer self-service kiosks. If considered at another time we 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.

Procurement

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.

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.

Accessible Formats and Communication Supports

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.

This does not apply to products and product labels, unconvertible information or communications and information that the municipality does not control directly or indirectly through a contractual relationship. If it is determined that information or communications are unconvertible, the department shall provide the person requesting the information or communication with:

- An explanation as to why the information or communication is unconvertible;
- A summary of the unconvertible information or communications.

Emergency Procedure, Plans or Public Safety Information

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.

Accessible Websites and Web Content

The Township of Killaloe, Hagarty and Richards is committed to ensuring that all new internet websites and web content conforms with Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially and increasing to Level AA. By January 1, 2014, any new web content will conform to WCAG 2.0 Level A and by January 1, 2021 all internet website and web content will conform to WCAG 2.0 Level AA.

Public Libraries

The Killaloe and District Public Library will provide access to/or arrange for, accessible materials where they exist. They will make information about accessible materials publicly available and provide it in an accessible format or with appropriate communication supports, upon request. The Killaloe and District Public Library will also provide accessible formats for archival materials, special collection, rare books and donations. They will continue to be a member of CNIB Partners Program and ensure the library website meets 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

The Township of Killaloe, Hagarty and Richards will notify employees and the public about availability of accommodation for applicants with disabilities during the recruitment processes. If a selected applicant requests an accommodation, the municipality shall consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability. The municipality will notify successful applicants of the policies for accommodating employees with disabilities when making offers of employment.

Informing Employees of Supports

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.

Accessible Formats and Communication Supports for Employees

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.

Workplace Emergency Response

The Township of Killaloe, Hagarty and Richards is committed to preparing for the specific needs that employees with disabilities may have in emergency situations. If an employee's disability is such that workplace emergency response information is necessary and the Municipality is aware of the need for accommodation, this information shall be provided to employees. In addition, this information shall be provided, with the employee's consent, to the person designated to provide assistance. The information shall undergo review when the employee moves to a different location, when the employee's overall accommodation needs or plans are reviewed and when the Municipality reviews its general emergency response plan.

Documented Individual Accommodation Plans

The Township of Killaloe, Hagarty and Richards is committed to develop, implement and maintain a written process for documentation of individual accommodation plans for employees with disabilities. If requested these plans shall include information regarding accessible formats and communications supports and/or individualized workplace emergency response information.

Return to Work Process

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.

Performance Management

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

Career Development and Advancement

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

Redeployment

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.

Transportation

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

Design of Public Spaces

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.

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 on what has been accomplished so far? 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: 1 John Street, P.O. Box 39
Killaloe, ON K0J 2A0

Email: info@khrtownship.ca

This document is available on the [Municipal Website](#) in the following formats;

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: A disability is a physical or mental condition that limits a person's movements, senses or activities. The AODA uses the same definition of disability as the Ontario Human Rights Code.

Diversity: refers to the presence of a wide range of human qualities and attributes within an individual, a group or an organization. Such factors as diversity includes, age, sex, 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.

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>