

Multi-Year Accessibility Plan and Policies 2014 - 2019

This accessibility plan outlines the policies and actions that the Corporation of the Municipality of Huron Shores (hereinafter referred to as "Huron Shores") plans to put in place commencing in 2014 and over the next 5 years to improve access and opportunity for people with disabilities. This plan will be reviewed and updated annually. An update report will be posted on our website, and available at the Municipal Office and Public Library.

Guiding Legislation

The *Ontarians with Disabilities Act, 2001 (ODA)* ensured that public organizations incorporated accessibility planning into their operations and facilities and document same with annual accessibility plans.

In 2005, the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* was enacted to serve as a framework for the establishment of accessibility standards in five areas:

customer service; information & communications; transportation; employment; and the built environment.

Compliance with the *AODA* is required by both public and private sector organizations.

The *AODA* is in place for the purpose of ensuring that people with disabilities are not discriminated against and are included in all aspects of society.

Statement of Commitment

Huron Shores is committed to treating all people with dignity, respect and in a way that maintains individual independence. It believes in integration and equal opportunity and is committed to meeting the needs of people with disabilities in a timely manner by preventing and removing barriers to accessibility and meeting accessibility requirements under the *AODA*.

Huron Shores supports the full inclusion of persons with disabilities as set out in the Ontario Human Rights Code and *Accessibility for Ontarians with Disabilities Act, 2005*, in that Huron Shores ensures compliance with the accessibility requirements in:

- Customer Service;
- Information and Communications;

- Employment; and
- Accessibility Standards of the Build Environment.

Huron Shores is committed to ensuring its services are provided in a way that respects the dignity and independence of persons with disabilities in its community.

Huron Shores strives to ensure every employee and constituent receives equitable treatment with respect to employment and services without discrimination. Huron Shores meets the accommodation needs of employees and constituents in a timely manner as required by the Code and the *AODA*.

Accessible Emergency Information

Huron Shores is committed to providing its publicly available emergency information in an accessible way, upon request. It will also provide employees with disabilities individualized emergency response information when necessary.

Training

Huron Shores 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.

Kiosks

Huron Shores does not provide information or service using kiosks at this time. Should this change in the future, it will ensure accessibility compliance in design and procurement in acquiring self-service kiosks.

Information and Communications

Huron Shores is committed to meeting the communication needs of people with disabilities. It will consult with people with disabilities to determine their information and communication needs.

Huron Shores will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A:

- Any tenders for new websites will include compliance requirements.

Huron Shores will take the following steps to ensure existing feedback processes are accessible to people with disabilities, upon request:

- Integrated standards feedback will be combined with accessible customer service feedback forms, and will be available upon request and available on the website.

Huron Shores will ensure that all publicly available information is made accessible upon request by January 1, 2016.

Huron Shores will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021:

- consult with Sunrise Solutions to create a fully accessible website.

Employment

Huron Shores is committed to fair and accessible employment practices.

Huron Shores will accommodate people with disabilities during the recruitment and assessment processes, when requested.

Huron Shores will take the following steps respecting hired personnel:

- All staff will be notified of accommodation policies;
- All staff will be asked to provide information respecting individualized employee safety requirements during emergencies;
- Orientation package will include accommodation policy information.

Huron Shores will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- All employees will be notified of accommodation policies.

Huron Shores will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account in performance management/career development and redeployment processes:

- All employees will be notified of accommodation policies.

Design of Public Spaces

Huron Shores 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 parks and local communities;
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas;
- Service-related elements like service counters and waiting areas.

Huron Shores will put the following procedures in place to prevent service disruptions to the accessible parts of its public spaces:

- Make every effort to conduct park repairs outside of the times it is utilized most.

In the event of a service disruption, Huron Shores will notify the public of the service disruption and alternatives available.

Barrier Identification

The intent of the Multi-Year Accessibility Plan is to prevent, identify and remove barriers or obstacles that stand in the way of people with disabilities from being able to do many of the day-to-day activities that most people take for granted.

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

There are several types of barriers considered, such as:

Environmental Barriers: features, buildings or spaces that restrict or impede physical access.

Communication Barriers: obstacles with processing, transmitting or interpreting information.

Attitudinal Barriers: prejudgments or assumptions that directly or indirectly discriminate.

Technological Barriers: when technology cannot be or is not modified to support various assistive devices and/or software.

Systemic Barriers: barriers within an organization's policies, practices and procedures that do not consider accessibility.

Report of Recent Achievements

Huron Shores has improved accessibility or removed barriers as follows:

Customer Service

- Accessible Customer Service Standard Regulation Implementation;
- Accessible Customer Service Train the Trainer with Accessibility Consultant;
- Accessible Customer Service Policy created and available at Municipal Office;
- Relevant staff training in Accessible Customer Service;
- Filed mandatory compliance report with Province of Ontario;
- Installation of automatic door openers at Municipal Office.

Integrated Accessibility Standards Policy

Integrated Accessibility Standards Regulation Implementation

- Integrated Accessibility Standard Train the Trainer with Accessibility Consultant;
- MultiYear Accessibility policy adopted March 26, 2014;
- Planning and preparation underway for standards in Employment, Information and Communication, and Build Environment.

Employment

Employee Safety During Emergencies

- Letters to all staff advising that the Integrated Accessibility Standards Regulation requires that Huron Shores provide individualized written emergency response plans to any staff member with a disability, whether permanent or temporary.

Measures Planned for 2014 and Beyond

Planned Measure	Assigned To:	Due Date:
Category: Information and Communication Establish, implement, maintain and document an Accessibility Statement of Commitment; Establish, implement maintain and document multi-year accessibility plan Make public the accessibility statement and plan; Advise of alternative formats available for emergency plans/information, etc., upon request Continued training	Deborah Tonelli Clerk/Administrator	A.S.A.P. 2014
Category: General Requirements Legislative compliance	Deborah Tonelli Clerk/Administrator	By deadlines

For more information on the Multi-Year Accessibility Plan and Policies, or for a copy in an alternative format please contact:

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This Document is Available in Alternative Formats Upon Request