



Warwick Township – Report/Memo

TO: Warwick Township Council
CC: Amanda Gubbels, CAO/Clerk
FROM: Heather Willemse, Deputy Clerk
SUBJECT: Multi-Year Accessibility Plan

Report Number: CL-24-19 **Date to Committee/Council:** October 28, 2019

In Camera: NO **Related to:** Accessibility Plan / Annual Report

Recommendation:

THAT Warwick Township Council approves the Multi-Year Accessibility Plan and receives an annual report on progress made on the plan;

AND THAT Warwick Township Council approves the Accessibility Policy;

AND THAT the Accessibility Policy be added to the Warwick Township Corporate Policy Manual and previous accessibility policies be removed.

Background

As a result of the *Ontario Disability Act* (ODA, 2001) and the *Accessibility for Ontarians with Disabilities Act* (AODA, 2005), Warwick Township is required to develop a Multi-Year Accessibility Plan and a follow-up annual plan that determines how the municipality will eliminate barriers to the accessibility of its goods and services.

The AODA and the follow-up Integrated Accessibility Standard Regulation (IASR, 2011) have established mandatory accessibility standards for both public and private organizations, including specific compliance timelines for each standard. The objective of the regulatory standards established under the AODA is to make Ontario fully accessible by 2025 in the areas of:

- Customer Service (O. Reg. 429/07)
- Transportation (O. Reg. 191/11)
- Information and Communications (O. Reg. 191/11)
- Employment (O. Reg. 191/11)
- Built Environment (O. Reg. 413/12)

Discussion

The Township of Warwick is committed to ensuring that the goods and services it provides and makes available to its residents and visitors are accessible to all. Over the



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years, the Township has maintained a proactive approach to addressing barriers to its buildings, facilities, programs, practices and services by implementing positive changes geared towards improving accessibility.

On February 20, 2013 Warwick Township Council passed a Multi-Year Accessibility Plan for the Township for 2013-2018. Dale Mosely, Accessibility Coordinator for the City of Sarnia, was hired to complete an updated Multi-Year Accessibility Plan for 2019-2024 and an updated Accessibility Policy for the Township. Both documents are included as Attachment A and Attachment B to this report.

Relation to Strategic Plan / Other Plans

N/A

Financial Implications

The Multi-Year Accessibility Plan includes a list of recommendations. Some of the recommendations are minimal and can be completed without any major financial implications. However, some of the recommendations are quite extensive, and may require inclusion in a future budget.

Attachments

Attachment A – Accessibility Policy

Attachment B – Multi-Year Accessibility Plan

Excerpt below from the Multi-Year Accessibility Plan

Appendix A: AODA/IASR Requirements Completed and 2019 to 2021 Legislative Action Plan

A. Legislated Actions

Note: A check mark indicates an action has been completed.

GENERAL REQUIREMENTS AND TIMELINES (O. Reg. 191/11)		
January 1, 2013	Deliverable(s)	Status/Actions to be Taken
✓ Accessibility policies s. 3	<ul style="list-style-type: none"> ✓ Develop, implement and maintain accessibility policies, including statement of organization commitment ✓ Make policies publically available 	<ul style="list-style-type: none"> ✓ Warwick Township has developed a policy that addresses the requirements of the IASR and includes a statement of organizational commitment ✓ The policy is to be placed on the Township's website
✓ Accessibility Plan s. 4	<ul style="list-style-type: none"> ✓ Establish, implement, maintain and document a multi-year accessibility plan ✓ Prepare an annual status report on the progress of the measures taken to implement the strategy ✓ Post multi-year accessibility plan on website and provide in an accessible format, upon request 	<ul style="list-style-type: none"> ✓ A multi-year accessibility has been developed ✓ Once approved, it will be posted on the Township's website ✓ Annual status report on progress will be developed and posted on Township's website
✓ Procurement of goods and services or facilities s. 5	<ul style="list-style-type: none"> ✓ Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so ✓ Where not practicable – explanation must be provided upon request 	<ul style="list-style-type: none"> • Wording in procurement documents will be reviewed and updated, as required, to reflect requirements of the IASR (including procurement by-law). Review will occur as part of regular review of procurement policy

January 1, 2014	Deliverable(s)	Status/Actions to be Taken
Training s. 7	<ul style="list-style-type: none"> ✓ Ensure that training on the IASR and the Human Rights Code, as it pertains to persons with disabilities, is provided to employees, volunteers, persons who participate in developing policies and others who provide goods, services or facilities on behalf of the organization 	<ul style="list-style-type: none"> ✓ Current accessibility training to be amended to include training specific to the requirements under the IASR
January 1, 2015	Deliverable(s)	Status/Actions to be Taken
Service Kiosks s. 23	<ul style="list-style-type: none"> • Incorporate accessibility features when designing, procuring or acquiring self-service kiosks 	<ul style="list-style-type: none"> • Not applicable at this time

**INFORMATION AND COMMUNICATION STANDARDS (O. Reg. 191/11)
Requirements and Timelines**

January 1, 2012	Deliverable(s)	Status/Actions to be Taken
<ul style="list-style-type: none"> ✓ Emergency procedure, plans or public safety information s. 13 	<ul style="list-style-type: none"> ✓ Provide emergency procedures, plans or public safety information, that are available publically, in an accessible format or with appropriate communication supports upon request 	<ul style="list-style-type: none"> ✓ Information provided in alternate formats upon request ✓ Emergency information will be available on the Township's new website
January 1, 2014	Deliverable(s)	Status/Actions to be Taken
<ul style="list-style-type: none"> ✓ Feedback s. 11 	<ul style="list-style-type: none"> ✓ Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing/arranging for accessible formats and communication supports, upon request ✓ Notify the public about the availability of accessible formats and communication supports 	<ul style="list-style-type: none"> ✓ Policies and procedures for receipt of feedback are in place ✓ Future advertisements will provide information on requesting accommodations
<ul style="list-style-type: none"> ✓ New internet websites and web content s. 14 	<ul style="list-style-type: none"> ✓ Conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.90 – Level A 	<ul style="list-style-type: none"> ✓ Complete with new Township website launch in 2013

Information and Communications Standards CONTINUED...

January 1, 2015	Deliverable(s)	Status/Actions to be Taken
Accessible formats and communication supports s. 12	<ul style="list-style-type: none"> ✓ Upon request, provide for provision of accessible formats and communication supports for person with disabilities ✓ Notify the public about availability of accessible formats and communication supports 	<ul style="list-style-type: none"> ✓ Currently in practice ✓ Existing feedback processes and wording on the website on the availability of accessible documents will be reviewed and updated, as required
January 1, 2021	Deliverable(s)	Status/Actions to be Taken
All internet websites and web content s. 14	Conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.90 – Level AA	<ul style="list-style-type: none"> • Conduct website review with accessibility tool checker to determine actions needed to determine compliance • Ensure all new web content conforms to requirements

**EMPLOYMENT STANDARD (O. Reg. 191/11)
Requirements and Timelines**

January 1, 2012	Deliverable(s)	Status/Actions to be Taken
✓ Workplace emergency response information s. 27	<ul style="list-style-type: none"> ✓ Provide individualized workplace emergency response information to employees that have a disability, as required 	<ul style="list-style-type: none"> ✓ Established and communicated to staff
January 1, 2014	Deliverable(s)	Status/Actions to be Taken
Recruitment processes s. 22, 23 and 24	<ul style="list-style-type: none"> ✓ Notify employees and the public about the availability of accommodation for applicants with disabilities in recruitment process ✓ Notify job applicants when selected to participate in an assessment or selection process that accommodations are available ✓ When making an offer of employment, notify successful applicants of policies for accommodating employees with disabilities 	<ul style="list-style-type: none"> ✓ Policies and procedures will be reviewed and updated, as required ✓ Notification will become standards on all job postings ✓ Staff will advise individuals selected to participate in interviews of the availability of accommodations ✓ A statement notifying successful applicants of policies for accommodation will be added to offer letters or reiterated verbally

Employment Standards CONTINUED...

January 1, 2014	Deliverable(s)	Status/Actions to be Taken
Informing employees of supports s. 25	✓ Inform employees of policies to support employees with disabilities	✓ Employees will be informed of applicable policies
Accessible formats and communication supports s. 26	✓ When requested by an employee, employers shall provide or arrange for the provision of accessible formats and communication supports for information needed to perform employee's job and information generally available to employees in workplace	✓ This requirement will be addressed in both the IASR policy and staff training program
Documented individual accommodation plans s. 28	✓ Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities	✓ This requirement will be addressed in both the IASR policy and staff training program ✓ Procedure for forming and implementing an IAP will be created
Return to work s. 29	✓ Continue to work on creating and outlining its policies and procedures as it relates to employment develop and have in place 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	✓ This requirement will be addressed in both the IASR policy and staff training program ✓ Procedure for returning to work will be created
Performance management, career development and redeployment s. 30, 31 and 32	✓ Continue to work on creating and outlining its policies and procedures as it relates to employment take into account accessibility needs of employees with disabilities and individual accommodation plans as part of performance management processes, when providing career development opportunities and considering redeployment	✓ IASR policy reflects requirements for performance management, career development and redeployment • Existing policies associated with career development and redeployment will be updated, as required

**DESIGN OF PUBLIC SPACES STANDARD (O. Reg. 413/12)
Requirements and Timelines**

January 1, 2016	Deliverable(s)	Status/Actions to be Taken
Recreational trails and beach access routes s. 80.6 – 80.13	<ul style="list-style-type: none"> • Consult with people with disabilities when planning to build new, or make major changes to existing, recreational trails • Meet specific technical requirements for accessibility (width, height and slope) 	<ul style="list-style-type: none"> • Policies and procedures to be revised and updated, if required
Outdoor public use eating areas s. 8.16 – 80.17	<ul style="list-style-type: none"> • When building new, or making major changes to existing, outdoor public areas follow the requirements for accessibility (accessible tables and chairs, level ground, and path of travel) 	<ul style="list-style-type: none"> • Policies and procedures to be revised and updated, if required
Outdoor play spaces s. 80.17 – 80.20	<ul style="list-style-type: none"> • Consult with people with disabilities when planning to build new, or make major changes to existing, outdoor play spaces • Meet specific technical requirements for accessibility 	<ul style="list-style-type: none"> • Policies and procedures to be revised and updated, if required
Exterior paths of travel s. 80.21 – 80.31	<ul style="list-style-type: none"> • When building new, or making major changes to existing, outdoor public areas follow the requirements for accessibility (width, height, slopes and surfaces) 	<ul style="list-style-type: none"> • Policies and procedures to be revised and updated, if required
Parking s. 80.32 – 80.39	<ul style="list-style-type: none"> • Follow accessibility requirements when building new or redeveloping existing on and off street parking 	
Obtaining service s. 80.40 – 80.43	<ul style="list-style-type: none"> • Follow accessibility requirements when building new or making major changes to existing on service counters, queuing areas and waiting areas 	<ul style="list-style-type: none"> • Policies and procedures to be revised and updated, if required

Design of Public Spaces Standards CONTINUED...

January 1, 2014	Deliverable(s)	Status/Actions to be Taken
Maintenance s. 80.44	<ul style="list-style-type: none"> • Accessibility plan includes preventative and emergency maintenance procedures for accessible parts of public spaces • Procedures for handling temporary disruptions in service when an accessible part of a public space is unable or stops working 	<ul style="list-style-type: none"> • Policies and procedures to be revised and updated, if required

B. Non Legislated Actions