



## Warwick Township – Report/Memo

**TO: Mayor Case and Warwick Township Council**

**CC:** Greg Storms – GM of PW and P&R, Trevor Jarrett – Treasurer/Deputy Administrator

**FROM:** Amanda Gubbels, Administrator/Clerk

**SUBJECT: Multi-Year Accessibility Plan Update and 2016 Annual Report**

**Report Number:** CL-01-17      **Date to Committee / Council:** January 16, 2017

**In Camera:** NO

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***Recommendation:*** *THAT Warwick Township Council approves Warwick Township's 2016 Annual Accessibility Compliance Report, as presented in CL-01-17.*

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### **Background**

The Accessibility for Ontarians with Disabilities Act 2005 (AODA) requires governments to work with the disability community and both the private and public sectors to jointly develop standards of accessibility. Standards will be set in both the public and private sectors to address the full range of disabilities – including physical, sensory, mental health, developmental and learning.

The AODA has related regulations that municipalities must comply with over specified periods of time:

- O. Reg. 429/07 *Customer Service Standard*
- O. Reg. 191/11 *Integrated Accessibility Standards (IASR)*, and
- O. Reg. 413/12 *Design of Public Spaces Standards* (amendment to the IASR)

### **Discussion**

The Township of Warwick is committed to:

- The continual improvement of access to municipal premises, facilities and services for its ratepayers and staff with disabilities.
  
- The provision of quality services to all ratepayers and members of the community with disabilities.



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On February 20, 2013 Warwick Township Council passed a Multi-Year Accessibility Plan for the Township for 2013-2018.

Public sector organizations are also required to report annually on accessibility with the Accessibility Directorate of Ontario.

### **Conclusion and Next Steps**

Warwick Township continues to work towards accessibility and has made much progress in 2016, including the continued staff training on the Integrated Accessibility Standards Regulation (IASR) for all staff and volunteers. Attachment A summarizes the actions completed by Warwick in 2016, both legislated and non-legislated, related to accessibility.

This table outlines the next steps to continue Warwick's compliance with legislation and the timeline for completion.

<b>Accessibility Related Step</b>	<b>Date/Timeline</b>
Complete Corporate Policy Review in 2016 and amend existing polices/procedures if required ( <i>included as part of normal policy review process</i> )	2016
Ongoing training for new staff on the Customer Service Standard and the Integrated Accessibility Standards Policy	Ongoing for new staff
Annual reports to Council and the public on the Township of Warwick's Multi-Year Accessibility Plan	2013 to 2018
<i>NEW legislative requirement</i> - Creation of Accessibility Plan for the 2018 Municipal Election	2017

### **Attachments**

Attachment A – Actions Completed in 2016

Attachment B – Actions for 2013 to 2018 and Beyond

Respectfully submitted,

Amanda Gubbels, Clerk/Deputy Administrator





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used by strollers, wheelchairs, etc. and creates a connection to trail network in the area from Watford.

- The municipality has worked with the St. Clair Conservation Authority to establish a new accessible walking trail in Warwick connecting Warwick Cemetery to other existing trails in SCRCA's trail network.

### Barrier Free Parking

- Painted all Barrier Free parking spaces at all Public Facilities in Watford and Warwick.
- The municipality is in the process of investigating the feasibility of inclusion of accessible parking spaces on Nauvoo Rd. for use to enter businesses. Consultations with the County of Lambton and the County's Accessibility Advisory Committee are underway.

### Communications

- Enhanced information is available on the website on services and events. Information is now being provided in more formats through the use of social media.
- Mailbox delivery of specific Township communication materials has been utilized to distribute information on community programming. This communication avenue will be used in the future for other items.



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## Attachment B – Actions from 2013 to 2018 and Beyond

### A. Legislated Actions – Requirements and Timelines

**Note:** A check mark indicates an action has been completed. (*\*italics indicate new for 2015 accessibility report*)

#### GENERAL (O. Reg. 191/11)

January 1, 2013	Deliverable(s)	Status/Actions to be Taken
✓ <b>Accessibility policies s. 3</b>	<ul style="list-style-type: none"> <li>✓ Develop, implement and maintain accessibility policies, including statement of organization commitment</li> <li>✓ Make policies publically available</li> </ul>	<ul style="list-style-type: none"> <li>✓ Warwick Township has developed a policy that addresses the requirements of the IASR and includes a statement of organizational commitment</li> <li>✓ The policy is to be placed on the Township's website</li> </ul>
✓ <b>Accessibility Plan s. 4</b>	<ul style="list-style-type: none"> <li>✓ Establish, implement, maintain and document a multi-year accessibility plan</li> <li>✓ Prepare an annual status report on the progress of the measures taken to implement the strategy</li> <li>✓ Post multi-year accessibility plan on website and provide in an accessible format, upon request</li> </ul>	<ul style="list-style-type: none"> <li>✓ A multi-year accessibility has been developed</li> <li>✓ Once approved, it will be posted on the Township's website</li> <li>✓ Annual status report on progress will be developed and posted on Township's website</li> </ul>
✓ <b>Procurement of goods and services or facilities s. 5</b>	<ul style="list-style-type: none"> <li>✓ Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so</li> <li>✓ Where not practicable – explanation must be provided upon request</li> </ul>	<ul style="list-style-type: none"> <li>✓ Details on accessibility requirements and training for vendors are included as a standard part of RFPs</li> </ul>
January 1, 2014	Deliverable(s)	Status/Actions to be Taken
<b>Training s. 7</b>	<ul style="list-style-type: none"> <li>✓ 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</li> </ul>	<ul style="list-style-type: none"> <li>✓ Current accessibility training to be amended to include training specific to the requirements under the IASR</li> <li>✓ Training program completed with all staff and volunteers. Ongoing training will be provided to new staff or on an as needed basis.</li> </ul>



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January 1, 2015	organization	
January 1, 2015	Deliverable(s)	Status/Actions to be Taken
<b>Service Kiosks s. 23</b>	<ul style="list-style-type: none"> <li>✓ Incorporate accessibility features when designing, procuring or acquiring self-service kiosks</li> </ul>	<ul style="list-style-type: none"> <li>✓ Not applicable at this time</li> </ul>

### INFORMATION AND COMMUNICATION STANDARDS (O. Reg. 191/11)

January 1, 2012	Deliverable(s)	Status/Actions to be Taken
<ul style="list-style-type: none"> <li>✓ <b>Emergency procedure, plans or public safety information s. 13</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ Provide emergency procedures, plans or public safety information, that are available publically, in an accessible format or with appropriate communication supports upon request</li> </ul>	<ul style="list-style-type: none"> <li>✓ Information provided in alternate formats upon request</li> <li>✓ Emergency information will be available on the Township's new website</li> </ul>
January 1, 2014	Deliverable(s)	Status/Actions to be Taken
<ul style="list-style-type: none"> <li>✓ <b>Feedback s. 11</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ 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</li> <li>✓ Notify the public about the availability if accessible formats and communication supports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Policies and procedures for receipt of feedback are in place</li> <li>✓ Feedback form and information was mailed with 2013 resident newsletter and tax bill</li> <li>✓ Future advertisements will provide information on requesting accommodations</li> </ul>
<ul style="list-style-type: none"> <li>✓ <b>New internet websites and web content s. 14</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ Conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.90 – Level A</li> </ul>	<ul style="list-style-type: none"> <li>✓ Complete with new Township website launch in 2013</li> <li>✓ Ongoing review of documents posted online to ensure accessibility. <i>Website content review in 2016 to include accessibility review.</i></li> </ul>
January 1, 2015	Deliverable(s)	Status/Actions to be Taken
<ul style="list-style-type: none"> <li>✓ <b>Accessible formats and communication supports s. 12</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ Upon request, provide for provision of accessible formats and communication supports for person with disabilities</li> <li>✓ Notify the public about availability of accessible formats and communication supports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Currently in practice</li> <li>✓ Existing feedback processes and wording on the website on the availability of accessible documents will be reviewed and updated, as required</li> </ul>



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January 1, 2021	Deliverable(s)	Status/Actions to be Taken
<b>All internet websites and web content s. 14</b>	Conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.90 – Level AA	<ul style="list-style-type: none"> <li>✓ Conduct website review with accessibility tool checker to determine actions needed to determine compliance (Ongoing)</li> <li>✓ Ensure all new web content confirms to requirements. <i>Website content review in 2015 to include accessibility review.</i></li> </ul>

### EMPLOYMENT STANDARD (O. Reg. 191/11)

January 1, 2012	Deliverable(s)	Status/Actions to be Taken
✓ <b>Workplace emergency response information s. 27</b>	<ul style="list-style-type: none"> <li>✓ Provide individualized workplace emergency response information to employees that have a disability, as required</li> </ul>	<ul style="list-style-type: none"> <li>✓ Established and communicated to staff</li> </ul>
January 1, 2014	Deliverable(s)	Status/Actions to be Taken
<b>Recruitment processes s. 22, 23 and 24</b>	<ul style="list-style-type: none"> <li>✓ Notify employees and the public about the availability of accommodation for applicants with disabilities in recruitment process</li> <li>✓ Notify job applicants when selected to participate in an assessment or selection process that accommodations are available</li> <li>✓ When making an offer of employment, notify successful applicants of policies for accommodating employees with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>✓ Policies and procedures have been reviewed</li> <li>✓ Notification has become standard on all job postings</li> <li>✓ Staff will advise individuals selected to participate in interviews of the availability of accommodations</li> <li>✓ A statement notifying successful applicants of policies for accommodation will be added to offer letters or reiterated verbally</li> </ul>
<b>Informing employees of supports s. 25</b>	<ul style="list-style-type: none"> <li>✓ Inform employees of policies to support employees with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>✓ Employees have been informed of applicable policies</li> <li>✓ Information will be provided as part of the ongoing accessibility training program</li> </ul>
<b>Accessible formats and communication supports s. 26</b>	<ul style="list-style-type: none"> <li>✓ 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</li> </ul>	<ul style="list-style-type: none"> <li>✓ This requirement has been addressed in both the IASR policy and staff training program</li> </ul>
<b>Documented individual accommodation plans</b>	<ul style="list-style-type: none"> <li>✓ Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>✓ This requirement has been addressed in both the IASR policy and staff training program</li> </ul>



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s. 28		✓ Procedure for forming and implementing an IAP will be created as part of HR Policy Review in 2014
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
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 ✓ Policy will reviewed as part of HR Policy Review in 2014

### DESIGN OF PUBLIC SPACES STANDARD (O. Reg. 413/12)

January 1, 2016	Deliverable(s)	Status/Actions to be Taken
Recreational trails and beach access routes s. 80.6 – 80.13	✓ 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)	✓ New Design of Public Spaces Policy formed. Staff trained in new policy requirements.
Outdoor public use eating areas s. 8.16 – 80.17	✓ 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)	✓ New Design of Public Spaces Policy formed. Staff trained in new policy requirements.
Outdoor play spaces s. 80.17 – 80.20	✓ 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	✓ New Design of Public Spaces Policy formed. Staff trained in new policy requirements.





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<b>Exterior paths of travel</b> <b>s. 80.21 – 80.31</b>	✓ When building new, or making major changes to existing, outdoor public areas follow the requirements for accessibility (width, height, slopes and surfaces)	✓ New Design of Public Spaces Policy formed. Staff trained in new policy requirements.
<b>Parking</b> <b>s. 80.32 – 80.39</b>	✓ Follow accessibility requirements when building new or redeveloping existing on and off street parking	✓ New Design of Public Spaces Policy formed. Staff trained in new policy requirements.
<b>Obtaining service</b> <b>s. 80.40 – 80.43</b>	✓ Follow accessibility requirements when building new or making major changes to existing on service counters, queuing areas and waiting areas	✓ New Design of Public Spaces Policy formed. Staff trained in new policy requirements.
<b>Maintenance</b> <b>s. 80.44</b>	✓ 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	✓ Policies and procedures to be revised and updated, if required

### B. Non Legislated Actions

<b>Actions for 2015 to 2018 and Beyond</b>	<b>Estimated Timeline</b>
<b>Complete Review of Township Website Content and Accessible Documents</b> <ul style="list-style-type: none"> <li>• Implement proposed changes to website navigation and menu options</li> <li>• Complete review of website content and update where necessary</li> <li>• Ensure that all pdf documents, etc. posted on the website are compliant with AODA format requirements</li> </ul>	2017  <i>Ongoing monitoring required</i>
<b>Design of Public Spaces</b> <ul style="list-style-type: none"> <li>• Create summary sheet of all policy requirements for the Design of Public Spaces policy to assist staff in the day to day implementation of Standards</li> </ul>	2017
<b>Public Involvement</b> <ul style="list-style-type: none"> <li>• Continue communication with the public on accessibility</li> </ul>	Ongoing
<b>Sidewalk Improvements</b> <ul style="list-style-type: none"> <li>• Continue sidewalk improvement program</li> </ul>	Ongoing



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Actions for 2015 to 2018 and Beyond	Estimated Timeline
<b>Facilities Review</b> <ul style="list-style-type: none"><li>• Continue to make enhancement to facilities to improve accessibility (based on facilities reviews/audits and feedback processes)</li></ul>	Ongoing
<b>Barrier Free Parking</b> <ul style="list-style-type: none"><li>• Continue to improve painting and signage for all parking spots</li><li>• Continue to include barrier free parking in site plan applications</li></ul>	Ongoing
<b>Municipal Road Signage</b> <ul style="list-style-type: none"><li>• Continue to phase out existing road signage and replace with larger print signs that will meet code</li><li>• Continue to install signs that warn motorists of persons with disabilities</li></ul>	Ongoing
<b>Staff Identification</b> <ul style="list-style-type: none"><li>✓ The Senior Management Advisory Committee will continue to identify further systemic barriers and prepare a report for council's consideration</li></ul>	Ongoing