



# Warwick Township – Report/Memo

**TO: Warwick Township Council**

**CC:** Heather Willemse – Deputy Clerk, Mike Bryce – Parks and Recreation Manager, Andrew Maver - Public Works Manager, Trevor Jarrett – Treasurer/Deputy Administrator

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

**SUBJECT: Multi-Year Accessibility Plan Update and 2018 Annual Report**

**Report Number:** CL-10-19      **Date to Committee / Council:** February 11, 2019

**In Camera:** NO

---

**Recommendation:**

***THAT the Council of the Township of Warwick approves Warwick Township's 2018 Annual Accessibility Compliance Report.***

---

**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.



## Warwick Township – Report/Memo

- The provision of quality services to all ratepayers and members of the community with disabilities.

On February 20, 2013 Warwick Township Council passed a Multi-Year Accessibility Plan for the Township for 2013-2018. Staff are currently working on forming an updated multi-year accessibility plan.

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 2018, 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 amend existing polices/procedures if required ( <i>included as part of normal policy review process</i> )	Ongoing
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	Complete
<i>NEW legislative requirement</i> - Creation of Accessibility Plan for the 2018 Municipal Election	Complete
Create a new multi-year accessibility plan for the Township of Warwick	2019

### **Attachments**

Attachment A – Actions Completed in 2018

Attachment B – Actions for 2013 to 2018 and Beyond

Respectfully submitted,  
Amanda Gubbels, Administrator/Clerk



# Warwick Township – Report/Memo

## Attachment A – Actions Completed in 2016

### A. Legislated Actions Completed

Action Completed in 2017	Reference
<b>Continued Ongoing Training</b> ✓ Ongoing 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 other who provide goods, services or facilities on behalf of the organization ✓ Ongoing training will be conducted for all new employees and Councillors ✓ Continued training on Design of Public Spaces Standard and paired training program <ul style="list-style-type: none"> <li>○ Recreational trails and beach access routes, s. 80.6 – 80.13</li> <li>○ Outdoor public use eating areas, s. 8.16 – 80.17</li> <li>○ Outdoor play spaces, s. 80.17 – 80.20</li> <li>○ Exterior paths of travel, s. 80.21 – 80.31</li> <li>○ Parking, s. 80.32 – 80.39</li> <li>○ Obtaining service, s. 80.40 – 80.43</li> <li>○ Maintenance, s. 80.44</li> </ul>	O. Reg. 191/11 s. 7  O. Reg 191/11 s. 80.6 – 80.44

### B. Non Legislated Actions Completed in 2018

#### Sidewalk Improvements

- Continued work on enhancements to sidewalks. Used the newly formed sidewalk condition map to prioritize sidewalk removals and replacement so that those in the worst condition are replaced first.
- As a result of Simcoe Street reconstruction, removed 300m of sidewalks and replaced with 150m of sidewalk that meets accessibility standards for width, connections and tactile plates at road crossings.
- Paved the boulevard on a section of Warwick Street to allow for better drainage and a smooth transition from sidewalk to boulevard.
- Completed annual sidewalk inspection to identify trip hazards and condition of sidewalks.

#### Facility Improvements

- Completed the installation of new accessible entrance doors at the Township of Warwick Office. Final deficiencies on the install are to be completed in 2019.



# Warwick Township – Report/Memo

## Accessible Trails and Roadways

- Approved the construction of a pedestrian crossing (PXO) on Confederation Line to connect the parks area to the Twin Creeks Nature Trail. The PXO will be installed in 2019.
- Planned trail head signage with distance and route markers for the Twin Creeks Nature Trail and Dog Park. The signs will be installed in 2019.
- Approved the construction of a pedestrian crossing (PXO) on Nauvoo Rad close to the intersection with Ontario Street. The PXO will allow easier crossing of the street in the downtown area of Watford. The PXO will be installed in 2019.

## 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.
- Created a Township quarterly newsletter which goes to all mailboxes and PO boxes in the Township with municipal news. The newsletter is also made available for pick up at the Watford Arena and the Township Office.



# Warwick Township – Report/Memo

## 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>



## Warwick Township – Report/Memo

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>



## Warwick Township – Report/Memo

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>





## Warwick Township – Report/Memo

s. 28		<ul style="list-style-type: none"> <li>✓ Procedure for forming and implementing an IAP will be created as part of HR Policy Review in 2014</li> </ul>
Return to work s. 29	<ul style="list-style-type: none"> <li>✓ 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</li> </ul>	<ul style="list-style-type: none"> <li>✓ This requirement will be addressed in both the IASR policy and staff training program</li> </ul>
Performance management, career development and redeployment s. 30, 31 and 32	<ul style="list-style-type: none"> <li>✓ 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</li> </ul>	<ul style="list-style-type: none"> <li>✓ IASR policy reflects requirements for performance management, career development and redeployment</li> <li>✓ Existing policies associated with career development and redeployment will be updated, as required</li> <li>✓ Policy will reviewed as part of HR Policy Review in 2014</li> </ul>

### 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	<ul style="list-style-type: none"> <li>✓ Consult with people with disabilities when planning to build new, or make major changes to existing, recreational trails</li> <li>✓ Meet specific technical requirements for accessibility (width, height and slope)</li> </ul>	<ul style="list-style-type: none"> <li>✓ New Design of Public Spaces Policy formed. Staff trained in new policy requirements.</li> </ul>
Outdoor public use eating areas s. 8.16 – 80.17	<ul style="list-style-type: none"> <li>✓ 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)</li> </ul>	<ul style="list-style-type: none"> <li>✓ New Design of Public Spaces Policy formed. Staff trained in new policy requirements.</li> </ul>
Outdoor play spaces s. 80.17 – 80.20	<ul style="list-style-type: none"> <li>✓ Consult with people with disabilities when planning to build new, or make major changes to existing, outdoor play spaces</li> <li>✓ Meet specific technical requirements for accessibility</li> </ul>	<ul style="list-style-type: none"> <li>✓ New Design of Public Spaces Policy formed. Staff trained in new policy requirements.</li> </ul>





## Warwick Township – Report/Memo

<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

Actions for 2015 to 2018 and Beyond	Estimated Timeline
<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>	Complete and ongoing  <i>*A new municipal website will be launched in 2019</i>
<b>2018 Municipal Election</b> <ul style="list-style-type: none"> <li>• Complete a comprehensive pre-election report on election accessibility.</li> <li>• Offer telephone and internet voting to make voting more convenient and accessible to those who may have difficulty attending a voting location.</li> </ul>	Complete
<b>Infrastructure Improvements</b> <ul style="list-style-type: none"> <li>• Plan to implement sidewalk replacement program based on condition assessment.</li> </ul>	Complete



## Warwick Township – Report/Memo

Actions for 2015 to 2018 and Beyond	Estimated Timeline
<ul style="list-style-type: none"><li>• Complete road projects and replacements, complete with sidewalk removal and replacement to an accessible standards.</li></ul>	
<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
<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