



THE CORPORATION OF THE TOWNSHIP OF AUGUSTA

BY-LAW NUMBER 3466-2020

BEING A BY-LAW TO ADOPT A POLICY FOR THE INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR) AND THE MULTI-YEAR ACCESSIBILITY PLAN FOR AUGUSTA TOWNSHIP

WHEREAS the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* states that all public and private sector organizations must meet the requirements of accessibility standards established by regulation:

AND WHEREAS Ontario Regulation 191/11 prescribes that municipalities with 1 – 49 employees must create a multi-year accessibility plan and sets out the requirements for the IASR.

AND WHEREAS the Council of the Corporation of the Township of Augusta is committed to providing service in a manner that respects the dignity and independence of people with disabilities and therefore deems it expedient to adopt a multi-year plan;

AND WHEREAS it is deemed desirable to adopt a policy for the IASR to provide clarity for staff, Council, Committees, Boards and the public;

NOW THEREFORE, the Council of the Corporation of the Township of Augusta enacts as follows:

1. The multi-year accessibility plan and IASR attached hereto as Schedule "A" and forming part of this by-law is hereby adopted.
2. That all by-law inconsistent with this by-law are hereby repealed.
3. The Clerk shall make such minor clerical, typographical or grammatical corrections, additions, deletions to this bylaw, as may be required for the purpose of ensuring the correct and complete implementation of the actions of Council.
4. This by-law will come into force and take effect on its passing.


READ a first and second time this 9 day of March, 2020.

READ a third time and passed this 9 day of March, 2020.


MAYOR


CLERK

**BY-LAW 3466-2020
Schedule A**

 Township of Augusta			
Policy:	2020-2025 Integrated Accessibility Standards Policy	Date issued:	March 9, 2020
Coverage:	Staff, Council, Volunteers & Contractors		

PURPOSE:

The purpose of the plan is to improve access and opportunities for people with disabilities by identifying, removing and preventing barriers so they can fully take part in the community.

The purpose of Township of Augusta's Multi-Year Accessibility Plan shall be to outline a strategy to prevent and remove barriers and address the current and future requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

ACCESSIBILITY LEGISLATION:

The (AODA) lays out the framework for the development of province wide mandatory standards on accessibility in all areas of daily life.

Under the (AODA) all public and private sector organizations must meet the requirements of accessibility standards established by regulation 191/11.

The (AODA) which became law in 2005 builds on the progress made under the ODA. The AODA is made up of five Standards, and several General Requirements. The Standards include:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

The AODA Standards form part of the Integrated Accessibility Standards Regulation (IASR). One of the General Requirements under the IASR is for organizations to create a Multi-Year Accessibility Plan and to review and update it every five years instead of annually, as with Ontarians with Disabilities Act. The Multi-Year plans must outline an organization's strategy to meet the requirements under the IASR. The plan will be guided by the Municipality's Commitment statement.

SCOPE AND RESPONSIBILITIES:

It is the responsibility of Council and Staff to make sure that measures are put in place and implemented to ensure a barrier free community to meet the needs of people with disabilities in a timely manner through the implementation of this policy.

COUNCIL COMMITMENT:

The Township of Augusta is committed to treating all people in a way that allows them to maintain their dignity and independence. The Township believes in integration and equal opportunity. The Township is 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*.

The Council of the Corporation of the Township of Augusta is committed to:

- ensuring the participation of people with disabilities in the identification and review of barriers;
- considering recommendations from people with disabilities and the public with respect to accessibility of municipal buildings, facilities, operations and services;
- meeting the standards of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* thereby removing barriers creating a municipality where every person who lives or visits can participate fully.

The Township's Council and staff continue to show their commitment to creating a barrier free community for residents, businesses, and tourists by developing and implementing policies, procedures and practices to provide service to persons with disabilities.

DEFINITIONS:

Accessibility Plan means a plan that describes the actions an organization will take to prevent and remove barriers.

Accessible Formats may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

Accommodation means the special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

Barriers means anything that prevents a person with a disability from fully participating in all aspects of society because of his/her disability, including a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Communication Supports may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Communications means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

Information includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

Internet Website means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.

Redeployment means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a job or department has been eliminated.

Unconvertible means if it is not technically feasible to convert the information or communications. It also means if the technology to convert the information or communications is not readily available.

Web Content Accessibility Guidelines (WCAG) means the World Wide Web consortium recommendation, dated December 2008, entitled "Web Content Accessibility Guidelines" (WCAG) 2.0.

CONSULTATION:

The Township is not required to have an accessibility advisory committee. Public input is sought through notice on the Municipal website and the Township Office.

OBJECTIVES OF THE ACCESSIBILITY PLAN:

The objectives of the Accessibility Plan are to:

1. Review previous efforts to identify, remove and prevent barriers to people with disabilities.
2. Describe the process that the Township will use to identify, remove and prevent barriers to people with disabilities in the future.
3. Identify the measures that the Township will take in the coming years to identify, remove and prevent barriers to people with disabilities.
4. Identify the means in which the Township will make the accessibility plan available to the public.

CUSTOMER SERVICE:

The Township of Augusta shall be obligated to establish policies, procedures and practices on the provision of goods and services to people with disabilities. Additionally, all staff (including volunteers and other third parties who work on behalf of the Township) must have mandatory customer service training regarding the provision of the Township's goods and/or services to persons with disabilities. The Township will have a policy in place for the provision of documents in accessible formats/support that takes into account the urgency of the requester and notify the public of the availability.

INFORMATION AND COMMUNICATIONS STANDARD:

Our organization will create, provide and receive information and communications in ways that are accessible to people with disabilities.

The Township will do its best to accommodate any accessibility concerns people may have but if it is determined that it is not technically feasible to convert the information or communications, or the technology to convert the information or communication is not readily available, we will provide the person that requires the information with:

- a) An explanation as to why information or communication is unconvertible; and
- b) A summary of unconvertible information or communication.

Emergency Information

If our organization prepares emergency procedures, plans or public safety information and makes the information available to the public, we shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Accessible Formats and Communication Supports

The Township of Augusta shall be obligated to provide or arrange for accessible formats and communication supports for persons with disabilities:

- a) Upon request in a timely manner that takes into account the urgency of the requester and considers the person's accessibility needs;
- b) At a cost no more than regular costs charged to others;
- c) Consult with the person making the request and determine suitability of an accessible format or communication supports;
- d) Notify the public about the availability of accessible formats and communication supports.

Website Accessibility

The Township of Augusta shall ensure its internet website and web content conforms with WCAG 2.0 initially at Level A, and by January 1, 2021 all internet website and web content will conform with WCAG 2.0 Level AA.

EMPLOYMENT STANDARD:

The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship

The Township of Augusta will work under the requirements of the Employment Standards Act and the AODA.

Recruitment and Retention

The Township shall notify employees and the public about the availability of accommodations for applicants with disabilities:

- Job postings shall include notice of the availability to accommodate accessibility requirements;
- During the recruitment process when job applicants are individually selected to participate in an assessment or selection process;
- If a selected applicant requests an accommodation, we shall consult with the applicant and provide or arrange for suitable accommodation that consider the persons needs due to disability;
- Notify successful applicants of the policies for accommodating employees with disabilities.

Employee Notification

The municipality shall inform its employees of its policies used to support employees with disabilities, including but not limited to, policies on the provision of job accommodations that consider an employee's accessibility needs due to a disability:

- As required for new employees as soon as practicable after they begin their employment;
- Whenever there is a change in policies on the provision of job accommodations that consider an employee's accessibility needs due to a disability.

Accessible Formats

In addition, and where an employee with a disability requests it, we will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- information that is needed in order to perform the employee's job;
- information that is generally available to employees in the workplace; and
- consult with the employee making the request in determining the suitability of an accessible format or communication support dependent on the needs of the employee with the disability and capacity of the employer to provide the support.

Individual Accommodation Plan (IAP)

The municipality shall have in place a written process for developing a documented individual accommodation plan for employees with a disability. The process shall include:

- The employee's participation in the development of the IAP;
- Assessment on an individual basis;
- Identification of accommodations to be provided;
- Timelines for the provision of accommodations;
- The municipality may request an evaluation by a medical or other expert, at its expense, to assist with determining accommodation and how to achieve accommodation;
- An employee may request the participation of a representative from their bargaining agent, where represented, or otherwise a representative from the workplace where an employee is not represented by a bargaining agent;
- Steps to be taken to protect the privacy of the employee's personal information;
- Frequency with which the IAP will be reviewed and updated and the manner in which it will be done;

- If denied, the reason(s) for denial are to be provided to the employee;
- A format that takes into account the employee's disability;
- If requested, any information regarding accessible formats and communication supports provided; and
- Identification of any other accommodation that is to be provided.

Return to Work

The Township will have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. Such processes must be documented and must outline steps the Township of Augusta will take to facilitate the return to work and include an IAP plan.

Performance Management, Career Development, Advancement and Redeployment

The Township will consider the accessibility needs and/or individual accommodation plans of employees when:

- Using performance management processes;
- Providing career development and advancement information; and
- Using redeployment procedures.

Workplace Emergency Response Information

The Township of Augusta shall provide individualized workplace emergency response information to employees who have a disability:

- If the disability is such that the individualized information is necessary, and the employer is aware of needs for accommodation due to the employee's disability;
- If the employee who receives individual workplace emergency response information requires assistance, and with the employees' consent, the municipality shall provide the workplace emergency information to the person designated by the Township to provide assistance to the employee;
- As soon as practicable after becoming aware of the need for accommodation due to the employee's disability;
- Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodation needs or plans are reviewed and when the employer reviews its general emergency response policies.

TRANSPORTATION STANDARD:

As a municipality, the Township of Augusta does not presently license taxis or have public transportation. If in the future this should change, the Township will ensure that when establishing by-laws, they will conform to meet the transportation standard for accessibility.

DESIGN OF PUBLIC SPACES STANDARD:

The Township of Augusta will apply this standard when undertaking new construction and major renovations in buildings or redevelopment of areas for recreational trails, outdoor play spaces, exterior paths, on street parking and service-related elements.

GENERAL PROVISIONS:

Multi-Year Accessibility Plan

The Township of Augusta's Multi-Year Accessibility Plan shall outline a phased-in strategy to prevent and remove barriers and address the current and future requirements of the AODA.

The Township will report annually on the progress and implementation of the multi-year accessibility plan. The Township will post the information on the Township's website and will provide it in alternative formats upon request. The plan will be reviewed and updated once every 5 years.

Procuring or Acquiring Goods, Services or Facilities

The Township of Augusta will use accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so, in which case, if required, the Township will provide an explanation.

Training

The Township of Augusta will ensure that training is provided to all employees and volunteers on the requirements of the Accessibility Standards referred to in the Regulation on the Human Rights Code as it pertains to persons with disabilities. Training will be provided as soon as is practicable. If any changes to this policy occur, training will be provided. The Township will provide training to new staff and maintain a record of dates when training is provided and the number of individuals completing the training.

COMMUNICATION AND FEEDBACK:

Copies of the Plan will be made available upon request from the Clerk's office and on the Township's website at www.augusta.ca. The Plan will be made available in alternate formats upon request.

The Township of Augusta welcomes feedback on the Plan and on the accessibility of our programs, services and facilities.

Our organization has a process in place for receiving and responding to feedback and will ensure that those processes are provided in an accessible manner and with communication support upon request. We will notify the public about the availability of accessible formats and communication supports.

If you have any ideas or suggestions, please contact the office at 613-925-4231.

APPENDIX 1 - ACHIEVEMENTS

CUSTOMER SERVICE STANDARD:

- Updated Accessible Customer Service Policy and Procedures established and adopted by Council
- Accessible Customer Service training delivered to all members of Council, staff, volunteers and third-party contractors (ongoing)
- Updated Customer Service Policy to reflect legislative changes
- Process in place for receiving and responding to feedback and will ensure that those processes are provided in an accessible and timely manner

INTEGRATED ACCESSIBILITY STANDARDS REGULATION:

- Developed accessibility policies documenting how the Township will meet the legislated compliance deadlines of the Regulation
- Delivered training programs to appropriate personnel on new policies (ongoing)
- Prepared updated accessibility plan and communicated to Staff and Council
- Renovation to the Merwin Lane Dive site included accessible change rooms, outdoor washroom, picnic table
- Pictorial and written instructions of the evacuation procedures were placed in the municipal office at the front door, back door and council chambers
- Township office equipped with ramps and automated door mechanisms and accessible washrooms as well as rooms on one level
- Universal language exit sign placed at main entrance at Municipal office.
- The ramp at the Maitland Education and Recreation Centre was repaired and a new ramp built at the back entrance of the building
- Successful grant application to widen the Maynard Recreation Centre doors
- Pavement at the Maitland outlook was repaved
- North Augusta recreation renovation included improved wheelchair access to building, accessible door handles, light fixtures and washrooms
- Roebuck doors were widened, and other past projects ensured facility was fully accessible
- Stairs removed at both transfer stations to improve accessibility
- Ramps and accessible washrooms added to Domville Ball Diamond Park
- New accessible washroom at the North Augusta Recreation area
- Wheelchair ramp at the Maynard Recreation Centre
- Accessible washroom at the Maynard Recreation Centre
- Job postings and interviews include notice of availability to accommodate accessibility requirements
- Policies implemented to support accessibility across the employment cycle
- Early and Safe Return to Work was updated to include non-work-related injuries and disabilities
- New Fire Station complies with accessibility standards
- Cenotaph was paved with paving stones for easier mobility
- Municipal Office – reception and tax payment areas were rebuilt to include accessible chair height service areas
- Established elections accessibility plans

APPENDIX 2 - NEXT STEPS

General

Continue to provide training to new staff on the IASR and the Ontario Human Rights Code as part of the Township's onboarding process. Train staff when policies have been revised.

Update policies as required.

Prepare annual Status Reports on the progress measures taken to implement the Multi-year plan. Submit compliance reports to the Province and place on the Township's website.

The Township will report annually on the progress and implementation of the multi-year accessibility plan. The Township will post the information on the Township's website and will provide it in alternative formats upon request. The plan will be reviewed and updated once every 5 years.

Procurement

Train so accessibility criteria is incorporated into tender requests and accessibility criteria is used during evaluation or provide explanation where it is not practicable to do so.

Customer Service Standard

Continue to provide mandatory training for all staff (including volunteers and other third parties who work on behalf of the Township) regarding the provision of the Township's goods and/or services to persons with disabilities. Ensure Policy is updated as legislation changes.

Information and Communication Standard

Issue an RFP to update the website to WCAG 2.0 Level AA by January 1, 2021 and monitor content compliance.

Ensure that emergency information that is available to the public is available in accessible formats or with communications support upon request.

Continue to inform public of the feedback process and ensure that processes are in accessible formats upon request.

Employment

Continue to apply the policies for the employment cycle, accommodation plans, return to work procedures.

Review and update Township policies as required.

Establish Plain language interview questions.

Design of Public Spaces

Conform to accessible parking requirements as necessary.

Remove barriers in public spaces & buildings when conducting major renovations or new builds to comply with accessibility requirements/standards.