

# **THE CORPORATION OF THE TOWNSHIP OF EAST HAWKESBURY**

## **MULTI-YEAR ACCESSIBILITY PLAN 2020-2025**

**Effective date:** December 9, 2019

**By-Law 2019-101**

**Schedule "A"**

**Resolution: 2019-387**

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## Multi-year accessibility plan 2020-2025

### Statement of commitment

The Township of East Hawkesbury is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

#### 1. **Training**

We are committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We will train our employees and volunteers on accessibility as it relates to their specific roles.

#### 2. **Procurement**

We will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. If it is not possible and practical to do so, we will provide an explanation upon request.

#### 3. **Information and communication**

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports. We will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

#### 4. **Definitions**

- 4.1. **"Person with disability"** for the purposes of this policy, "disability" is defined according to the *Accessibility for Ontarians with Disabilities Act, 2005* as:

*4.1.1. Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes, mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, physical reliance on a guide dog or other animal or in a wheelchair or other remedial appliance or device;*

*4.1.2. A condition of mental impairment or developmental disability;*

4.1.3. Learning disability, or a dysfunction in one or more processes involved in understanding or using symbols or spoken language;

4.1.4. *A mental disorder; or*

4.1.5. *An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.*

4.2 “**Service animal**” For the purpose of this policy, “service animal” is defined as either:

4.2.1 A guide dog as defined in Section 1 of the Blind Persons Right Act;

4.2.2 A service animal for a person with a disability. For the purposes of this policy, and animal is a service animal for a person with a disability;

4.2.3 If it is readily apparent that the animal is used by the person for the reasons relating to his or her disability; or

4.2.4 If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

4.3 “**Support person**” For the purposes of this policy a support person is defined as a person who accompanies a person with a disability in order to help him or her with communication, mobility, personal care or medical needs or with access to goods or services.

## 5. Practices and procedures

The following departmental practices and procedures shall be implemented:

5.1. Communications will be conducted in a manner that takes into consideration the person’s disabilities;

5.2. Staff, volunteers and contractors who interact with the public or who are involved in the development of policies, practices and procedures regarding the provision of goods and services for the municipality will receive appropriate training;

5.3. Persons with disabilities accompanied by a guide dog or service animal will be permitted in those areas of the premises owned or operated by the municipality that are typically open to the public unless the animal is otherwise excluded by by-law;

5.4. Persons with disabilities accompanied by a support person will be permitted to be accompanied by that support person in premises normally open to the public;

- 5.5. If an amount payable by a person for admission to the premises, or in connection with a person's presence at the premises, The Township of East Hawkesbury will ensure that notice is given in advance about the amount, if any, payable in respect of the support person;
- 5.6. Notice will be provided when facilities or services that people with disabilities rely on to access The Township of East Hawkesbury services are temporarily disrupted;
- 5.7. The Township of East Hawkesbury will establish a process to allow people to provide feedback on whether the municipality is providing accessible goods and services;
- 5.8. The Township of East Hawkesbury acknowledges that persons with disabilities may elect to use their own personal assistive devices to obtain, use or benefit from the services offered by The Township of East Hawkesbury.

## **6. Feedback process**

- 6.1. Should a member of the public wish to make a complaint regarding the accessible provision of goods or services they have received (or not), the member of the public can advise The Township of East Hawkesbury of their complaint or concern through the following means:
  - 6.1.1. Fill out the feedback form available on Township of East Hawkesbury website at: <https://www.easthawkesbury.ca/>;
  - 6.1.2. Send an email outlining the nature of the complaint or concern to the following email address: [hvilleneuve@easthawkesbury.ca](mailto:hvilleneuve@easthawkesbury.ca);
  - 6.1.3. Contact the Accessibility Coordinator by phone at 613-674-2170 ext. 1010, or by mail at the following address: Luc Lalonde, The Township of East Hawkesbury, 5151 County Rd 14, St-Eugene, Ontario K0B 1P0;
  - 6.1.4. Contact by phone the department head or designate responsible for delivering the goods or services for which there is a complaint or concern;
  - 6.1.5. Visit the office and meet the department head or designate responsible for delivering the goods and services for which there is a complaint or concern.
- 6.2. Regardless of the method used to file a complaint or provide a comment, a response will be provided to anyone providing a complaint or comment regarding the provision of accessible goods and services, in the same manner as the complaint or comment was received, within 30 days.
- 6.3. If deemed appropriate, a complaint or comment regarding the provision of accessible goods and services may be directed to The Accessibility Advisory Committee for recommendations on how to address the complaint or comment.

6.4 If agreement on the resolution of a complaint cannot be reached between the appropriate department head or designate and the complainant, the matter will be directed to the Chief Administrative Officer for disposition.

6.5 If the Chief Administrative Officer is unable to provide a satisfactory resolution to the complainant, the complainant has the option of presenting the complaint to Council for final resolution.

## **7. Service disruption**

7.1 If there is a planned service interruption, partial or full, of services or facilities offered that persons with disabilities use or depend on (e.g. elevators), in whole or in part, The Township of East Hawkesbury shall give notice of the disruption to the public.

7.2 Notice of disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or service, if any, that are available.

7.3 Notice will be given by posting the information about the service disruption at a conspicuous place on the premises owned and operated by The Township of East Hawkesbury , as well as by posting the information on the municipal website [www.easthawkesbury.ca](http://www.easthawkesbury.ca). If deemed appropriate and time permits, planned disruptions may also be published in local newspapers.

7.4 If a temporary service disruption of the website is planned, a notice announcing the interruption of service shall be posted as soon as possible in the manner described in Section 7.3 above.

7.5 In the event of an unplanned service disruption, notice will be given as soon as feasibly possible in the manner described in Section 7.3 above.

## **8. Format of documents**

8.1 Should The Township of East Hawkesbury be requested to provide a copy of a document to a person with a disability, The Township of East Hawkesbury shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.

8.2 Material printed in-house and publications produced on behalf of The Township of East Hawkesbury should contain a note indicating "alternate formats are available on request" and include relevant contact information.

- 8.3 The Township of East Hawkesbury will consult the person requesting the document to determine what accessible alternate format of the document or information should be in accordance with the provisions of this policy.
- 8.4 The time frame attached to the conversion process varies depending on the media chosen, the size, complexity, quality or source documents and number of documents to be converted. Documents shall be returned in a timely manner depending on the factors noted above.
- 8.5 Conversion shall be processed in-house whenever possible. When a member of the public requests a municipal document, or portion thereof, in an alternate format, the department of origin shall be responsible for the cost of the conversion, materials and distribution, and not the requester.
- 8.6 In-house printing, where possible, should adhere to the CNIB's Clear Print Standards or any subsequent accessible information and communication policies.

## **9. Training**

The customer service standard requires service providers to train staff on providing customer service to people with disabilities. This training must be given to employees who deal with members of the public as well as other third parties who act on behalf of the municipality. Training must also be provided to those who develop policies, procedures and practices for the municipality. Training shall be provided as soon as possible, after a new employee is hired.

- 9.1 The Township of East Hawkesbury shall ensure that the following persons are trained on policies, practices and procedures establishing the accessible provision of its goods and services to persons with disabilities.
- 9.1.1 Every person who deals with members of the public or other third parties on behalf of the municipality, whether the person does so as an employee, agent, volunteer or otherwise.
- 9.1.2 Every person who participates in developing the municipality's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.
- 9.2 This training will include a review of the purposes of the Accessibility for Ontarians with Disabilities Act (AODA) and the requirements of this policy and instruction about the following.
- 9.2.1. How to interact and communicate with persons with various types of disabilities, as outlined in this policy and associated practices and procedures.

- 9.2.2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person, as outlined in this policy and associated practices and procedures.
- 9.2.3. How to use equipment or devices available on the premises owned or leased by The Township of East Hawkesbury that may help in the provision of goods and services to a person with a disability.
- 9.2.4. What to do if a person with a disability is having difficulty accessing goods and services provided by The Township of East Hawkesbury.

## **10. Assistive devices**

- 10.1 The Township of East Hawkesbury acknowledges that persons with disabilities may elect to use their own person or personal assistive devices to obtain, use or benefit from goods and services by The Nation Municipality.
- 10.2 Should a person with a disability be unable to access the municipality's goods and services through the use of their own personal assistive device, The Township of East Hawkesbury will ensure the following measures:
  - 10.2.1 Determine if the provision of the good or service is inaccessible, based upon the individual's requirements;
  - 10.2.2 Access potential accessible service delivery options to meet the needs of the individual;
  - 10.2.3 Notify the person with a disability of an alternative method of providing the goods and services and how they can access the alternative, temporarily or on a permanent basis.

## **Schedule A**

### **Sample #1 – Public notice for an interruption of services**

To all clients

The elevators on the east side of the building will be out of service from the 1st to the 15th of April due to regular maintenance. To access the upper level of this building, please use the elevator located on the west side of the building. We apologize for any inconvenience this may cause. For any questions, please call (phone number).

Thank you

Management

### **Sample #2 – Public notice for an interruption of services**

To all clients

The accessible washroom is presently out of service due to a damaged pipe. Repairs should be completed tomorrow. In the meantime, we have made arrangements that our clients use the accessible washroom located at 233 Main Street, being the building beside this one. We apologize for any inconvenience this may cause.

Thank you

Management

## **Schedule B**

### Sample #1 – Notice for feedback process

To all clients

We are in the process of improving our accessibility to clients with disabilities. We would appreciate receiving your comments, questions and suggestions concerning the current set up and services in our buildings serving our clients with disabilities. Please communicate with the municipal office reception in person, by mail, by telephone at (phone number) or by email at (email address) to provide your comments.

Thank you

Management

### Sample #2 – Notice for feedback process

To all clients

We are in the process of improving our accessibility to clients with disabilities. We would be pleased to receive your comments. Please call (phone number) or send an email to (email address) to let us know your comments and/or to obtain a copy of our accessibility policy.

Thank you

Management