

TOWNSHIP OF COLEMAN



# Multi-Year Accessibility Plan

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**Adopted 12/11/2017**

By-law No. 17-55

The Township of Coleman's Accessibility Plan for 2018-2022 period. It outlines the steps that the organization will take to comply with Ontario's Accessibility laws, improve opportunities for people with disabilities by preventing and removing accessibility barriers.

**Contents**

- 1. Executive Summary..... 1
- 2. Council Commitment to Accessibility Planning ..... 1
- 3. Objectives..... 1
- 4. Description of the Township of Coleman ..... 2
- 5. General Provisions - Implementation and Progress on the AODA Regulations ..... 2
- 6. Feedback Process..... 3
- 7. Modifications to this or Other Policies ..... 4
- 8. Information and Communication Standards ..... 4
- 9. Employment Standards..... 5
- 10. Transportation Standards ..... 5
- 11. Built Environment Standards ..... 6
- 12. Reviewing and Monitoring of the Process ..... 6
- 13. Communication of the Plan ..... 6

## **1. Executive Summary**

The purpose of the Ontarians with Disabilities Act, 2001 (ODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the Province. To this end, the ODA mandates that each municipality prepare an annual accessibility plan.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) sets out a road map for an accessible Ontario by 2025 with mandatory and enforceable standards which include:

- Customer Service Standards
- Information and Communications Standards
- Employment Standards
- Transportation Standards (not applicable to the Township of Coleman)
- Built Environment Standards

This plan describes the measures that the Township of Coleman has taken in the past and the measures that the Township will take in the future in order to identify, remove and prevent barriers to people with disabilities who are employed by the Township and those who utilizes the facilities and services provided by the Township.

The Council and Staff of the Township of Coleman shall review this plan every five years, with an annual report to be prepared on the progress of the plan.

## **2. Council Commitment to Accessibility Planning**

The Council and staff of the Township of Coleman are committed to:

- The continual improvement of access to all municipally owned facilities, premises and services for all those with disabilities, and
- The provision of quality services to all members of the community with disabilities.

## **3. Objectives**

This report will:

1. Describe the process by which the Township of Coleman will identify, remove and prevent barriers to people with disabilities.
2. Review earlier efforts to remove and prevent barriers to people with disabilities.
3. List the facilities, policies, programs, practices and services the Township will review in the coming years to identify barriers to people with disabilities.
4. Describe the measures that will be taken in the coming years to identify, remove and prevent barriers to people with disabilities.
5. Describe how the Township will make this accessibility plan available to the public.

#### **4. Description of the Township of Coleman**

Population As of the 2016 Census the population of the Township of O'Connor is 594 with 338 private dwellings.

The Township of Coleman is located in North Eastern Ontario, encompassing an area of 177.6 square kilometers (2 billion square feet). It is a rural community that offers tranquil, scenic landscapes with clean public beaches, nature trails, cross country skiing, recreational parks and an abundance of wildlife. Surrounding communities include: the Town of Latchford to the south, the Town of Cobalt to the north and the City of Temiskaming Shores just minutes north. The Township does not have a taxi or limousine service and does not provide public transit.

The Township owns a Municipal Complex which includes the municipal office, Council Chambers, Community Hall, Public Works Department, and the Fire Department. In addition, the Township owns and operates Bass Lake Park, which includes playground equipment, a sand beach, a baseball diamond, camping sites, cabins and a concession stand.

#### **5. General Provisions - Implementation and Progress on the AODA Regulations**

The following outlines the Township of Coleman's commitment and our progress in meeting accessibility standards as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

##### Customer Service Standards

The Township of Coleman is committed serving all customers including those with disabilities in the following areas.

**1. Assistive devices**

The Township will ensure staff are familiar with the various assistive devices that may be used by customers with disabilities while accessing our goods or services.

**2. Communication**

The Township staff/ volunteers will communicate with people with disabilities in ways that take into account their disability.

**3. Service animals**

The Township welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

**4. Support persons**

A person with a disability who is accompanied by a support person will be allowed to have the person accompany them on our premises.

## 5. Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities in the municipal complex, the Township of Coleman will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time and a description of alternative facilities or services, if available. The notice will be placed on the Township's website, on the bulletin board in the municipal complex, and if a lengthy disruption, in the Township's newsletter.

## 6. Training

The Township of Coleman will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

- All employees and volunteers
- All persons who participate in developing the organization's policies; and
- All other persons who provide goods, services or facilities on behalf of the organization (included in agreement documents).

Training will include:

- Review of the Customer Service Module (offered through several mediums – hearing, reading, watching), which includes:
  - Purpose of the Accessibility for Ontarians with Disabilities Act, 2005
  - Customer Service Standard – The Requirements
  - Serving People with Disabilities - Introduction
  - Serving People Who Have Various Types of Disabilities
  - Serving People Who Use Service Animals
  - Serving People with a Support Person
  - Serving People Who Use Assistive Devices
  - Serving People with Disabilities – At Home or Over the Phone
  - Staff will also be provided copies when changes are made to the plan.
- Review of the Township of Coleman Accessibility Plan.

## 6. Feedback Process

Customers who wish to provide feedback on the way the Township of Coleman provides goods and services to people with disabilities can submit the feedback in the Municipal office or on the Township's website, verbally or by email. All feedback, including complaints, will be reviewed by the Chief Administrative Officer (CAO) and Council. Customers can expect to hear back within 20 days.

## 7. Modifications to this or Other Policies

Any policy of the Township of Coleman that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

### Progress

- Continuing to train all staff, volunteers and contractors who serve the public or make policies that shape how services are delivered.
- Review and update policies, procedures and practices to ensure quality, accessible customer service.
- Continue to file compliance reports as required with the Ministry of Community and Social Services, Accessibility Directorate of Ontario.
- When procuring goods and services, or when considering implementation of improvements to services and facilities, ensure comply with the Accessible Customer Service Standard.

### Goals

- Continue to train staff, volunteers and contractors who serve the public or make policies that shape how services are delivered.
- Review and update policies, procedures and practices to ensure high quality, accessible customer service.
- Continue to file compliance reports as required with the Ministry of Community and social Services, Accessibility Directorate of Ontario.
- When procuring goods and services, or when considering implementation of improvements to services and facilities, ensure comply with the Accessible Customer Service Standard.

## 8. Information and Communication Standards

The Township of Coleman shall provide or arrange for accessible formats and communication supports for the persons with disabilities:

- Upon request, provided in a timely manner that takes into account the person's accessibility needs due to a disability.
- At a cost that is no more than the regular cost charged to other persons.
- Consult with the person making the request and to determine suitability of an accessible format or communication support.
- Notify the public about the availability of accessible formats and communication supports using various communications tools such as, but not limited to, the website, community bulletin board, etc.

Progress

- Website improvements that conform to the Web Content Accessibility Guidelines (WCAG) 2.0 that allowing people with and without disabilities to have access to the information they want and need from the website. - Providing accessible/alternate formats when possible, and upon request.

Goals

- Continue training and updating current policies and procedures.

**9. Employment Standards**

The Township of Coleman is committed to providing equal employment opportunities for persons with disabilities and to meet the accessibility and accommodation needs of employees with a disability in a timely manner, consistent with the principles of independence, dignity, integration and equality of opportunity.

The Township has adopted an Accessible Employment practices are included in the Township of Coleman's Accessibility Policy that outlines the requirements established under the Integrated Accessibility Standards, Ontario Regulation 191/11 of the Accessibility for Ontarians with Disabilities Act, 2005, as they relate to Employment Standards and to demonstrate how the Township will undertake to comply with these requirements.

Progress

- Adoption of an Accessibly Policy which outlines requirements under the Regulation which includes:
  - Individual Accommodation Plans
  - Return to work Process
  - Provision of accessible formats and communications supports for job applications and employees with disabilities
  - Accessible workplace emergency response information

Goals

- Continue training and updating current policies and procedures.

**10. Transportation Standards**

The Transportation standard of the Integrated Accessibility Standards, Ontario Regulation 191/11 of the Accessibility for Ontarians with Disabilities Act, 2005 does not apply to the Township of Coleman as the Township does not currently license any conventional, specialized or public transportation services, nor does the Township license taxicabs.

## **11. Built Environment Standards**

The goal of the Accessibility Standards for the Built Environment is to remove barriers in public spaces and buildings in order to make it easier for all Ontarians, including people with disabilities, seniors and families, to access these spaces and buildings. The standard for public spaces only applies to new construction and planned redevelopment.

The Township of Coleman shall meet accessibility requirements when constructing and maintaining new or redeveloped elements of public spaces. When undertaking new construction or redevelopment, the Township shall refer to and comply with legislation requirements as they pertain to Ontario Regulation 413/12 under Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11

### Progress

In 2006, the Township of Coleman purchased a building, and retrofitted the structure into a municipal complex. The office is a one storey building equipped with automatic power openers at the front entrance and community hall entrance, and two accessible washrooms (Men's and Women's).

The municipal parking lot has been surface-treated for a harder surface, to access to the main office entrance and the community hall entrance.

### Goals

Continue to refer to the Ontario Building Code for any new construction or redevelopment on the municipal complex and at Bass Lake Park, as well as the Design of Public Spaces Standards to ensure compliance. To continue to identify barriers at the Municipal complex and at Bass Lake Park, and recommend improvements as part of the annual budget process.

## **12. Reviewing and Monitoring of the Process**

Council is committed to following through with this Multi-Year Accessibility Plan. This plan will be reviewed annually thus allowing Council, staff and the public to monitor the goals identified and the direction to which the Township is moving to remove barriers under the Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

## **13. Communication of the Plan**

The Multi-Year Accessibility Plan will be posted at the Township office and on the Township website. Every attempt will be made to make it available to those with disabilities for their perusal and review. Should a copy in Braille be requested, Council will try to accommodate by having staff contact the CNIB to inquire if it could be translated.

**Policy Adoption and Review Guidelines**

<b>Date of Adoption by Council</b>	<b>By-law No.</b>	<b>Motion No.</b>	<b>Date of Most Recent Review by Council</b>	<b>Date of Next Review</b>
December 11, 2017	17-55			December 2022