

The Municipality of Oliver Paipoonge



3250 Highway 130
Rosslyn, Ontario P7K 0B1

2024 – 2029 Multi-Year Accessibility Plan

Submitted to:

Mayor and Members of Council

WORKING TOWARDS AN ACCESSIBLE COMMUNITY

Mission and Commitment

The Corporation of the Municipality of Oliver Paipoonge is committed to creating an inclusive environment for persons of all ages and abilities by providing services and facilities that are accessible to everyone. The Accessibility Plan is consistent with the principles of integration, independence, dignity and equal opportunity for all persons in this community.

The Accessibility Plan is available on the Oliver Paipoonge website at www.oliverpaipoonge.ca Municipal documents are available in alternate formats upon request by calling (807) 935-2613 or email cao_clerk@oliverpaipoonge.on.ca

Reviewed and Updated: March 12, 2024

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1.0 INTRODUCTION

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was enacted to develop, implement, and enforce Accessibility Standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, premises and transportation throughout Ontario by the year 2025. Accessibility Standards include the Accessible Customer Service Standard (O. Reg. 429/07), the Integrated Accessibility Standard Regulation (O. Reg. 191/11) – including the Information & Communication, Transportation, Employment and the Design of Public Spaces Standards. In 2016, the IASR was updated to include the Customer Service Standard.

Under the Integrated Accessibility Standards Regulation (IASR), the Municipality of Oliver Paipoonge (the Municipality) is required to establish, implement, maintain and document a multi-year accessibility plan. This plan outlines the Municipality of Oliver Paipoonge's strategy to identify, prevent and remove accessibility barriers, and meet its requirements under the IASR.

The Integrated Accessibility Standard Regulation (O. Reg. 191/11) consists of 6 parts:

- I. General Requirements
- II. Information and Communications Standard
- III. Employment Standard
- IV. Design of Public Spaces Standard
- V. Transportation Standard
- VI. Customer Service Standard

In accordance with the requirements set out in the IASR, the Municipality of Oliver Paipoonge will:

- Post the accessibility plan on its website (www.oliverpaipoonge.ca);
- Provide the plan in an accessible format upon request;
- Review and update the accessibility plan at least once every five years;
- Establish, review and update the accessibility plan in consultation with persons with disabilities;
- Prepare an annual status report and post it on the Municipality of Oliver Paipoonge website.

1.1 Background

The preparation of the Municipal Accessibility Plan is a requirement for local governments in Ontario under the provisions for the Ontarians with Disabilities, 2001 (ODA), and the Accessibility for Ontarians with Disabilities Act (AODA), 2005 of the Province of Ontario. Further, Municipalities are required to prepare annual updates to the Municipal Accessibility Plan identifying barriers and the action taken to remove those barriers. This Plan is formally adopted by Council and presented to the Public. Legislation requires that Municipalities with a population over 10,000 must establish an Accessibility Advisory Committee. The Municipality's population is less than 10,000 and is not required to establish a Committee. Currently public input is sought through notice on the Municipal website and when required through the Oliver Paipoonge Newsletter.

1.2 Objectives

The Objective of this Plan is to:

- Seek to identify, prevent and remove barriers to accessibility for persons with disabilities, through developing a standardized process and tools to help identify and address accessibility barriers.
- Ensure that all people have access to accessible goods, services and facilities.
- Allow all people to have access to alternate formats and communication supports for any publically accessible information the Municipality produces.
- Implement and maintain a recruitment process that is free of discrimination and considers accommodations for those in need.
- To identify opportunities to improve accessibility and implement same.

1.3 Actions and Undertakings

- Develop policies, procedures and programs
- Incorporate accessibility into project and program planning
- Develop, implement and regularly review training programs
- Consult with the public and organizations/agencies
- Implementation of feedback process
- Review and update the accessibility plan at least once every five years

2.0 DEFINITIONS

2.1 Definition of a Disability

The Ontarians with Disabilities Act, ("ODA"), 2001, Accessibility for Ontarians with Disabilities Act ("AODA"), 2005 and the Integrated Accessibility Standards Regulation ("IASR") use the definition that appears in the Ontario Human Rights Code.

A disability means:

- a) 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, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device; or
- b) A condition of mental impairment or a developmental disability; or
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; or
- d) A mental disorder; or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; ("handicap")

2.2 Definition of a Barrier

A barrier means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; ("obstacle"). *Some barriers Include:*

- Physical barriers - e.g., a step at the entrance to a store;
- Architectural barriers - e.g., no elevators in a building of more than one floor;
- Information or communications barriers - e.g., a publication that is not available in large print;

- Attitudinal barriers - e.g., assuming people with a disability cannot perform a certain task when in fact they can;
- Technological barriers such as traffic lights that change too quickly before a person with a disability has time to get through the intersection; and,
- Barriers created by policies or practices - e.g., not offering different ways to complete a test as part of job hiring.

3.0 CORPORATE ACTION PLAN

3.1 Customer Service

3.1.1 Requirements

- Review and update policies to ensure high quality of customer service.
- Provide training for all staff, volunteers, those involved in developing customer service policies and third (3rd) parties as soon as practicable upon an individual being assigned the applicable duties as well as on an on-going basis as changes occur to the Municipality's policies, procedures and practices governing the provision of goods or services to persons of disabilities.
- Review customer feedback and take appropriate action

3.1.2 Progress

Customer Service Accessibility Policy has been developed and approved by Council with related procedures and practices developed in the following areas and are available on the Municipality's website:

Accessibility to Goods & Services

Service Animals

Support Persons

Alternate Format for Materials

Documents and Communication

Assistive Devices

Customer Service Feedback Process, including Feedback Form

Notice of Service Disruption, including Notice Form

All municipal employees and volunteers who deal with members of the public or other third parties on behalf of the Municipality, and those involved in the developing customer service policies, practices and procedures have received training on the Accessibility Standard for Customer Service on the provision of its goods or services to persons with disabilities.

3.1.3 Continued Initiatives

- On-going employee, volunteer and third party training of new employees, volunteers and third (3rd) parties as well as when changes occur to the Municipality's policies, procedures and practices governing the provision of goods or services to persons of disabilities.
- Keeping an updated record of the training, including the date to which training is provided and the number of individuals to whom it is provided. The names of individuals trained will be recorded for training administration purposes, subject to the *Municipal Freedom of Information and Privacy Act* (MFIPPA).

3.2 General Requirements

3.2.1 Requirements

- Develop and implement policies, procedures and practices governing how the Municipality will achieve accessibility through meeting its requirements of the Integrated Accessibility Standard (IAS).
- Provide duty specific training on the IAS and Human Rights Code to all Employees, Volunteers, those involved in developing Integrated Accessibility Standards policies and any third (3rd) parties.

3.2.2 Procuring or acquiring goods, services or facilities

The Municipality shall incorporate accessibility criteria and features into procuring or acquiring goods, services or facilities.

3.2.3 Progress

Integrated Accessibility Standards Policy No. 01-19-01 has been developed and approved by Council with related procedures and practices and are available on the Municipality's website:

Training has been provided to all municipal employees and volunteers who deal with members of the public or other third (3rd) parties on behalf of the Municipality

Training has been provided as soon as practicable upon an individual being assigned the applicable duties.

3.2.4 Continued Initiatives

- On-going employee, volunteer and third (3rd) party training of new employees, volunteers and third parties as well as when changes occur to the Municipality's policies, procedures and practices governing the provision of goods or services to persons of disabilities.
- Keeping an updated record of the training, including the date to which training is provided and the number of individuals to whom it is provided. The names of individuals trained will be recorded for training administration purposes, subject to the *Municipal Freedom of Information and Privacy Act* (MFIPPA).

3.3 Information and Communication Standard

3.3.1 Accessible Formats

- 1) Upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:
 - a) in a timely manner that takes into account the person's accessibility need due to disability; and
 - b) at a cost that is no more than the regular cost charged to other persons.
- 2) Consult with the person making the request in determining the suitability of an accessible format or communication support.
- 3) Notify the public about the availability of accessible formats and communication supports.
- 4) Internet and intranet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA.

3.3.2 Progress

A Statement has been created on this document and on the Municipality's Website of the provision of accessible formats and communication supports for persons with disabilities.

Feedback Process has been created and is on the Municipality's Website

3.3.3 Continued Initiatives

To create and provide alternative accessible formats and communication supports below:

- Internet content conformity to the (WCAG) 2.0 at Level AA is ongoing.
- Reading written information to a person directly
- Large print
- Text transcripts of audio or visual information
- Handwritten notes instead of spoken word
- Information written in plain language

3.4 Employment Standard

3.4.1 Recruitment and Selection

- 1) Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes with disabilities.
- 2) During the selection and recruitment process, job applicants will be notified that accommodations are available and consultation provided with the applicant regarding the provision of a suitable accommodation.
- 3) Successful applicants will be notified as soon as practical of the policy or updated policy to accommodate employees with disabilities.
- 4) Employees will be provided with accessible formats and communication supports for:
 - a) information that is needed in order to perform the employee's job; and
 - b) information that is generally available to employees in the workplace.

The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.

3.4.2 Progress

The statement *"The Municipality of Oliver Paipoonge is committed to achieving full accessibility for persons with disabilities and accommodations are available for individuals with disabilities for all parts of the recruitment process"* will be incorporated into all job posting and the Municipal Website.

3.4.3 Continued Initiatives

The new employee orientation process will implement the requirements of this regulation.

3.4.4 Workplace Emergency Response Information

Workplace emergency response information will be provided and a designated assistant will be assigned with the consent of the employee who receives individualized workplace emergency response. Information will be provided as soon as practicable after the need for accommodation has been requested.

A review of the individualized workplace emergency response information will be made:

- a) when the employee moves to a different location in the organization;
- b) when the employee's accommodation needs or plans are reviewed; and the general response policies are reviewed.

3.4.5 Progress

An Individual Accommodation Plan will be assessed by filling out an "Employee Emergency Response Plan Information Worksheet" See Policy No. 01-19-01-Integrated Accessibility Standards Regulation Policy.

3.4.6 Continued Initiatives

Ongoing review.

3.4.7 Individual Accommodation Plan

There are 8 elements in the process:

- 1) Manner in which employee requesting accommodation can participate in development of plan
- 2) Means by which employee assessed on individual basis
- 3) Manner in which employer can request evaluation by outside medical or other expert, at its expense, to assist determining if accommodation can be achieved and, if so, how
- 4) Manner in which employee can request participation of representative from bargaining agent, where employee is represented by bargaining agent, or other representative from workplace, where employee is not represented by bargaining agent, in development of plan
- 5) Steps taken to protect privacy of employee's personal information
- 6) Frequency with which plan will be reviewed and updated and manner in which it will be done
- 7) If plan denied, manner in which reasons for denial provided to employee
- 8) Means of providing plan in format that takes into account employee's accessibility needs due to disability

Plans shall include, as required:

- Information on Accessible format
- Workplace emergency response information
- Other accommodation

3.4.8. Accessible Formats and Communication Supports for Employees

- Where an employee with a disability so requests it, the Municipality of Oliver Paipoonge shall consult with the employee to provide or

arrange for the provision of accessible formats and communication supports for

(a) information that is needed in order to perform the employee's job;
and

(b) information that is generally available to employees in the workplace

- The Municipality of Oliver Paipoonge shall consult with the employee making the request in determining the suitability of an accessible format or communication support

3.4.9 Progress

The process to document an Individual Accommodation Plan has been put into place for employees in need of accommodation due to disabilities.

An independent Medical Assessment may be requested for the purposes of assisting in the providing an individualized accommodations and to determine how the plan may be achieved. This request will be at no cost to the employee.

3.4.10 Continued Initiatives

Monitor, Review and update the plan.

3.4.11 Return to Work Process

- 1) Develop and document a return to work process for employees absent from work due to a disability and require an accommodation in order to return to work.
- 2) Outline the steps taken to facilitate the return to work and use documented individual accommodation plans.

3.4.12 Progress

A written return to work process is in place for employees absent due to disability who require disability related accommodation for returning to

work. Included in the process is the possible request for an IME and a functional abilities form to assess any accommodations needed in the process.

3.4.13 Continued Initiatives

Monitor, Review and update the plan.

3.4.14 Performance Management, Career Development and Advancement Redeployment

The accessibility needs and individual accommodation plans of employees with disabilities will be taken into account when using:

- Performance Management
- Career Development and Advancement
- Redeployment

3.5 Design of Public Spaces Standard

3.5.1 Progress and Continued Initiatives

The Design of Public Spaces Standard under the Integrated Accessibility Standard Regulation requires the Municipality to ensure that newly-constructed or significantly renovated public spaces are accessible.

- The Municipality of Oliver Paipoonge will meet accessibility laws when building or making changes to public spaces.
- Incorporate public consultations into existing processes whenever possible.
- Meet or exceed the technical requirements of the Design of Public Spaces Standard
- Prioritize accessibility in every element of the infrastructure projects at Municipal owned facilities and properties.
- Ensure that there are a sufficient number of accessible parking spots wide enough to accommodate larger accessible vehicles.
- Provide preventative maintenance of accessible elements through routine maintenance and inspections.

3.6 Transportation Standard

The Transportation Standard under the Integrated Accessibility Standard Regulation sets out the requirements to prevent and remove barriers to public transportation. Most of the requirements of the Transportation Standard relate to the operation of public transportation systems. The Municipality of Oliver Paipoonge does not own or operate any transportation system.