

<p align="center"><b>2013-2018 Multi-Year Accessibility Plan – Integrated Accessibility Standards Regulation Corporation of the Township of Edwardsburgh Cardinal UPDATED FEBRUARY 2015</b></p>						
SEC.	REQUIREMENT	LEGISLATED DATE FOR SECTOR	ACTION	PROPOSED DATE	COMPLETION DATE	NEXT STEPS
<b>GENERAL</b>						
3	Establishment of Accessibility Policies	Jan. 2013	<ul style="list-style-type: none"> <li>• Establish policy</li> <li>• Make policy available to public (website)</li> <li>• Provide alternative format upon request</li> </ul>	Jan. 2013	Jan. 2013	
4	Accessibility Plan	Jan. 2013	<ul style="list-style-type: none"> <li>• Develop multi-year plan</li> <li>• Make plan available to public (website)</li> <li>• Provide alternative format upon request</li> </ul>	Jan. 2013	Jan. 2013	Perform annual status report and post on website Perform full review in 2018
5	Procuring/Acquiring Goods, Services or Facilities	Jan. 2013	<ul style="list-style-type: none"> <li>• Incorporate accessibility criteria and features when possible</li> <li>• Provide explanation, upon request, if not practicable to do so</li> </ul>	Continuous	Continuous	
19	Accessible Formats at Public Libraries	Jan. 2013	<ul style="list-style-type: none"> <li>• Provide access to accessible materials where they exist, upon request</li> <li>• Notify public of available materials (website and posted)</li> </ul>	Jan. 2013	Jan. 2013	Continue to acquire accessible material in a variety of formats

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<b>EMPLOYMENT</b>						
7	Training	Jan. 2014	<ul style="list-style-type: none"> <li>• Ensure training on requirements of IASR &amp; Customer Service</li> <li>• Maintain training records</li> </ul>	Jan. 2014	Continuous	Develop and implement training program for new employees/ volunteers
22	Recruitment	Jan. 2014	<ul style="list-style-type: none"> <li>• Notify employees and public about availability of accommodation</li> </ul>	Jan. 2014	Continuous	
23	Notify Applicant of Accommodation	Jan. 2014	<ul style="list-style-type: none"> <li>• Notify applicant that accommodation is available upon request</li> <li>• Consult with applicant to arrange suitable accommodation, if required</li> </ul>	Jan. 2014	Continuous	
24	Notice to Successful Applicant	Jan. 2014	<ul style="list-style-type: none"> <li>• Notify successful applicant of accommodation and accessibility policies</li> </ul>	Jan. 2014	Continuous	Develop orientation package
26	Job Requirements	Jan. 2014	<ul style="list-style-type: none"> <li>• Provide accessible formats of information regarding job requirements, upon request</li> <li>• Consult with employee to ensure appropriate support</li> </ul>	Jan. 2014	Continuous	

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<b>EMPLOYMENT (CON'T)</b>						
27	Workplace Emergency Response Information	Jan. 2014	<ul style="list-style-type: none"> <li>• Provide individualized emergency response information to employees who inform the employer that assistance is required in an emergency situation</li> </ul>	Jan. 2014	Continuous	Establish and distribute employee emergency response information form
28	Individual Accommodation Plans	Jan. 2014	<ul style="list-style-type: none"> <li>• Create a written process for developing IAP's</li> </ul>	Jan. 2014	Jan. 2013	Develop plans based on receipt of emergency response forms as needed Review IAP's annually
29	Return to Work Policy	Jan. 2014	<ul style="list-style-type: none"> <li>• Develop Return to Work Policy for employees with disabilities (including temporary disabilities)</li> </ul>	Jan. 2014	Nov. 2011	Review return to work policy
30	Performance Management	Jan. 2014	<ul style="list-style-type: none"> <li>• Incorporate the accessibility needs of employees</li> </ul>	Jan. 2014	Continuous	
31/ 32	Career Development & Advancement/Redeployment	Jan. 2014	<ul style="list-style-type: none"> <li>• Incorporate accessibility needs of employees during advancement/redeployment</li> </ul>	Jan. 2014	Continuous	
<b>2013-2018 Multi-Year</b>						

<b>Accessibility Plan – Integrated Accessibility Standards Regulation</b> <b>Corporation of the Township of Edwardsburgh Cardinal</b> UPDATED FEBRUARY 2015						
SEC.	REQUIREMENT	LEGISLATED DATE FOR SECTOR	ACTION	PROPOSED DATE	COMPLETION DATE	NEXT STEPS
<b>INFORMATION AND COMMUNICATION</b>						
11	Feedback	Jan. 2014	<ul style="list-style-type: none"> <li>• Feedback process including accessible formats and supports upon request</li> <li>• Notify public of availability of accessible formats and supports (website)</li> </ul>	2008	2008	Incorporate any suggestions into plan and policy
12	Customer Service	Jan. 2014	<ul style="list-style-type: none"> <li>• Provision of accessible formats and supports upon request at no higher cost than usually charged</li> <li>• Consultation with person making request to determine suitability of support</li> </ul>	Continuous	Continuous	
13	Emergency Procedure/Plan	Jan. 2012	<ul style="list-style-type: none"> <li>• Emergency information provided to public must be available in accessible formats or with communication support upon request</li> </ul>	Jan. 2012	Jan. 2012	
14	Accessible Website & content	Jan. 2014 Jan. 2020	<ul style="list-style-type: none"> <li>• Conformity with WCAG 2.0 Level A</li> <li>• Conformity with WCAG 2.0 Level AA</li> </ul>	Jan. 2014 April 2014	April 2014 April 2014	Ensure new content and forms are accessible



## Multi-Year Accessibility Plan Status Update

### **Objective**

In 2013, the Township of Edwardsburgh/Cardinal released a multi-year accessibility plan, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulations. The plan outlined the strategy to prevent and remove barriers to accessibility, which included how the Township will meet phased-in requirements under the AODA.

This status update includes the accessibility initiatives that were completed in 2014 to implement that strategy outlined in the multi-year accessibility plan. It also highlights the Township's commitment for integrating accessibility into policies and procedures moving forward.

### **Background**

The AODA is the first law of its kind in Canada. Under the AODA, the Province of Ontario is developing, implementing and enforcing accessibility standards. The goal of the Act and the standards is to make for a fully accessible province for all people by 2025.

Since 2005, two regulations outlining accessibility standards have been made under the AODA. The first regulation was the Accessibility Standards for Customer Service (O.Reg. 429/07). The second was the Integrated Accessibility Standards Regulation (O. Reg. 191/11) (IASR). Between them, they establish standards for accessible customer service, information and communications, employment, transportation, design of public spaces in the built environment, and for overall training, planning and reporting of accessibility initiatives.

### **Our Commitment to Accessibility**

The Township of Edwardsburgh/Cardinal makes every effort to ensure that its programs, services and facilities are barrier-free and continues to support the goal of an accessible Province by 2025. The Township will meet regulations made under the AODA by ensuring equal opportunities are provided to people with disabilities and that

goods and services are provided in a way that respects the dignity and independence of people with disabilities.

## **2014 Accessibility Initiatives**

The Township has complied with all of the commitments outlined in the multi-year accessibility plan to date. This update outlines how commitments have been responded to.

### **Accessible Customer Service**

In 2008, the Accessibility Standard for Customer Service was the first standard to become law. The Township is committed to ensuring all members of the public receive a fair customer service experience that meets their needs.

What we have done:

- Continued to review customer feedback and take appropriate action.
- Continued to comply with the requirements of the Customer Service Standard including implementing the Accessibility policy and training all new employees and volunteers on an ongoing basis.

### **General Requirements**

In 2011, the Province combined the Information and Communications Standard, Employment Standard and Transportation Standard into one regulation, the Integrated Accessibility Standards Regulation (IASR). The General Requirements of this standard are regulatory requirements that apply across all standards in this regulation. The Township is committed to developing, implementing and maintaining policies governing how we achieve or will achieve accessibility through meeting our requirements under the accessibility standards referred to in this Regulation.

What we have done:

- Established an IASR Accessibility Policy and Multi-year Accessibility Plan and made it publically available on the municipal website.
- Incorporated accessibility criteria and features in the Township's Procurement Policy.
- Notified public of the types of accessible materials available at the Township's public libraries.
- Continued to provide alternative formats upon request within a reasonable timeframe and to provide explanation when alternative formats are not available.

## **Information and Communication**

The Township is committed to ensuring that universal design principles and best practices are considered when developing, implementing and maintaining information and communications strategies and products.

What we have done:

- Continued to ensure processes for receiving and responding to feedback are accessible and that the public is notified of the existence of these processes.
- Continued to provide accessible formats and communication supports, upon request.
- Developed a new municipal website meeting WCAG 2.0 Level AA requirements and continue to ensure that all additional content is created in an accessible format.
- Provision of the Township's Emergency Plan in an accessible format, upon request.

## **Employment**

The Township is committed to ensuring the process of recruiting, obtaining and maintaining an employee is as inclusive as possible in order to build an effective workforce.

What we have done:

- Developed a training program for new employees and volunteers.
- Maintained training records.
- Continued to inform applicants and employees of our accessible hiring practices and policies.
- Continued to support employees absent from work because of a short or long-term disability, through our return to work process.
- Continued to consider and incorporate accessibility needs of employees during relocation and/or advancement.

## **Transportation**

The Transportation Standard does not apply to the Township as neither public transportation nor taxi cab licensing are provided.

## **Design of Public Spaces**

The Accessibility Standards for the Built Environment was the last standard to become law and is also part of the IASR. The Township is committed to removing barriers in public buildings and spaces by ensuring that new construction and major changes to existing features incorporate universal design.

Since 2013, accessibility has increased in the Johnstown Community Centre and Township Hall.

## **Next Steps**

The Township will continue to identify, prevent and remove barriers where we find them. We will engage in the ongoing process of reviewing and refining our policies and practices to better serve our community.

Throughout 2015 we plan to:

- Engage employees to complete an Employee Response Information form identifying potential barriers affecting evacuation in an emergency situation. Individual Accommodation Plans will be developed based on a written procedure should any employee identify barriers.
- Train new employees, Councillors and volunteers in the areas of accessible customer service and the IASR.
- Develop orientation package for new employees and volunteers outlining the Township's accessibility policies.
- Continue with accessibility renovations in Township Hall.
- Review Return to Work policy