

**CORPORATION OF THE TOWNSHIP OF PRINCE
BY-LAW NO. 2009-21**

Being a by-law to adopt an Accessible Customer Service Policy.

WHEREAS the *Ontarians with Disabilities Act*, and its Accessible Customer Service Standard, require every municipality to adopt an Accessible Customer Service Policy;

NOW THEREFORE the Council of the Corporation of the Township of Prince enacts as follows:


1. THAT the Accessible Customer Service Policy dated December 2009 and attached hereto as Schedule A is hereby adopted.

READ THREE TIMES AND PASSED in open Council this 8th day of December, 2009.


Reeve L. Madonna

CAO/Administrator B. Coughlin

Note: Unsigned, but certified copy of passing resolution is attached.



CAO/Clerk-Treasurer P. Greco



The Corporation of the Township of Prince
COUNCIL RESOLUTION

Date: December 8th 2009

Resolution 2009 – 181	
Moved by: <i>KENL</i>	Seconded by: <i>clg</i>

“Resolved that the Council of the Township of Prince hereby approve By-Law 2009-21, being a by-law to adopt an Accessible Customer Service Policy.”

RESOLUTION RESULT		RECORDED VOTE	
✓	CARRIED		YES NO
	DEFEATED		
	DEFERRED		
	REFERRED		
	PECUNIARY INTEREST DECLARED		
	RECORDED VOTE (SEE RIGHT)		
	WITHDRAWN		
REEVE – LOU MADONNA		CAO/ADMINISTRATOR – BRIANNA COUGHLIN	
<i>Lou Madonna</i>		<i>Brianna Coughlin</i>	

The above is a certified to be true copy of resolution number 2009 – 21

Brianna Coughlin
CAO/Clerk

P. Shears Sept 21/18



Prince Township Accessibility Plan 2013 – 2018

This document is available in alternative formats upon request. These include Braille, larger print, various electronic formats and being read aloud at the Municipal Office.

Introduction

This plan was developed to comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and the corresponding document entitled *A Guide to the Integrated Accessibility Standards Regulation*. Under the AODA, Prince Township is required to establish, maintain and document a Multi-Year Accessibility Plan that outlines the community's strategies to identify, remove and prevent accessibility barriers. It is required to update this plan once every five years and review it annually to assess the progress made to implement the strategies outlined in the Plan.

About This Plan

Prince Township is classified as a small designated public sector organization with 1-49 employees. As such, Prince Township is required to meet certain accessibility standards on a given timeline. The Prince Township Accessibility Plan 2013 – 2018 was developed to meet these standards in compliance with the AODA regulations and correspond to the relevant sections under *A Guide to the Integrated Accessibility Standards Regulation* accordingly.

For ease of use, this plan is divided into the following categories:

1. General Requirements
2. Customer Service Standard
3. Information and Communications Standards Requirements
4. Employment Standard Requirements
5. Transportation Standard Requirements

These categories correspond to the format of the AODA regulation, with the addition of the Customer Service Standard. The addition of a "Built Environment" category at the end identifies specific accessibility barriers pertaining to the Prince Township Community Centre.

Under each category, the intent for meeting each AODA regulation is explained. In the "Going Forward" section Prince Township identifies how it will fulfill the level of accessibility required under the AODA legislation. These requirements are time-sensitive and the deadlines for compliance for Prince Township are listed along with each requirement.

"Going Forward"

-Prince Township will maintain a record of the dates when employees receive such training and the number of employees to whom it is provided.

-Training will be given by the CAO/Administrator or other authorized individual.

-All training will comply with AODA regulations and will focus on fulfilling the Customer Service Standards.

Customer Service Standards

The Customer Service Standards sets out obligations requiring that Prince Township provide goods and services in a way that is accessible to people with disabilities. As a public sector entity, Prince Township had to comply with this regulation by January 1, 2010.

As detailed in the Accessibility Standards for Customer Service document, Prince Township shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Dignity
- Independence
- Integration, except when alternate measures are necessary to meet the needs of people with disabilities
- Equal opportunity

Prince Township will allow certified service dogs into the Community Centre. Service animals will not be allowed in areas with food prep, or where otherwise disallowed by law.

Support Persons shall be permitted entry to all municipal facilities and meeting rooms which are open to the public. Individual accommodations will be made available as requested.

Customer Service training regarding accessibility will be provided to all new hires.

All training, regardless of format, shall have regard for:

- An overview of the purposes of the AODA and an awareness of the Prince Township Accessibility Plan 2013 – 2018;
- Instruction on how to interact and communicate with people with various types of disabilities;
- Instruction on interacting with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;
- Instruction on the use of equipment or devices available, such as wheelchairs and telecommunications devices for the hearing impaired;

cost that is no more than the regular price charged to others, through contacting the Municipal Office.

-Through consultation with the patron placing the request, staff can help provide the appropriate accessible format to meet specific accommodation needs.

-If requested, municipal documents are available to be ordered in Braille; however there is a waiting process.

-Notification of the availability of alternative accessible formats for public documents will be posted on the Township website.

Section 13 – Emergency and Public Safety Information

The intent of this requirement is that publicly available emergency and public safety information is provided in an accessible format or with appropriate communication supports, as requested. Compliance with this regulation is due by January 1, 2012.

“Going Forward”

-Prince Township’s CAO/Administrator will ensure all employees are aware of evacuation and emergency procedures. Individualized emergency plans are provided to employees under Section 27.

-Evacuation plans and safety information will be posted in the Community Centre.

-Residents who have self-identified as requiring extra assistance in the event of a power outage or natural disaster are kept on record at the Municipal Office. First responders will be aware of these individuals and will provide the appropriate assistance they need. Notification asking residents who need extra assistance to self-identify to the Municipal Office will continue to be published in the Township newsletter and available online.

Section 14 – Accessible Websites and Web Content

The intent of this requirement is that public organizations make their websites accessible to people with disabilities by conforming to international standards for website accessibility. Compliance for new web content is due by 2014 and compliance for all web content is due by 2021.

“Going Forward”

-The entire Prince Township website will be in full compliance with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA, which is the provincial standard by the deadline of 2016.

-The Township has received grant money to improve the website and fulfill accessibility requirements.

Section 19 – Public Libraries

The intent of this requirement is that, when requested, public libraries provide access to accessible library materials, where they exist. The compliance deadline is January 1, 2013.

-Prince Township will maintain a policy (as detailed in the Human Resources Manual) of self-identification to the CAO/Administrator of accessibility needs open to all employees at any time.

-Written accommodation plans may be jointly developed, as required, by employees and the CAO/Administrator.

Section 27 – Workplace Emergency Information

The intent of this requirement is that all employers will prepare for the specific needs that employees with disabilities may have in emergency situations.

Compliance was due by January 1, 2012.

“Going Forward”

-Annual reviews of evacuation procedures for staff.

-Evacuation plans and routes are posted in the Community Centre.

-Any employee requiring special accommodation or assistance during an emergency will need to self-identify their needs to the CAO/Administrator.

-Special arrangements or accommodations to help all employees feel safe during an emergency will be made to the best of the Township’s resources and abilities.

Section 29 – Employees Returning to Work

The intent of this requirement is that employers will have in place a documented process for supporting employees who return to work after being away for reasons related to their disabilities. If an individual’s illness or injury is covered by the return to work provisions of the Workplace Safety and Insurance Act, then that Act’s return to work process would apply. Compliance is due by 2015.

“Going Forward”

-Prince Township will follow the Workplace Safety and Insurance Act and the Return to Work policies detailed in the Human Resources Manual to document consistent policy decisions for injured employees.

Sections 30 – Performance Management

The intent of this requirement is that Prince Township, as an employer, uses performance management processes that take into account the accessibility needs of employees with disabilities. Compliance is due by 2015.

“Going Forward”

-Prince Township is committed to creating a productive work environment, where all employees are given the tools needed to succeed.

-Prince Township supervisors will provide informal and formal coaching and feedback in a manner that takes into account an employee’s disability.

-If an employee’s responsibilities change, revisions to that employee’s individual accommodation plan may also need to be changed.

-Performance appraisals will be used as tools to help facilitate employee success, while considering accessibility concerns and working to meet accommodation needs.

It is recommended that Council, staff and community members work together to plan and budget appropriately to rectify these barriers over the next five years. It is at the discretion of Council to identify and address the most urgent barriers on a priority basis.

Municipal Office

The Municipal Office has a few accessibility issues to address, most significantly the height of the counter. The inclusion of chairs in the office is appreciated.

- Counter height – have one section of counter that is lower
- Automatic opener for door
- Contrast the door frame and the door with a different coloured paint
- The sign saying “Municipal Office” could be larger and more visible

Museum

The Museum has many displays in one classroom, so it is important to keep enough clear floor space available with wide aisles to pass between the displays. Another issue is ensuring visibility so the displays can easily be read and seen.

- Interior doorway is a bit too narrow
- Cabinets should be moved to allow for a wider space for a wheelchair to enter at the doorway
- Wide aisles required between the displays
- Improved signage may be needed along with audio guided tours for those with vision impairments
- Obtain valuable feedback from the public concerning Museum accessibility after patron visits
- Signage for the Museum could be made more clearly visible

Should the Museum decide to charge a user fee for an event, a policy regarding fees for support persons would be required. For example, if a visitor to the Museum is accompanied by a support worker, the support worker would be charged 50% of the fare. Such a policy, if implemented, must be publicly displayed in a visible manner and clearly posted on the Museum page of the website.

- Exterior walkways should be of a continuous hard, smooth, stable, non-slip material. Acceptable materials for walkways include finely ground stone, concrete, asphalt and brick. It is important to make the ground more level for improved access between the Museum buildings.

Washrooms

The washroom renovations this year will address some accessibility barriers; however there is always more that can be done.

Library

The library has fairly good accessibility. Barriers in the library may be non-physical, such as assistance required for computer usage or in utilising other library resources. Accommodations made upon patron requests are appreciated.

- Screen reader software would assist the visually-impaired
- Door to library is only 30 inches wide, which is too narrow
- Library sign is quite busy – clearer lettering with 70% contrast in colour would improve visibility

Parking Lot

The signage for access to parking at the North entrance of the Community Centre is adequate, which directs to a paved parking area at the North entrance. It is important to remember that side-loading accessibility vans need 8 ft. of space for loading and unloading.

- North doors need door actuators to open as they are quite heavy
- Main (east) entrance doors also need door actuators
- Label the outside doors

Conclusion

It is our hope that Prince Township's commitment to accessibility and inclusion will be fulfilled with the help of this document as we work together to build a more equitable community for everyone.

The intent is for this document to be utilized daily and referenced often. Appropriate budgeting and due consideration to decisions affecting accessibility in Prince Township are necessary to move forward. It is required for Council to review the Accessibility Plan annually and update it every 5 years.