



Township of Elizabethtown-Kitley

Multi-Year Accessibility Plan

2020-2024

Feedback

Your comments will help us improve future accessibility plans. Please let us know what you think about the Township of Elizabethtown-Kitley's 2020-2024 Accessibility Plan.

Contact for Comments and Inquiries:

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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 this end, the ODA mandates that each municipality prepare an annual accessibility plan.

In 2005, a second piece of legislation, the *Accessibility for Ontarians with Disabilities Act, 2005*, (AODA) was enacted. Through the AODA, Ontario is working to make the province fully accessible for people with disabilities by 2025. Under the Act, standards have been developed that must be followed to identify, remove and prevent barriers so that people with disabilities have more opportunities to participate in everyday life.

The Integrated Accessibility Standard requires the municipality to develop a multi-year plan every five years.

Aim:

Through its multi-year accessibility plan, the municipality aims to become barrier free by 2025. This includes complying with the following accessibility standards:

- Customer Service
- Information and Communication
- Employment
- Transportation
- Built Environment

This plan describes the measures that the municipality may undertake to identify, remove and prevent barriers so that goods, services, facilities, accommodation, employment, buildings, structures and premises are accessible to persons with disabilities.

Statement of Commitment:

The Township of Elizabethtown-Kitley is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and shall do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the AODA.

Municipal Highlights

Township History:

The Corporation of the Township of Elizabethtown-Kitley was the result of an amalgamation of the Townships of Elizabethtown and Kitley on January 1, 2001.

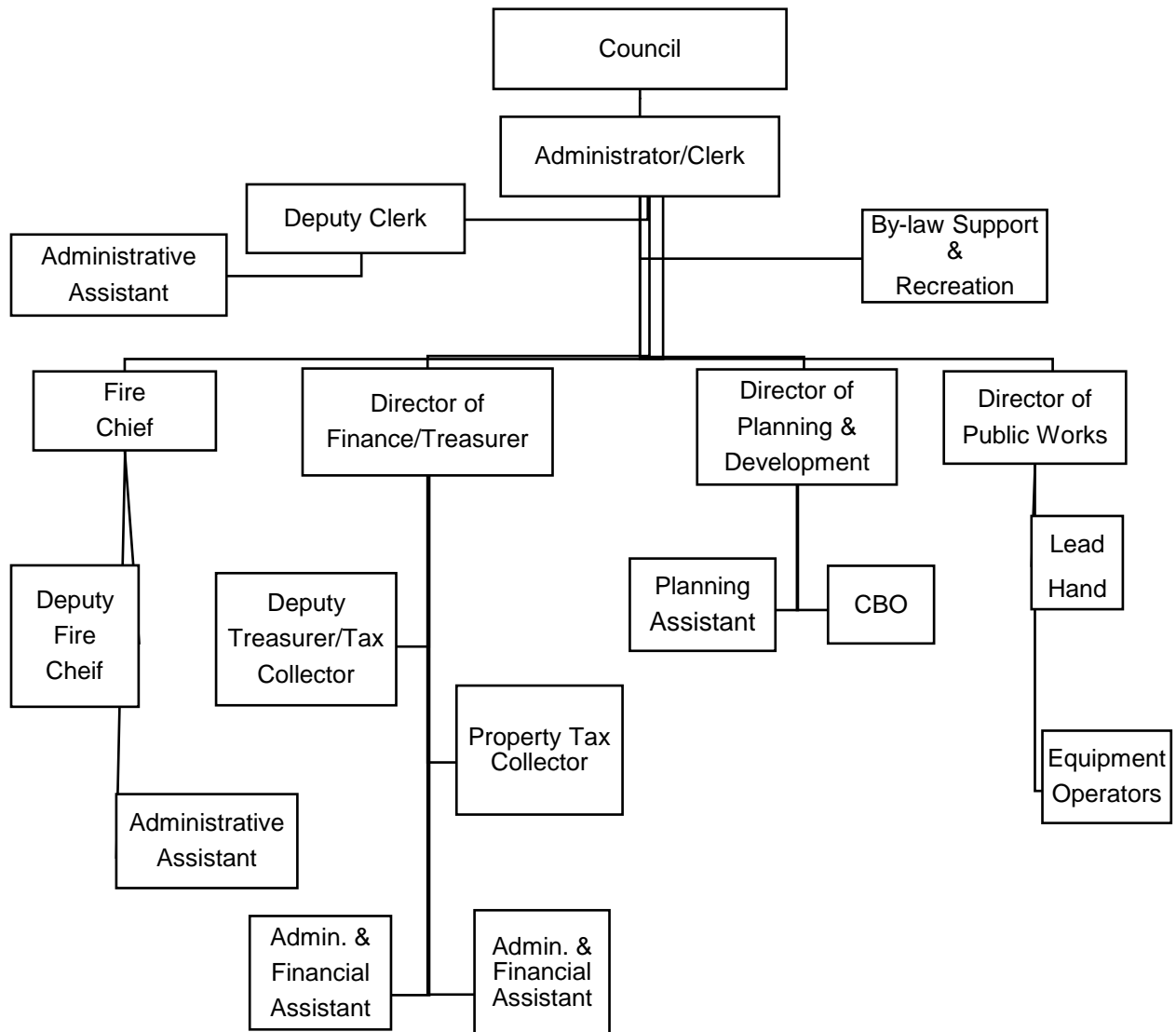
Township Description:

The Township of Elizabethtown-Kitley is located along the St. Lawrence River running northerly covering an area of approximately 557 square kilometres. The municipality's current population is 9,700 with the population increasing during the summer months due to its proximity to the St. Lawrence River and Bellamy Pond.

Township Owned Facilities:

1. Municipal Office	6544 New Dublin Road, Addison
2. Satellite Office, library and Garage	424 County Road 29, Toledo
3. New Dublin Garage (not accessible to public)	7509 New Dublin Road
4. Fire Station 1	44 Main Street, Lyn
5. Fire Station 2	7519 New Dublin Road, Addison
6. Fire Station 3	270 County Road 29, Frankville
7. Blaine Healey Baseball Park	450 Lake Eloida Road, Toledo
8. Douglas A. Scott Park	11 Victoria Street, Lyn
9. Rows Corners Fair Grounds	3823 County Road 6
10. Lyn Heights Park	13 Hayes Drive, Lyn
11. Clifford E. Hall Baseball Park	9352 Addison/Greenbush Road, Greenbush
12. MacDonald Bay Park	409 Wanda Drive
13. Eleanor Fulford Park	1217 Eleanor Fulford Point Road
14. Heather Heights Park	4522 Heather Crescent, Tincap
15. Toledo Soccer Pitches	424 County Road 29, Toledo
16. Boat launch	450 Lake Eloida Road, Toledo
17. Bellamy Park Campground	450 Lake Eloida Road, Toledo
18. Greenbush Waste Site	8468 County Road 7, Greenbush
19. Spring Valley Library	4103 County Road 29, Spring Valley
20. Old Fire Hall	26 Main Street W., Lyn
21. Toledo Cenotaph	307 County Road 8, Toledo

Organizational Chart



Consultation Activities

Council:

The Council of the Corporation of the Township of Elizabethtown-Kitley is committed to implementing the necessary policies and providing the resources so that goods, services, facilities, accommodation, employment, buildings, structures and premises of the Township are accessible to persons with disability. Copies of the policies adopted by Council are attached as Appendix A.

The Accessibility Plan has been prepared in order to enable Council to meet these commitments.

Staff:

Township staff are encouraged to comment on and recommend improvements to policies and practices with regard to accessibility.

Leeds and Grenville Accessibility Advisory Committee:

The Township has provided copies of previous plans to the Leeds and Grenville Accessibility Advisory Committee for comment and suggestions and will continue to do so in the future.

2020-2024 Accessibility Plan

The Township's accessibility plan focuses on three areas. Initiatives will support compliance with the existing Accessibility Standards for Customer Service, as well as with the Integrated Accessibility Standards for Information and Communication, and Employment. The Township does not provide public transportation and therefore the requirements of the Transportation standard do not apply.

2020-2024 Accessibility Plan - See Appendix B

Past Achievements - See Appendix C

Barriers Identified

The senior management team will develop a plan to address the barriers that have been identified upon completion of the accessibility assessments and will implement such plan to ensure that every person will have an equal opportunity to access and utilize the Township owned facilities.

Barrier Removal Plan - See Appendix B as part of the Accessibility Plan

Review and Monitoring of the Process

Council is committed to following through with this plan. This plan will be reviewed and updated at least once every five years, allowing Council, staff and the public to assess its effectiveness and reflect changing community requirements.

An annual implementation status report will be available on the Township's website, at the Township administration office located at 6544 New Dublin Road and will be made available in an accessible format when requested.

Appendix A
Township Accessibility Policies

Township of Elizabethtown-Kitley Procedures

SUBJECT: ACCESSIBILITY - CUSTOMER SERVICE STANDARDS PROCEDURE

1.0 PURPOSE:

This document provides the practices, procedures and forms required to implement the Elizabethtown-Kitley Accessibility - Customer Service Standard Policy and to meet the Customer Service Standards as prescribed in Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

2.0 SCOPE:

The Council of the Township of Elizabethtown-Kitley adopted the Accessibility – Customer Service Standards Policy at its regular Council Meeting on December 14th, 2009.

This policy applies to all Township employees, and persons acting on behalf of the Township.

3.0 DEFINITIONS:

“Alternative Service” means a service generally intended to be temporary that approaches the desired result until such time as the barrier is removed or an equivalent service is put in place;

“Assistive Device” means an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs or hearing aids);

“Contractor” means a company or person with a formal or informal contract to do a specific job on behalf of the Township of Elizabethtown-Kitley;

“Customer” means any person who receives or seeks to receive goods or services from a person or organization in the private, public and non-governmental sector. Customer includes persons who involuntarily receive goods or services imposed by an external authority;

“Disability” means the same as the definition of disability found in the Ontario Human Rights Code;

“Equivalent” means having similar effects or identical effects;

“Service Animal” means any animal individually trained to do work or perform tasks for the benefit of a person with a disability as defined in Ontario Regulation 429/07;

“Support Person” means any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

1.0 COMMUNICATION

The Municipality shall:

- 1.1** Communicate with people with disabilities in ways that take into account their disability;
- 1.2** Train staff who communicate with customers on how to interact and communicate with people with various types of disabilities;
- 1.3** Provide accessible notifications to all of our customers in the following formats upon request: email, large print, hard copy;
- 1.4** Answer any questions customers may have about the content of the communication in person, by telephone, e-mail or in writing.

2.0 TELEPHONE SERVICES

The Municipality shall:

- 2.1** Provide accessible telephone service to our customers;
- 2.2** Train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly;
- 2.3** Offer to communicate with customers by email, in writing, in person, or by relay service if telephone communication is not suitable to their communication needs or is not available.

3.0 ASSISTIVE DEVICES

The Municipality shall:

- 3.1** Ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services; and
- 3.2** That appropriate staff know how to use the following assistive devices available on Township premises for customers:
 - automatic doors

4.0 USE OF SERVICE ANIMALS & SUPPORT PERSONS

- 4.1** Service Animals - When a person with a disability is accompanied by a guide dog or other service animal, the Municipality will permit the person to enter the premises with the animal and keep it with him or her, unless the animal is otherwise excluded by law from the premises.

Should the service animal or guide dog be excluded by law from the premises, the Township will look to other available measures to enable the person with a disability to obtain, use or benefit from the Township's goods and services.

- 4.2** Support Person - When a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises. The Township may require a person with a disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Where fees for goods and services are advertised or promoted by the Township, it will provide advance notice of the amount payable, if any, in respect of the support person.

5.0 NOTICE OF TEMPORARY DISRUPTION

- 5.1** Elizabethtown-Kitley Township will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.
- 5.2** This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
- 5.3** The notice will be placed at all public entrances and service counters on our premises, and where appropriate, on our website. www.elizabethtown-kitley.on.ca.
- 5.4** If the disruption is anticipated, the Township will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible

6.0 TRAINING

- 6.1** Training will be provided to staff based on the position's job requirements and probability of contact to the public.
- 6.2** Training will be provided to volunteers based on the level of contact with the public.
- 6.3** Staff will be trained on an ongoing basis when changes are made to the policies, practices and procedures.
- 6.4** The Administrator-Clerk will keep records of the training provided, including dates training is provided and the number of persons trained.
- 6.5** For every new hire, training will be provided within 6 months after a staff person commences their duties.

6.6 Levels of training will be customized into four categories:

Level 1 – Where customer service is a component of the staff/person's job description/contract or participate in the development of policies, practices or procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- Information on municipal policies, practices and procedures dealing with the AODA;
- How to provide goods and services in a manner that respects the dignity and independence of persons with disabilities;
- How to interact and communicate with persons in a manner that takes into account their disabilities;
- The process for people to provide feedback to the Township about its provision of goods and services to persons with disabilities, and how the Township responds to the feedback and takes action on any complaint;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, service animal or a support person to access goods and services;
- How to use equipment or devices available on Township premises or provided by the Township that may help with the provision of goods and services;
- What to do if a person with a disability is having difficulty accessing the Township's goods and services.

Level 2 – Where customer service is not the primary function however there is potential for coming in contact with the public or may participate in the development of policies, practices or procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;

*ACCESSIBILITY - CUSTOMER SERVICE STANDARDS PROCEDURE
PROCEDURES, continued*

- Information on Township policies, practices and procedures dealing with the AODA;
- How to interact and communicate with persons in a manner that takes into account their disabilities;
- The process for people to provide feedback to the Township about its provision of goods and services to persons with disabilities, and how the Township responds to the feedback and takes action on any complaint;
- What to do if a person with a disability is having difficulty accessing the Township's goods and services.

Level 3 - For those who do not normally interact with the public or participate in the development of policies, practices or procedures the following information will be provided.

- Pamphlet – Understanding Accessible Customer Service
- Pamphlet – Accessible Customer Service Policy
- Customer Feedback Form
- Customer Service Guidebook
- Access to E-learning technology

Level 4- For those individuals who volunteer or perform short-term assignments for the Township of Elizabethtown-Kitley, E.g. Volunteers at Cultural Events, the following information will be provided.

- Customer Service Guidebook and Pamphlets.

FEEDBACK PROCESS:

To assist the Township of Elizabethtown-Kitley in ensuring that the delivery of goods and services to those with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:

In writing, in person, email or telephone, addressed to:

The Township of Elizabethtown-Kitley
6544 New Dublin Road
R.R. #2
Addison, Ontario
K0E 1A0
613-345-7480
Email: mail@elizabethtown-kitley.on.ca

ACCESSIBILITY - CUSTOMER SERVICE STANDARDS PROCEDURE PROCEDURES, continued

The Clerk will respond either in writing, in person, email or telephone acknowledging receipt of feedback and will set out the action to be taken in response to any complaints. A response will be provided within twenty one days.

Information about the feedback process will be posted at each Municipal facility and on the website www.elizabethtown-kitley.on.ca

MODIFICATIONS TO THIS OR OTHER PROCEDURES

The Township of Elizabethtown-Kitley is committed to developing customer service practices and procedures that respect and promote the dignity and independence of people with disabilities. Therefore, changes may be made from time to time to the procedures resulting from the feedback received and improvements to customer service for people with disabilities.

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

SCHEDULES:

Training Record
Training Plan
Customer Feedback Form
Record of Customer Feedback
Customer Service Guidebook
Pamphlet – Understanding Accessible Customer Service
Pamphlet – Accessible Customer Service Policy
Notice - Planned Service Disruption
Notice - Unexpected Service Disruption

REFERENCES:

The Township of Elizabethtown-Kitley Accessibility – Customer Service Standards Policy (December, 2009)
Ontario Human Rights Code
Accessibility for Ontarians with Disabilities Act, 2005
O. Reg 429/07 Accessibility Standard for Customer Service
Lanark County Accessibility Plan

Elizabethtown-Kitley Customer Feedback Form

Thank you for visiting Elizabethtown-Kitley. We value all of our customers and strive to meet everyone's needs.

Please tell us the date and time of your visit: _____ at _____.

Staff Person or Position: _____

Location: _____ Department: _____

Did we respond to your customer service needs today? ☐ YES

☐ SOMEWHAT ☐ NO (please explain below)

Was our customer service provided to you in an accessible manner?

☐ YES ☐ SOMEWHAT ☐ NO (please explain below)

Did you have any problems accessing our goods and services?) ☐ NO

☐ YES (please explain below) ☐ SOMEWHAT (please explain below)

Please add any other comments/suggestions you may have:

☐ Please check the box if you would like to receive a response to your feedback.

Contact information: _____

ACCESSIBILITY - CUSTOMER SERVICE STANDARDS PROCEDURE
PROCEDURES, continued

Elizabethtown-Kitley Record of Customer Feedback

Date feedback received: _____

Name of customer (optional): _____

Contact information (if appropriate)*: _____

Details:	Corrective Measures:	Staff Involved:	Follow-up:	Due by:

Authorization

Dated

cc: _____

ACCESSIBILITY - CUSTOMER SERVICE STANDARDS PROCEDURE
PROCEDURES, continued

Elizabethtown-Kitley Record of Accessible Customer Service Training

Department: _____

Date Trained M/D/Year	Total Number of Staff Trained	Level 1 (3 hrs)	Level 2 (1 hr)	Level 3 E Learning	Level 4 (Reading)

Supervisor: _____

Dated: _____

ACCESSIBILITY - CUSTOMER SERVICE STANDARDS PROCEDURE
PROCEDURES, continued

Elizabethtown-Kitley Accessible Customer Service Training Plan

Staff by Category	Department	Level 1	Level 2	Level 3	Level 4
Full Time Staff					
Part Time					
Contractors					
Volunteers					
Summer Students					

Elizabethtown-Kitley Scheduled Service Disruption

Notice

There will be a scheduled service disruption on the _____.

There will be a scheduled service disruption at the _____.

The disruptions will be from _____ until _____.

These disruptions include:

On behalf of the Township of Elizabethtown-Kitley we would like to thank you for your patience in this matter.

Should you have any further questions please contact:

Yvonne L. Robert, Administrator-Clerk
Township of Elizabethtown-Kitley
613-345-7480, ext. 12.
mail@elizabethtown-kitley.on.ca

Elizabethtown-Kitley Unexpected Service Disruption

Notice

Date: _____

There has been an unexpected service disruption(s) at the _____.

The estimated time of the service disruption(s) are from _____ until _____.

These disruption(s) include:

On behalf of the Township of Elizabethtown-Kitley we would like to thank you for your patience in this matter.

Should you have any further questions please contact:

Yvonne L. Robert, Administrator-Clerk
Township of Elizabethtown-Kitley
613-345-7480, ext. 12.
mail@elizabethtown-kitley.on.ca

Integrated Accessibility Standards Regulation Policy Township of Elizabethtown-Kitley Procedures

SUBJECT: Integrated Accessibility Standards Regulation (IASR)

1. Purpose:

Under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) all public and private sector organizations must meet the requirements of accessibility standards established by regulation. This policy establishes the Integrated Accessibility Standards Regulation in the areas of transportation, employment and information for the Township of Elizabethtown-Kitley in accordance with Ontario Regulation 191/11 and with the Ministry of Community and Social Services intent to “streamline, align and phase-in accessibility requirements and allow for progress on accessibility and reduce the regulatory burden for obligated organizations”. This regulation came into force July 1, 2011.

2. Scope and Responsibilities:

This policy has been drafted in accordance with the Regulation and addresses how the Township of Elizabethtown-Kitley achieves accessibility through meeting the Regulation’s requirements. It provides the overall strategic direction that we will follow to provide accessibility supports to Ontarians with disabilities.

The requirements of the Regulation include:

- Establishment, implementation, maintenance and documentation of a multi-year accessibility plan which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under the Regulation;
- Incorporation of accessibility criteria and features when procuring or acquiring goods, services, or facilities;
- Training; and
- Other specific requirements under the Information and Communication, Employment and Transportation Standards.

3. Policy Statement and Organizational Commitment:

The Township of Elizabethtown-Kitley is committed and guided by the four core principles of independence, dignity, integration and equality of opportunity and supports the needs of persons as set out in *Accessibility for Ontarians with Disabilities Act, 2005*. The Township of Elizabethtown-Kitley shall use every effort to ensure that the Township meets the needs of people with disabilities in a timely manner through the implementation of this policy.

4. Definitions:

Below is a list of fifteen (15) definitions, in alphabetical order used in this policy:

Accessible Formats may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

Accommodation means the special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

Communication Supports may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Communications means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

Conversion Ready means an electronic or digital format that facilitates conversion into an accessible format.

Designated Public Sector Organization means every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies — Definitions) made under the *Public Service of Ontario Act, 2006*.

IAP means Individualized Accommodation Plan.

Information includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

Internet Website means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.

Mobility Aid means a device used to facilitate the transport, in a seated posture, of a person with a disability.

Mobility Assistive Device means a cane, walker, wheelchair, scooter or similar aid.

New Internet Website means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh.

Redeployment means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated.

Unconvertible means if it is not technically feasible to convert the information or communications. It also means if the technology to convert the information or communications is not readily available.

Web Content Accessibility Guidelines means the World Wide Web consortium recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines” (WCAG) 2.0.

5. General Provisions

Multi-Year Accessibility Plan

The Township of Elizabethtown-Kitley’s Multi-Year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the AODA.

The Township will report annually on the progress and implementation of the multi-year accessibility plan, and the Township will post the information on the Township’s website and will provide it in alternative formats upon request. The plan will be reviewed and updated once every 5 years.

Procuring or Acquiring Goods, Services or Facilities

The Township of Elizabethtown-Kitley will use accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so, in which case, if required, the Township will provide an explanation.

Training

The Township of Elizabethtown-Kitley will ensure that training is provided to all employees, regular fee for service staff and volunteers on the requirements of the Accessibility Standards referred to in the Regulation on the Human Rights Code as it pertains to persons with disabilities. Training will be provided as soon as is practicable. If any changes to this policy occur, training will be provided.

The Township will maintain a record of dates when training is provided and the number of individuals.

6. Information and Communications Standard

Our organization will create, provide and receive information and communications in ways that are accessible to people with disabilities.

If our organization determines that it is not technically feasible to convert the information or communications or the technology to convert the information or communication is not

readily available, we will be obligated to provide the person that requires the information with:

- a) An explanation as to why information or communication is unconvertible; and
- b) A summary of unconvertible information or communication.

7. Emergency Information

If our organization prepares emergency procedures, plans or public safety information and makes the information available to the public, we shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

8. Feedback

Our organization has a process in place for receiving and responding to feedback and will ensure that those processes are provided in an accessible manner and with communication supports upon request. We will notify the public about the availability of accessible formats and communication supports.

9. Accessible Formats and Communication Supports

The Township of Elizabethtown-Kitley shall be obligated to provide or arrange for accessible formats and communication supports for persons with disabilities:

- a) Upon request in a timely manner that takes into account the person's accessibility needs;
- b) At a cost no more than regular costs charged to others;
- c) Consult with the person making the request and determine suitability of an accessible format or communication supports;
- d) Notify the public about the availability of accessible formats and communication supports.

10. Website Accessibility

The Township of Elizabethtown-Kitley shall ensure its internet website and web content conform with WCAG 2.0 initially at Level A and increasing to Level AA. By January 1, 2014, any new web content will conform with WCAG 2.0 Level A. By January 1, 2021 all internet website and web content will conform with WCAG 2.0 Level AA.

11. Education, Training and Materials

Applies to educational or training institutions.

Public Libraries

- Public libraries shall provide access to or arrange for the provision of access to accessible materials where they exist;
- Public libraries shall make information about the availability of accessible materials publicly available and shall provide information in accessible format or with appropriate communication supports, upon request;
- Public library boards may provide accessible formats for archival materials, special collections and rare books.

12. Employment Standard

The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. It applies to full time employees.

The requirements of the Employment Standard shall be met by the Township of Elizabethtown-Kitley by January 1, 2014 unless otherwise specified.

13. Recruitment and Retention

The Township shall notify employees and the public about the availability of accommodations for applicants with disabilities:

- During the recruitment process when job applicants are individually selected to participate in an assessment or selection process;
- If a selected applicant requests an accommodation, we shall consult with the applicant and provide or arrange for suitable accommodation that takes into account the persons needs due to disability;
- Notify successful applicants of the policies for accommodating employees with disabilities.

14. Employee Notification

The municipality shall inform its employees of its policies used to support employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability:

- As required for new employees as soon as practicable after they begin their employment;
- Whenever there is a change in policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

15. Accessible Formats

In addition, and where an employee with a disability requests it, we will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- information that is needed in order to perform the employee's job;
- information that is generally available to employees in the workplace; and
- consult with the employee making the request in determining the suitability of an accessible format or communication support.

16. Individual Accommodation Plan (IAP)

The municipality shall have in place a written process for developing a documented individual accommodation plan for employees with a disability. Process to include:

- The employee's participation in the development of the IAP;
- Assessment on an individual basis;
- Identification of accommodations to be provided;
- Timelines for the provision of accommodations;
- The municipality may request an evaluation by a medical or other expert, at its expense, to assist with determining accommodation and how to achieve accommodation;
- An employee may request the participation of a representative from their bargaining agent, where represented, or otherwise a representative from the workplace where an employee is not represented by a bargaining agent;
- Steps to be taken to protect the privacy of the employee's personal information;
- Frequency with which the IAP will be reviewed and updated and the manner in which it will be done;
- If denied, the reason(s) for denial are to be provided to the employee;
- A format that takes into account the employee's disability;
- If requested, any information regarding accessible formats and communication supports provided; and
- Identification of any other accommodation that is to be provided.

17. Return to Work

The Township will have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. Such processes must be documented and must outline steps the Township of Elizabethtown-Kitley will take to facilitate the return to work and include an IAP plan.

18. Performance Management, Career Development and Advancement, Redeployment

The Township will take into account the accessibility needs and/or individual accommodation plans of employees when:

- Using performance management processes;
- Providing career development and advancement information; and
- Using redeployment procedures.

19. Workplace Emergency Response Information

The Township of Elizabethtown-Kitley shall provide individualized workplace emergency response information to employees who have a disability:

- If the disability is such that the individualized information is necessary and the employer is aware of needs for accommodation due to the employee's disability;
- If the employee who receives an individual workplace emergency response information requires assistance, and with the employees' consent, the municipality shall provide the workplace emergency information to the person designated by the Township to provide assistance to the employee;
- As soon as practicable after becoming aware of the need for accommodation due to the employee's disability;
- Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodations needs or plans are reviewed and when the employer reviews its general emergency response policies.

20. Transportation Standard

The Transportation Standard will make it easier for people to travel in Ontario, including persons with disabilities, older Ontarians and families traveling with children in strollers.

As a municipality, the Township of Elizabethtown-Kitley will:

- Consult with AAC, persons with disabilities and the public to determine proportion of accessible taxis required in the community, including steps to meet the need;
- When establishing a licensing by-law, ensure taxicabs do not charge a high fee or additional fee to persons with disabilities;
- When establishing a licensing by-law, ensure taxicabs do not charge a fee for storage of assistive devices;
- When establishing a licensing by-law, ensure taxicabs have appropriate information displayed both the rear bumper and available in an accessible format

to passengers.

The Township of Elizabethtown-Kitley Accessibility Plan will include progress made by the municipality to meet the accessible taxi needs of the community and provide accessible bus stops/shelters.

Appendix B

2020-2024 Accessibility Plan/Barrier Removal Plan

2020 Action	Responsibility	Costs	Target Date
Completion of Accessibility Assessments <ul style="list-style-type: none">• Main Office• Toledo Office, Library and Garage• Spring Valley Library	Senior Managers	Staff Time	May, 2020
Develop Plan for the removal of any Barriers identified in the accessibility assessments	Senior Managers	Staff Time	September, 2020
Website Update	Administrator-Clerk/Deputy Clerk	Staff Time Consultant (\$20,000 to \$30,000)	June, 2020
Implement previously identified barriers	Administrator-Clerk Council	Staff	December, 2020
Annual Status Report <ul style="list-style-type: none">• Complete Form• Post on Website and at Municipal Office	Clerk	Staff Time	December, 2020

2021 Action	Responsibility	Costs	Target Date
Completion of Accessibility Assessments <ul style="list-style-type: none"> • Recreation Lands 	Recreation Coordinator	Staff Time	June, 2021
Develop Plan for the removal of any Barriers identified in the accessibility assessments for recreation facilities.	Recreation Coordinator	Staff Time	September, 2021
Implement Plan for removing barriers identified under <ul style="list-style-type: none"> • Main Office • Toledo Office, Library and Garage • Spring Valley Library Accessibility Assessments remaining	Administrator-Clerk Council	Staff Time	December, 2024
File an Accessibility Compliance Report to Province	Administrator-Clerk	Staff Time	December, 2024
Annual status Report <ul style="list-style-type: none"> • Complete Form • Post on Website and at Main Municipal Office 	Administrator-Clerk	Staff Time	December, 2021

2022 Action	Responsibility	Costs	Target Date
Completion of Accessibility Assessments <ul style="list-style-type: none"> Bellamy Park 	Park Manager/Administrator-Clerk	Staff Time	June, 2022
Completion of Accessibility Assessments <ul style="list-style-type: none"> Fire Stations 	Fire Chief/Deputy Fire Chief	Staff Time	June, 2022
Develop Plan for the removal of any Barriers identified in the accessibility assessments for Bellamy Park and the Fire Stations	Senior Managers	Staff Time	December, 2022
Annual status Report <ul style="list-style-type: none"> Complete Form Post on Website and at Municipal Office 	Clerk	Staff Time	December, 2022

2023 Action	Responsibility	Costs	Target Date
Implement Plan for removing barriers identified under <ul style="list-style-type: none"> Bellamy Park Accessibility Assessments 	Management Board Council Park Manager Administrator-Clerk	Staff Time Budget	December, 2023
File an Accessibility Compliance Report to Province	Clerk	Staff Time	December, 2023
Annual status Report <ul style="list-style-type: none"> Complete Form Post on Website and at municipal office 	Clerk	Staff Time	December, 2023

2024 Action	Responsibility	Costs	Target Date
Implementation of any outstanding accessibility assessment identified barriers	Senior Management	Budget	December, 2024
Annual status Report <ul style="list-style-type: none"> • Complete Form • Post on Website and at municipal office 	Administrator-Clerk	Staff Time	December, 2024

Appendix C

Past Achievements

Since the enactment of accessibility legislation, the Township has completed the following:

- Accessible parking spaces have been allocated and appropriately marked at each public building owned by the Township (municipal offices, libraries, fire stations).
- Customer service desks at Fire Station 1 and the two general offices have been altered to ensure access to an accessible front counter.
- Automatic doors were installed/repaired at all public buildings and continue to be properly maintained.
- Bathroom fixtures have been replaced with accessible features
- Flooring within the main municipal building have been replaced with smooth surfaces to facilitate accessibility.
- The Township's website was updated and is subject to another redesign in 2020.
- Township staff have been provided with instruction and documentation on the development of accessible documents.
- Staff, Council members, fire fighters and volunteers/committee members were trained on the AODA and the Integrated Accessibility Standards.
- New staff, Council members and volunteers are trained when hired, elected or appointed, including all summer staff and casual employees.
- Third party providers are given information on the Accessible Customer Service policy.
- Accessible play structures were installed at two municipal parks, Lyn Heights and the Douglas A. Scott Memorial Park.
- Electronic municipal voting option since 2010.