



Municipality of
Dutton Dunwich

**MULTI-YEAR
ACCESSIBILITY PLAN**

2016-2021

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INTRODUCTION

Commitment

The Municipality of Dutton Dunwich is committed to removing barriers that prevent people with disabilities from accessing our facilities and services.

This Multi-Year Accessibility Plan outlines the Municipality's approach to ensuring that services provided will be done so in an accessible manner. The Municipality will continue to develop inclusive workplace policies and procedures.

The Municipality endeavours to demonstrate leadership in accessibility. Our goal is to ensure accessibility for our employees and the public we serve in our services and facilities.

Background

For several years, the Municipality of Dutton Dunwich has been removing barriers through processes outlined in the Ontarians with Disabilities Act (ODA), 2001. This process will continue, however, it will become integrated into the Multi-Year planning cycles. This process will combine the Planning requirements of the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005. This combined Planning process will be reviewed once every five years or until the ODA, 2001 is repealed.

Obligations

This Multi-Year Plan is based upon requirements under the Accessibility for Ontarians with Disabilities Act (AODA). The AODA sets out the roadmap for an accessible Ontario by 2025. It contains standards in the following five areas:

- Customer Service
- Information and Communications
- Employment
- Transportation and;
- Built Environment

The Accessible Customer Service Standard came into effect in 2008. In 2011, under the Integrated Accessibility Regulation, the Province combined Information and Communications, Employment and Transportation. In 2014, the Province added the Design of Public Spaces into the Integrated Accessibility Standard and the Ministry of Municipal Affairs and Housing has updated the Ontario Building Code to include barrier free amendments. All Municipal projects will consider both of these regulations.

This Plan outlines the requirements of the AODA along with projected timelines. An annual status report will be developed that will report on the previous year's accomplishments.

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This Plan will be reviewed and updated once every five years. This includes public consultation (i.e., advertising in the community newspaper, and a survey on the municipal website).

Monitor and Review

This Multi-Year Accessibility Plan will be reviewed and updated at least once every five years. An annual status report will be completed to document the progress and measures taken to implement the Municipality of Dutton Dunwich's strategy and meet the requirements under the Integrated Accessibility Regulation.

Plan coordination

The Municipality's Administrative Assistant is responsible for the development of this Plan, in consultation with the County of Elgin.

All staff has a role to play in identifying, removing and preventing barriers.

Employees who are engaged and knowledgeable are able to incorporate accessibility considerations into their daily business practices.

TIMELINE AND DELIVERABLES

Outcomes

- People with disabilities will receive quality goods and services in a timely manner.
- People with disabilities will have access to Municipally-produced information and communications.
- Alternate formats and communication supports will be made available if original format is not accessible.
- A barrier-free recruitment process.
- Greater accessibility in Municipally-owned facilities.
- Staff will be able to identify barriers to accessibility and actively seek solutions to prevent or remove them.

Approach

- Develop policies and procedures.
- Incorporate accessibility into Planning processes.
- Train staff.
- Engage the public in feedback.
- Work to remove barriers to employment.
- Continue to make facilities accessible and;
- Ensure there is access to information and communications.

Timelines

2012-2013

- The development of policies
- Purchasing requirements
- Emergency and public safety information
- Report to the Accessibility Directorate of Ontario (2013)

2014-2016

- Developing a Multi-Year Accessibility Plan
- Employment
- Training
- Feedback process
- Accessible formats and communication supports
- Accessible Websites and web content
- Report to the Accessibility Directorate of Ontario (2013)

ACCESSIBLE CUSTOMER SERVICE

The Municipality of Dutton Dunwich is committed to ensuring that all customers receive accessible services in a timely manner. Members of the public will receive an equitable customer service experience that meets their needs. The Municipality will achieve this by:

- Reviewing and updating policies to ensure high quality, accessible service.
- Embedding accessibility requirements into staff and volunteer training and orientation materials.
- Reviewing customer feedback and taking appropriate action.

Progress

- Developed Accessible Customer Service Policy.
- Alternate formats are available through the Municipality.
- Customer Service Training to all staff.
- Customer Service Training to volunteers.
- Continuing to review and updating policies to ensure consideration of people with disabilities.
- Accessible Customer Service Training to new employees and volunteers – a requirement of employment to be completed within a 3 week period from start date.
- Updated purchasing policy to ensure that third party contractors are familiar with the AODA requirements and the Municipality's Accessibility Policy.
- Reviewed Accessible Customer Service Policy and incorporate requirements under the Integrated Accessibility Regulation

Goals

- Review current processes to receive feedback from the public.
- Review current processes on how public can request an alternate format.
- Continue to fulfill the needs of residents and customers under the Accessible Customer Service Standard.
- Review requirements under Accessible Customer Service pending update in 2015/2016.
- Third party AODA for those renting municipal facilities
- Leisure Buddy Application for inclusion to Recreation Programs and Activities.

INTEGRATED ACCESSIBILITY REGULATION

General

The Integrated Accessibility Regulation requires The Municipality to:

- Develop policies on how the Municipality will achieve accessibility and meet the requirements of the regulation.
- Develop a statement of organizational commitment.
- Develop a Multi-Year Accessibility Plan and post an annual status report on the Municipality's website outlining the progress that has been made.
- Train staff on the requirements of the regulation and the Ontario Human Rights Code as it pertains to people with disabilities.

Progress

- Developed Municipal Accessibility Policy which describes how the Municipality of Dutton Dunwich will achieve accessibility through meeting the requirements under the Integrated Accessibility Regulation – Municipality Accessibility Policy and Policy Statement R&R 03-2014
- Included in the Municipal Accessibility Policy is a statement of organizational commitment.
- Prepare annual status report in 2014 which identified the progress made in implementing this Multi-Year Accessibility Plan.
- Training provided to staff and volunteers on the Integrated Accessibility Regulation and the Ontario Human Rights Code. This training will be provided to staff and volunteers on an ongoing basis.
- Report compliance to the Accessibility Directorate.

Goals

- Review corporate HR policies to ensure they reflect the requirements of the AODA.
- Update Accessibility Policy to reflect updated Accessibility Customer Service Standard.

INFORMATION AND COMMUNICATIONS

Information and communications are a large part of the Municipality of Dutton Dunwich's daily business. It is because of this that it is so important to ensure that information and communications are created in a way that considers accessibility.

The Municipality will follow universal design principles and best practices when developing, implementing and maintaining information and communications strategies. This includes websites, print communications materials as well as face-to-face interactions.

The Municipality is committed to ensuring that information and communications are available and accessible to people with disabilities. We will do this by:

- Achieving compliance with the Web Content Accessibility Guidelines (WCAG 2.0) to ensure external websites are accessible to people with disabilities.
- Developing resource materials for creating accessible documents for common software programs such as MS Word, Excel and PowerPoint.
- Ensuring that emergency information, procedures, plans and public safety information is available in alternate formats, when requested.
- Developing a training strategy to ensure that staff has the knowledge, tools and technical advice to create accessible materials.

Progress

- Website redesigned in accordance with WCAG 2.0 (June 2014)
- Training for staff on how to make documents accessible, in accordance with WCAG 2.0 requirements (ongoing)
- Develop resources for staff on making documents accessible – Word and PDF.
- Emergency Plan and related procedures are available in an alternate format, upon request.

Goals

- Documents are available in an alternate format, upon request. Staff should ensure that "alternate formats available upon request" is on all print documents.
- Continue to educate staff on the need for accessible documents.
- Develop a strategy of how to ensure existing (pre 2012) documents are accessible or available upon request.
- Research accessible communications and determine if a guideline is needed for staff.
- Review current feedback process to determine if process is accessible to people with disabilities.
- Continue to monitor website compliance and keep up to date

EMPLOYMENT

The Municipality of Dutton Dunwich is committed to ensuring that the process of finding, getting and keeping a job is as inclusive as possible in order to build an effective workforce. Human Resources will use resources in order to meet compliance under the Integrated Accessibility Regulation. It is expected that training will cover a variety of topics, including:

- Understanding employer obligations to provide employment accommodations.
- How to identify and remove barriers in the workplace.
- Enhancing workplace emergency responses through individualized emergency response information and assistance as required.
- Revising individual work plans and developing a guide, tools and templates to remove barriers from the recruitment process.

Progress

- Incorporate in job advertisements information to let the public know that accommodations will be provided, upon request. Applicants need to make their accommodation needs known in advance.
- Amend Accommodations in the Workplace Policy and notify staff – September 5, 2014, Policy Number: WE 04-2014
- Develop a Workplace Emergency Response Policy – October 8, 2014, Policy Number: WE 05-2014,
- Continue to remove barriers from the recruitment process:
 - All applicants invited to interviews will be asked if they require accommodations in order to participate.
- Job advertisements are currently posted in local newspapers and on the Municipal website. Job advertisements and descriptions will be provided in an alternate format upon request.

Goals

- Continue to monitor HR policies to ensure compliance with AODA regulations.

ACCESSIBLE BUILT ENVIRONMENT

The Municipality of Dutton Dunwich will strive to ensure that new facilities are designed and built with Universal Design Principles in mind. All building plans are currently reviewed by the Chief Building Official.

As part of the procurement process staff are required to consult with a variety of standards and guidelines to determine the most accessible and feasible design choice.

On January 1, 2013 the Province of Ontario amended the Integrated Accessibility Regulation (O.Reg 191//11) to include the Design of Public Spaces. In January, 2016 the Province released the amended Ontario Building Code which includes updates to the Barrier Free section.

HISTORY OF INITIATIVES TO IDENTIFY AND REMOVE BARRIERS

Administrative Building, 199 Main Street, Dutton

This building has undergone considerable renovations since January 1, 1997. As part of these renovations, the following improvements were included to enhance the Building Accessibility:

- Accessible public washrooms were installed on the lower level.
- A second entrance ramp was installed to access the front door.
- A new door system with electronic openers was also installed.
- An Accessible lift was installed to enhance access to the second floor of the building.

Dutton Reference Library

This building was constructed approximately 10 years ago and compiled with the regulations existing at the time. Earlier this year, electronic door openers were installed on the main entrance to the building. Two Accessible parking areas were also established this year.

Dutton Medical Centre, 156 Main Street

In 2000 the municipality reconstructed a former municipal office into a medical centre. As part of this construction project, the municipality attempted to make this building completely accessible. Accessible parking has been designated in front of the building.

Community Centre, Park and Pool, 1 Scotland Street

The Community Centre was constructed in 1969. Since January 1, 1998 electronic door openers, an entrance ramp and Accessible parking have been added to the facility. A unisex Accessible washroom has been installed. Additional Accessible parking spaces allocated in 2006.

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Dentist Building, 231A Main Street

This building is owned by the Municipality and space is leased to a Dentist and Chiropractor on the main floor. The lower floor is leased as temporary office space and storage.

In 2002, a major renovation was undertaken on the upper floor of the building including the following:

- An accessible lift was re-commissioned to provide better access to the facility.
- A larger accessible sized treatment room was constructed.
- Accessible washroom facilities were installed.

REVIEW AND IDENTIFICATION OF BARRIERS FOR PERSONS WITH DISABILITIES

The Municipality uses the following criteria when identifying barriers:

- **Attitudinal** barriers are those that discriminate against people with disabilities.
- **Information or communications** barriers happen when a person can't easily understand information.
- **Technology** barriers occur when a technology can't be modified to support various assistive devices.
- **Organizational** barriers are an organization's policies, practices or procedures that discriminate against people with disabilities.
- **Architectural and physical** barriers are features of buildings or spaces that cause problems for people with disabilities.

TARGETS AND ACTIONS

The Municipality of Dutton Dunwich should consider this Plan as part of their annual budget process.

COMMUNICATION

This Plan will be available on the [Municipality of Dutton Dunwich's website](#). A copy of this Plan is available by contacting the Municipality.

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FEEDBACK

The Municipality of Dutton Dunwich is committed to ensuring accessibility is a reality throughout all facilities and business operations. There is still so much to accomplish, and as we progress, we would like to hear from you.

Do you have any thoughts or feedback on what has been accomplished so far, or ideas on how to Plan or how projects could be improved?

Please contact us with your questions and ideas.

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APPENDIX 1 – ACCESSIBLE MAINTENANCE PRACTICES

Maintenance of Accessibility Elements, Design of Public Spaces Standard

Purpose:

To meet the requirements under the Integrated Accessibility Standards Regulation (O.Reg 191/11), Design of Public Spaces Standard (Section 80.44) Maintenance of Accessible Elements.

Practices:

To ensure that any newly constructed or redeveloped elements provided for under the Design of Public Spaces will have procedures for preventative and emergency maintenance of the accessible elements in public spaces.

Scope:

Organizations shall ensure that their Multi-Year Accessibility Plan includes procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part and procedures dealing with temporary disruptions when accessible elements required under this Part are not in working order.

The Design of Public Spaces Standard applies to public spaces that are newly constructed or redeveloped, that include:

- Recreational Trails and Beach Access Routes
- Outdoor Public Use Eating Areas
- Outdoor Play Spaces
- Exterior Paths of Travel
- Accessible Parking

Application:

Departments that maintain elements listed under Scope:

Will apply best practices in the preventative maintenance of accessible elements with periodic checks such as;

- Annual inspections, or more frequently as per the Minimum Maintenance Standards.
- After storms or events that might affect accessible elements
- As part of any reports of vandalism or complaints

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Will apply best practices in the emergency maintenance/repair of accessible elements with active response once notified and repair as soon as practicable.

Will continue to provide public notification of temporary disruptions in keeping with compliance requirements under the Integrated Accessibility Standard Regulation (O. Reg 191/11) and the Municipality's corresponding policy:

- Notice of the disruption will include: the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any that are available.
- Notice will be given by posting the information in a conspicuous place as well as by posting the information on the Municipal website.