



Municipality of Trent Hills

2012-2021 Multi-Year Accessibility Compliance Plan

The Municipality of Trent Hills Multi-Year Accessibility plan is designed to support the principles and requirements outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA, Ontario Regulation 191/11 - "Integrated Accessibility Standards Regulation" (IASR), Ontario Regulation 429/07 "Accessibility Standards for Customer Service", Regulation 629, HTA - Accessible Vehicles, as well as, ACCESS ON IASR & Timelines for

This plan will serve as a road map to help us meet the legislative requirements and remove accessibility barriers.

Legislated Compliance Date	Customer Service Standards - Ontario Regulation 429/07	Area of Responsibility	Action Plan or Status	Timeframe for Completion	Complete	Notes
	Policies & Procedures					
January 1, 2010	~ Develop, implement and maintain policies governing how we will achieve accessibility - Must include statement of organizational commitment. Service Animals, complaints, feedback, service disruptions etc. must all be documented.	Human Resources	Complete	October 1, 2009	✓	CA01 Accessible Customer Service Policy provides the overall direction that the municipality will follow to provide accessibility to Ontarians with disabilities. Approved by Council.
January 1, 2010	~ Provide training on the requirements of Customer Service Standards, contractors, staff, committees, boards etc..	Human Resources	Complete	October 1, 2009	✓	CA01 Accessible Customer Service Policy includes a table of training program levels. Approved by Council.
Legislated Compliance Date	General Requirements - IASR - Ont. Reg. 191/11	Area of Responsibility	Action Plan or Status	Timeframe for Completion	Complete	Notes
	Policies & Procedures - IASR Section 3					
January 1, 2013	~ Develop, implement and maintain policies governing how we will achieve accessibility - Must include statement of organizational commitment	Human Resources	Complete	August 1, 2013	✓	Clerk's Administration - IASR
January 1, 2013	~ Policies must be written	Human Resources	Complete	August 1, 2013	✓	Clerks Administration - IASR

January 1, 2013	~ Policies must be made available to the public	Human Resources	Complete	August 1, 2013	✓	Clerks Administration - IASR. Available upon request.
January 1, 2013	~ Policies must be available in accessible formats, upon request	Human Resources	Complete	August 1, 2013	✓	Clerks Administration - IASR. Upon request consult with individual to determine suitable format.
Legislated Compliance Date	Accessibility Plan - Multi Year - IASR Section 4	Area of Responsibility	Action Plan or Status	Timeframe for Completion	Complete	Notes
January 1, 2013	~ Develop, implement and maintain a multi-year accessibility plan	Deputy Clerk & Accessibility Committee	Complete - See Accessibility Plan	January 1, 2013	✓	Reviewed annually
January 1, 2013	~ Plan must be developed in consultation with people with disabilities and Accessibility Advisory Committee	Deputy Clerk & Accessibility Committee	Complete - See Accessibility Plan	January 1, 2013	✓	Reviewed annually
January 1, 2013	~ Plan must be posted to Municipal website	Deputy Clerk, Human Resources & Economic Development	Complete	January 1, 2013	✓	Accessibility Plan is reviewed annually by the Accessibility Committee. Posted on the Accessibility section of the website. 2015 - Review of website page.
January 1, 2018	~ Plan must be reviewed every 5 years (annually)	Deputy Clerk & Accessibility Committee	Complete	January 1, 2013	✓	The Accessibility plan contains a multi-year plan that will be reviewed and updated as required and reviewed annually by the Accessibility Committee.
January 1, 2013	~ Plan must be available in alternative format upon request	Deputy Clerk/Admin	Complete	January 1, 2013	✓	Upon request consult with individual to determine suitable format.
January 1, 2014	~ Prepare an Annual Status Report and post on Municipal website	Human Resources, Deputy Clerk, Purchasing, Economic Development	Complete	January 1, 2013	✓	The Accessibility Advisory Committee prepares goals and action plans annually. Goals and Action plans are posted to the website.
Legislated Compliance Date	Procuring or Acquiring Goods or Services IASR Section 5	Area of Responsibility	Action Plan or Status	Timeframe for Completion	Complete	Notes

January 1, 2013	~ Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities	Purchasing - Liz	Complete	April 1, 2015	✓	Update of procurement by-law, policy, matrix and standard terms and conditions completed.
January 1, 2013	~ If not practicable, provide an explanation	Purchasing	Complete	April 1, 2015	✓	Provided upon request
Legislated Compliance Date	Self Service Kiosk - IASR Section 6	Area of Responsibility	Action Plan or Status	Timeframe for Completion	Complete	Notes
January 1, 2013	~ Incorporate accessibility criteria and features when designing, procuring or acquiring	NA	NA	NA	NA	The Municipality does not currently offer services and/or products through self-serve kiosks. When we do start using self serve kiosks when designing or purchasing, we need to consider the needs of all our customers/clients to ensure they are accessible to the widest range of users.
Legislated Compliance Date	Training - IASR Section 7	Area of Responsibility	Action Plan or Status	Timeframe for Completion	Complete	Notes
January 1, 2014	~ Provide training on the requirements of the IASR and the <i>Human Rights Code</i> as it pertains to persons with disabilities to all employees, volunteers, policy developers, and those providing goods or services on behalf of the Municipality	Human Resources	Complete	January 1, 2014	✓	CA01 Accessible Customer Service Policy includes a table of training program levels. All records maintained in Human Resources. Ongoing as the need arises.

January 1, 2014	~ Provide training to new staff as soon as practicable	Human Resources	Complete	January 1, 2014	✓	CA01 Accessible Customer Service Policy includes a table of training program levels. Included in Orientation Package and checklist. All records maintained in Human Resources. Ongoing as the need arises.
Legislated Compliance Date	INFORMATION & COMMUNICATION IASR - Ont. Reg. 191/11	Area of Responsibility	Action Plan or Status	Timeframe for Completion	Complete	Notes
	Emergency Procedures, Plans and/or Public Safety Information - IASR Section 13					
January 1, 2012	~ Provide Emergency Procedures, Plans and/or Public Safety Information in an accessible format or with communication supports, upon request	Human Resources, Emergency Planning and Fire	Complete	January 1, 2012	✓	Ongoing as the need arises.
Legislated Compliance Date	Feedback - IASR Section 11	Area of Responsibility	Action Plan or Status	Timeframe for Completion	Complete	Notes
January 1, 2014	~ Ensure process for receiving and responding to feedback is accessible by providing accessible formats and communication supports, upon request	Human Resources, Deputy Clerk, Purchasing, Economic Development - All Staff	Complete	January 1, 2013	✓	Feedback process was established under Customer Service Standard. Feedback methods include person, telephone, writing, electronic text or email etc. Ongoing as the need arises.
Legislated Compliance Date	Accessible Formats and Communication Supports IASR Section 12	Area of Responsibility	Action Plan or Status	Timeframe for Completion	Complete	Notes
January 1, 2015	Provide accessible formats and communication supports for persons with disabilities, upon request (in a timely manner, at a cost no more than regular cost)	All Staff	Complete	August 1, 2014	✓	All identified staff trained in November 2014 on creating accessible documents. Staff created a list of documents and are to ensure that they are working on creating into accessible format as well as including "a variety of accessible formats available upon request". Ongoing as the need arises. HR-18 Accessible Information and Communications Standards. Approved by Council

January 1, 2015	~ Notify the public about the availability of accessible formats and communication supports (forms, applications, letters, posted on web, etc.)	All Staff - Lynn	Complete	August 1, 2014	✓	Staff received training on November 6 and 21, 2014. Staff identified documents that require templates into accessible formats. HR-18 Accessible Information and Communications Standards. Approved by Council. Ongoing as the need arises.
Legislated Compliance Date	Accessible Website and Web Content - IASR Section 14	Area of Responsibility	Action Plan or Status	Timeframe for Completion	Complete	Notes
January 1, 2012	~New internet websites and web content must conform to WCAG 2.0 Level A	CAO, Economic Development, Human Resources	Complete	June 1, 2012	✓	HR-18 Accessible Information and Communications Standards. Approved by Council. Ongoing as the need arises.
January 1, 2014	~All internet websites and web content must conform to WCAG 2.0 Level AA (exceptions: success criteria 1.2.4 - live captions & 1.2.5 - pre-recorded audio descriptions)	CAO, Economic Development, Human Resources	Complete	January 1, 2014	✓	As documents are recreated in accessible format, old documents will be removed from the website and replaced with the new accessible document. I-Compass software is also compliant.
January 1, 2021	~All internet websites and web content must conform to WCAG 2.0 Level AA (include: success criteria 1.2.4 - live captions & 1.2.5 - pre-recorded audio descriptions)	Clerk's and Economic Development	Complete	January 1, 2021	✓	December 2018 - Significantly refreshed website launched through eSolutions. Fully WCAG 2.0 AA compliant.
	Accessibility Information Web Page	CAO, Clerks, Economic Development, and Human Resources	Complete	January 1, 2013	✓	Statement added to website that all information on the website is available in alternate formats upon request. Reviews as needed by staff to identify areas for improvement. Ongoing as the need arises.

Legislated Compliance Date	EMPLOYMENT IASR - Ont. Reg. 191/11	Area of Responsibility	Action Plan or Status	Timeframe for Completion	Complete	Notes
	Workplace Emergency Response - IASR Section 27					
January 1, 2012	~ Provide individualized workplace emergency response information and plans, if necessary	Health & Safety, Human Resources	Complete	Original Policy 2009, Updated in 2011 to include individual assistance.	✓	Workplace Emergency Response forms issued annually to all staff to self identify whether assistance is needed. If yes, meet with staff to determine type of assistance and develop a plan. New staff provided with information during orientation. Also included in the Orientation Package HS-24. Ongoing as the need arises.
January 1, 2012	~ If employee requires assistance, with their consent, provide individualized workplace emergency response information to person designated	Health & Safety, Human Resources	Complete	July 1, 2011	✓	Workplace Emergency Response forms issued annually to all staff to self identify whether assistance is needed. If yes, meet with staff to determine type of assistance and develop a plan. New staff provided with information during orientation. Also included in the Orientation Package HS-24. Ongoing as the need arises.
January 1, 2012	~ Review individualized emergency response plans when employee moves to different location, when needs change or when reviewing general emergency response policies	Health & Safety, Human Resources	Complete	July 1, 2011	✓	Workplace Emergency Response forms issued annually to all staff to self identify whether assistance is needed. If yes, meet with staff to determine type of assistance and develop a plan. New staff provided with information during orientation. Also included in the Orientation Package HS-24. Ongoing as the need arises.
Legislated Compliance Date	Recruitment - Make accessibility a regular part of hiring, firing and supporting employees with disabilities - IASR Section 23-24	Area of Responsibility	Action Plan or Status	Timeframe for Completion	Complete	Notes
January 1, 2014	~Notify employees and the public about the availability of recruitment-related accommodations. That the recruitment and hiring process will be modified to accommodate their disability if requested.	Human Resources	Complete	August 2014	✓	HR-19 Recruitment and Selection. All staff have been trained and the public is notified on an as the need arises. Approved by Council.

January 1, 2014	~Notify selected applicants of the availability of accommodations, upon request for assessments or selection process (interviews, testing, etc). Create a written process for developing and documenting individual accommodation plans for employees with disabilities.	Human Resources	Complete	August 2014	✓	HR-19 Recruitment and Selection. Selected Applicants will be notified when contacted for interviews on testing that accommodations are available, upon request. If requested, consult with individual to determine suitable accommodation. Recruitment policy needs to be updated to include process for arranging suitable accommodation, as required. Approved by Council. Ongoing as the need arises.
January 1, 2014	~ Notify successful candidates of policies for accommodating employees with disabilities. Build accessibility needs of employees into Human Resource practices.	Human Resources	Complete	August 2014	✓	HR-19 Recruitment and Selection. Selected candidate will be notified when final offer is made of our policies for accommodating employees with disabilities. If requested, consult with individual to determine suitable accommodation. Approved by Council. Ongoing as the need arises.
Legislated Compliance Date	Employee Notification - IASR Section 25	Area of Responsibility	Action Plan or Status	Timeframe for Completion	Complete	Notes
January 1, 2014	~ Inform new and current employees of policies for supporting employees with disabilities, including job accommodations	Human Resources	Complete	August 2014	✓	HR-19 Recruitment and Selection, HR-20 Permanent Accommodation. All staff trained. New staff will be trained during Orientation. Approved by Council. Ongoing as the need arises.
Legislated Compliance Date	Accessible Formats -IASR Section 26	Area of Responsibility	Action Plan or Status	Timeframe for Completion	Complete	Notes
January 1, 2014	~ When an employee with a disability requests it, provide accessible formats and communication supports for information that is required to perform their job and information that is generally available in the workplace (i.e. agendas, meeting minutes, newsletters, forms, etc.)	Human Resources, All Staff	Complete	August 2014	✓	HR-18 Accessible Information and Communications Standards. Approved by Council. Available upon request. Ongoing as the need arises.
Legislated Compliance Date	Individual Accommodation Plans - IASR Section 28	Area of Responsibility	Action Plan or Status	Timeframe for Completion	Complete	Notes
January 1, 2014	~ Develop a written process for the development of document individual accommodation plans	Human Resources	Complete	August 2014	✓	Permanent Accommodation HR20. Ongoing as need arises. Approved by Council.
Legislated Compliance Date	Return to Work - IASR Section 29	Area of Responsibility	Action Plan or Status	Timeframe for Completion	Complete	Notes

January 1, 2014	~ Develop a written return to work process for employees who have been absent from work due to a disability and require disability-related accommodations	Human Resources	Complete	August 2014	✓	Permanent Accommodation HR20. Ongoing as need arises. Approved by Council.
Legislated Compliance Date	Performance Management, Career Development & Redeployment - IASR Section 30-32	Area of Responsibility	Action Plan or Status	Timeframe for Completion	Complete	Notes
January 1, 2014	~ Take into account the individual accommodation needs and/or individual accommodation plans of an employee when using performance management processes	Human Resources - Performance Management HR21	Complete	August 2014	✓	HR-21 Performance Management. Approved by Council. Ongoing as the need arises.
January 1, 2014	~ Take into account the individual accommodation needs and/or individual accommodation plans of an employee when providing career development and advancement information	Human Resources - Performance Management HR21	Complete	August 2014	✓	HR-21 Performance Management. Approved by Council. Ongoing as the need arises.
January 1, 2014	~ Take into account the individual accommodation needs and/or individual accommodation plans of an employee when redeploying employees	Human Resources - Performance Management HR21	Complete	August 2014	✓	HR-21 Performance Management. Approved by Council. Ongoing as the need arises.
Legislated Compliance Date	TRANSPORTATION-municipalities with specific requirements for those that license taxicabs -REG 629	Area of Responsibility	Action Plan or Status	Timeframe for Completion	Complete	Notes
January 1, 2011	~Must ensure that owners and operators of taxicabs do not charge higher fares or additional fees to a passengers with a disability.	Deputy Clerk	Complete - Included in applications and on licences as set out in Reg. 629	January 1, 2011	✓	Application, Licenses - Added AODA to each.
	~Every municipality must consult with the public to determine the proportion of accessible taxis required in the community	Deputy Clerk, Accessibility Committee		January 1, 2011	✓	Accessibility Advisory Committee reviewed STATS Canada information on disabilities in 2013. Decided that they would leave current taxis and see what requests come in.
Legislated Compliance Date	BUILT ENVIRONMENT- focus on removing barriers in two areas: public spaces and buildings. Applies to new construction and major changes to existing features	Area of Responsibility	Action Plan or Status	Timeframe for Completion	Complete	Notes

January 1, 2016	~Recreation trails/beach access routes. Meet minimum requirements (clear width) post signs with specific information at the start of trails	Recreation, Planning & Building (all facilities)	Currently all designs are forwarded to the Accessibility Advisory Committee for consideration and review.	January 1, 2016	✓	Forwarded Community Services Officer information on training session. Director of Planning to look at current Trent Hills policy standard - is this still applicable - make amendments, as required. Once completed, the Accessibility Committee to use as information.
January 1, 2016	~Outdoor public eating areas (picnic). Provide a minimum number of accessible tables	Recreation	Currently all designs are forwarded to the Accessibility Advisory Committee for consideration and review.	January 1, 2016	✓	Accessible tables installed in Kennedy Park, Campbellford, November 2, 2014
January 1, 2016	~Outdoor play spaces (playgrounds) Consult with people with disabilities to help to incorporate accessibility for children and caregivers with various disabilities into play spaces	Recreation	Currently all designs are forwarded to the Accessibility Advisory Committee for consideration and review.	January 1, 2016	✓	
January 1, 2016	~Outdoor paths of travel (sidewalks, ramps, stairs, curbs, rest areas and pedestrian signals). Meet minimum requirements for sidewalks (clear width) install accessible pedestrian signals at intersections	Recreation	Currently all designs are forwarded to the Accessibility Advisory Committee for consideration and review. Accessible Walkway completed at Heritage Museum	January 1, 2016	✓	Millennium Trail (2018) and Doxsee reconstruction (2019) meet accessibility requirements. Millennium Trail went to AAC in 2018.
January 1, 2016	~Accessible parking (on and off street). Make at least four percent of spaces accessible in new lots with 1-100 parking spaces	Jim Peters - Building & Planning	Staff reviewed on/off street parking with Accessibility Committee June 2014 . Three accessible parking spaces to be included in affordable housing project	January 1, 2016	✓	There is the potential to increase parking, however need to understand the "destination". New accessible spaces at Trent Hills ESB 2019/2020. Reviewed as needed.
January 1, 2016	~Service related elements (service counters, waiting areas). Have a minimum of one accessible counter when providing services to the public	Facilities	Municipal Office Updated to meet requirements in 2013	January 1, 2016	✓	Accessibility Advisory Committee and staff review municipal buildings every two years. Staff look into Accessible Audit for 2015, cost associated, and prioritize to address items.
January 1, 2016	~Maintenance and restoration of public spaces. Make sure accessible related equipment and features are maintained.	Recreation, Facilities	Elevators, pool lower equipment, power accessible doors, ramps at arena.	January 1, 2016	✓	Final list of inventory provided in late-2015. Updates and maintenance to public spaces as needed.
Legislated Compliance Date	LIBRARIES IASR - Section 19	Area of Responsibility	Action Plan or Status	Timeframe for Completion	Complete	Notes

January 1, 2013	~When asked provide or arrange for people to get accessible formats of library materials where they exist. Materials include literary, musical, artistic, and	Library		January 1, 2016	✓	Forwarded to Librarian September 27, 2013
January 1, 2013	~When acquiring new materials, consider the accessibility needs of users so as many people as possible can access.	Library		January 1, 2016	✓	Forwarded to Librarian September 27, 2013
January 1, 2013	~Let the public know you are providing accessible formats.	Library		January 1, 2016	✓	Forwarded to Librarian September 27, 2013