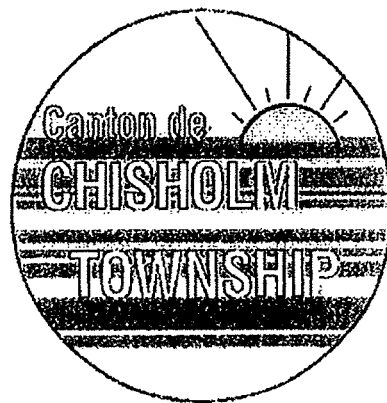


**THE CORPORATION
OF THE
TOWNSHIP OF CHISHOLM**



MULTI YEAR ACCESSIBILITY PLAN

2014 - 2018

INTRODUCTION

STATEMENT OF COMMITMENT

The Township of Chisholm 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 will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

The Township of Chisholm will strive to remove existing barriers that limit inclusion and will provide a status report publicly to be available each year to highlight our accessibility achievements.

BACKGROUND

For several years, the Township has been removing barriers through processes outlined in the Ontarians with Disabilities Act (ODA), 2001. This process will continue and 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 This combined planning process will be reviewed once every five years or until the ODA, 2001 is repealed.

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.

This plan outlines the requirements of the AODA.

MONITOR AND REVIEW

The Township of Chisholm will review its Multi-Year Accessibility Plan at least once every five years and prepare a year-end, annual status report on the progress of its plan.

ACCESSIBLE CUSTOMER SERVICE

The Township of Chisholm 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 Township will achieve this by:

- Reviewing and updating policies to ensure a high level of accessible service
- Incorporating accessibility requirements into staff training and orientation
- Reviewing customer feedback and taking appropriate action

Progress

- Developed Accessible Customer Service Policy
- Customer Service Training was provided to staff and volunteers
- Accessible Customer Service Training provided to new employees – as required

Goals

- Continue to fulfill the needs of residents and customers under the Accessible Customer Service Standard

INFORMATION AND COMMUNICATIONS

Information and communications are a large part of the Township of Chisholm's daily business. This is why it is so important to ensure that information and communications are created and provided in a way that considers accessibility.

The Township 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 Township 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, when creating a new website.
- Ensuring that emergency information, procedures, plans and public safety information is available in alternate formats, when requested.
- Developing resource materials for creating accessible documents for common software programs such as MS Word, Excel and PowerPoint.
- Provide training to staff to ensure they have the knowledge, tools and technical advice to create accessible materials.

Progress

- Emergency Plan and related procedures are available in an alternate format, upon request

Goals

- Include accessibility considerations in site upgrades
- Provide staff training on how to create accessible online documents.

INTEGRATED ACCESSIBILITY REGULATION

The Integrated Accessibility Regulation requires the Township to:

- Develop policies on how the Township will achieve accessibility and meet the requirements of the regulation
- Develop a statement of organizational commitment
- Develop a multi-year accessibility plan and make available to the public the annual status report 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 Township Accessibility Plan which describes how Chisholm Township will achieve accessibility through meeting the requirements under the Integrated Accessibility Regulation
- Included in the Township Accessibility Plan is a statement of organizational commitment

Goals

- Review HR policies to ensure they reflect the requirements of the AODA.
- The Township of Chisholm will prepare an annual status report identifying the progress made in implementing this multi-year accessibility plan. The plan, and annual status report will be available at the municipal office, on the Township's website, and in an accessible format upon request
- Training will be provided to staff on the Integrated Accessibility Regulation and the Ontario Human Rights Code on an ongoing basis.
- Consult with the public on the Multi-Year Accessibility Plan

EMPLOYMENT

The Township of Chisholm 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. Managers will be provided 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.

Progress

- Candidates will be advised that accommodations will be provided, upon request. Applicants need to make their accommodation needs known in advance.

Goals

- Develop a barrier-free recruitment process to remove barriers from the hiring process.
 - Reviewing job advertisements and descriptions to ensure there are no barriers.
 - Removing barriers from the selection process. All applicants invited to interviews will be asked if they require accommodations in order to participate.
- Job advertisements are currently posted in a newspaper and on the Township's website. Job advertisements and descriptions will be provided in an alternate format upon request.

TRANSPORTATION

Transportation is not applicable to the Township of Chisholm.

DESIGN OF PUBLIC SPACES

The Township of Chisholm will strive to ensure that new facilities are designed and built with Universal Design Principles in mind.

As part of the procurement process staff will be 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. This section was previously known as the Accessible Built Environment as it relates to exterior spaces.

PROCUREMENT

The Township of Chisholm will take the following steps to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities.

- Review/revise procurement policy to incorporate accessibility criteria and features when procuring and acquiring goods, services or facilities, including accessibility features when designing self-service kiosks.

If it is not practical to do so, we will provide an explanation on request

ACCOMPLISHMENTS

2007

- An accessible parking space was constructed at the Municipal Office Building.

2010

- The front entrance of the Municipal Office Building was reconstructed to accommodate an accessible entranceway.
- A washroom was reconstructed to an accessible design.
- The service counter in the Municipal Office Building was lowered to make it accessible.

2011

- A new concrete walkway was installed at the front entrance to the Municipal Office Building to make it accessible.

2013

- Accessible playground equipment was installed

FEEDBACK

The Township of Chisholm is committed to ensuring accessibility is a reality throughout all facilities and business operations. 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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This document is available in alternate formats free upon request.