Township of Huron-Kinloss

Multi-Year Accessibility Plan

2019-2023

Updated July 2022

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Multi-Year Accessibility Plan

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Background: Accessibility and the Province of Ontario

There are currently two active pieces of legislation in Ontario that specifically address accessibility: The Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005, (AODA).

The purpose of the ODA is to improve the quality of life and experiences of persons with disabilities by identifying, preventing and removing any barriers that may limit opportunities for individuals with disabilities to fully participate in society.

The AODA advances the goals of the ODA by requiring public, private and non-profit organizations to identify, remove and prevent barriers to accessibility in order to make the Province of Ontario fully accessible for all persons with disabilities by 2025. Through the AODA and the Integrated Accessibility Standards Regulation (IASR) (Ontario Regulation 191/11), the Government of Ontario has identified key areas for the development of common accessibility standards that are intended to ensure all sectors and organizations can provide fully accessible services and environments for Ontarians. The goal of these standards is to facilitate the full participation of persons with disabilities in society.

Key areas identified under the AODA are Customer Service, Information and Communications, Employment, Transportation and the Design of Public Spaces.

Commitment to Accessibility

The Township of Huron-Kinloss is committed to building a dynamic and accessible organization. Our goal is to ensure accessibility for the public we serve and to provide quality service to all members of the community by identifying, removing and preventing barriers to those accessing our goods, facilities and services.

Jurisdiction of the Plan

Geographically located in the southwest corner of Bruce County, the Township is bordered on the west side by the spectacular Lake Huron and on the remaining three sides by agricultural land. Huron-Kinloss is a Township rich in history tracing its ancestry to the 1880s. The Township of Huron-Kinloss was created in 1999 with the amalgamation of three communities, the Village of Lucknow, and the Townships of Huron and Kinloss.

Council Commitment to Accessibility Planning

The Council for the Township of Huron-Kinloss is committed to:

- Providing quality service to members of the community with disabilities.
- The continual improvement of all Municipal facilities and services, to better meet the needs of those with disabilities.
- The re-examination of its regulations and policies to ensure the objectives of the plan are being met.
- Building strong relationships with persons with disabilities in order to ensure that existing barriers can be identified and removed and future barriers are prevented.

Accessibility Working Group

Through communication with the various community groups we hope to increase our knowledge of accessibility issues.

Chief Administrative Officer	Mary Rose Walden (alt. Leanne Scott)
Clerk	Jennifer White (alt. Kelly Lush)
Treasurer	Jodi MacArthur (alt. Phyllis Hunter)
Director of Public Works	John Yungblut
Building & Planning Manager/ CBO	Matt Farrell
By-law Enforcement Officer	Heather Falconer
Director of Community Services	Mike Fair (alt. Matt McClinchey)
Emergency Services and Health and Safety Coordinator	Melanie Moulton

Accessibility Plan

Since 2004, all municipalities in the Province have a legal obligation under the ODA to prepare annual accessibility plans. Under the AODA, accessibility planning requirements shift from annual plans to multi-year plans which must outline an organization's strategy to prevent and remove barriers and meet the requirements under the Integrated Accessibility Standard Regulation (IASR).

The Multi Year Accessibility Plan is a five-year plan to identify, remove, and prevent accessibility barriers across the organization by committing to specific initiatives and outcomes aimed at making sure that people with disabilities can participate in the Township's programs, services, facilities, public spaces, information and communication

and employment. The Township's Multi-Year Accessibility Plan shall address barriers in the following manner:

- The Township of Huron-Kinloss will identify, remove and prevent barriers through the passage of by-laws, adoption of policies and implementation of programs.
- Continually assess the progress made by the Township in removing and preventing barriers that have been identified.
- Review by-laws, policies, programs, facilities and services of the Township to identify barriers to people with disabilities.
- Describe the measures the Township of Huron-Kinloss will take to identify, remove and prevent barriers to people with disabilities.
- Make the plan available to the public.
- Comply with the Accessibility for Ontarians with Disabilities Act, 2005 within the timeframes assigned.

Accessibility Standards Overview

Customer Service (Previously Regulation 429/07)

The Accessibility Standards for Customer Service came into force on January 1, 2008. The Customer Service standard became part of the Integrated Accessibility Standards under O. Reg. 165/16 on July 1st, 2016. This standard applies to all "obligated organizations" in Ontario that provide goods, services and facilities to the public or to other businesses.

As a public sector organization, the Township of Huron-Kinloss complied with the following Accessibility Standards by January 1, 2010:

- Establishing policies, practices and procedures on providing goods and services to people with disabilities.
- Training staff on how to serve people with disabilities.
- Allowing people with disabilities to bring their support person or service animal with them.
- Communicating with a person in a way that respects their disability.
- Providing a method of feedback that is accessible and readily available to the public.

All council, staff, volunteers and contractors complete customer service training and all training is recorded.

Integrated Accessibility (Regulation 191/11)

Under the AODA, Ontario Regulation 191/11, entitled, "Integrated Accessibility Standards" (Regulation), came into force on July 1, 2011. This Regulation established accessibility standards for Information and Communication, Employment, and Transportation.

Some of the requirements are: developing policies to ensure that our communication is accessible to people with disabilities; ensuring we are able to provide information in a format that considers an individual's disability; ensuring that our website is compliant with applicable standards; and developing policies to ensure potential employees with disabilities receive appropriate accommodations during the recruitment, selection and hiring phases.

Information and Communications

The Township of Huron-Kinloss follows universal design principles and best practices when developing, implementing and maintaining information and communications strategies and products. This includes websites, social media and 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 persons with disabilities. The Township will make reasonable efforts based upon the needs of the community and upon request within the constraints of being a small rural municipality. For the purposes of this policy reasonable efforts by the Township shall be based on the frequency of indications for needs of service, the availability of the service requested, the relative cost compared to the overall Township budget, best practices recognized by similar rural municipalities and Provincial regulation. This will be achieved by:

- Achieving compliance with the Web Content Accessibility Guidelines (WCAG) to ensure the Municipal website is 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.
- Ensuring documents are available in an alternate format, upon request.

- Review and update the Municipal Multi-Year Accessibility Plan at least once every five (5) years.

Employment

The Township of Huron-Kinloss 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. The Township will make reasonable efforts based upon the needs of the community and upon request within the constraints of being a small rural municipality. For the purposes of this policy, reasonable efforts by the Township shall be based on the frequency of expressions for the need for service, the availability of the service requested, the relative cost compared to the overall municipal budget, best practices recognized by similar rural municipalities and Provincial regulation. The Municipality will achieve this by:

- Understanding employer obligations to provide employment accommodations.
- Identifying and removing 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.

Transportation

In 2013, by-law 2013-66 was passed making the Township of Huron-Kinloss a member of Saugeen Mobility and Regional Transit Services (SMART). Therefore the Township needs to ensure SMART meets the requirements of the Specialized Transportation Services of the Transportation standard. For SMART this means they:

- Must make information on accessibility equipment and features of their vehicles, routes and services available to the public
- Cannot charge a fare to a support person if that person is required by the person with the disability
- Have an eligibility application process

Currently SMART estimates the demand for their services as an average of 1.25% of a municipality's population based on past experience. The more urbanized a municipality, the higher that percentage goes. If there are assisted living or long-term care facilities, again the percentage will increase. When service becomes delayed, additional staff or vehicles are brought in as necessary and available.

SMART maintains an up-to-date fleet of vehicles that are serviced regularly to avoid, as much as possible, equipment failures. When there is a failure, staff move as quickly as possible to bring in a replacement vehicle in order to continue to provide their services.

The Township of Huron-Kinloss is a member of the Bruce County Integrated Mobility Planning Committee that will look at providing mobility between communities and to identify opportunities and issues with mobility between the upper and lower municipal tiers.

Design of Public Spaces

The Design of Public Spaces (Accessibility Standards for the Built Environment - Ontario Regulation 413/12) amended the Integrated Accessibility Standards (O. Reg. 191/11) and focused on built public open spaces and streetscape elements. This affects only new construction or major renovations and came into effect January 1, 2016.

The elements that fall under this regulation are:

Recreational trails and beach access routes

Outdoor Public Use Eating Areas

Outdoor Play Spaces

Exterior Paths of Travel (including ramps, stairs, pedestrian signals, and rest areas)

Accessible Parking

Obtaining Services

Maintenance

Procedures are being developed for preventative and emergency maintenance of the accessible elements in the Public Spaces described above. Procedures are also being developed for dealing with temporary disruptions when these accessible elements are not in working order.

All municipal building exterior steps and forward edges should be highly coloured contrasted for easy visibility. All municipal buildings that have accessible entrances should be marked with the International Symbol of Accessibility as well as adding more accessible parking spaces that are clearly marked with the symbol.

All renovation and construction projects moving forward will comply with the Facility Accessibility Design Standards (FADS) if applicable.

Any new Site Plan Control and Subdivision plans will be reviewed to ensure barrier-free requirements are identified.

Facilities, Policies, Plans, Practices and Services to be Reviewed

The Accessibility Working Group will advise Council on any by-laws, programs, policies, practices and services that affect persons with disabilities. The Group's review will include but not be limited to the following:

- Site plans and building plans of existing municipal buildings
- Existing Municipal By-Laws
- Significant renovations
- Leased Facilities or any other facility used as a municipal building
- Municipal Capital facilities
- Goods and services provided by the municipality or agents providing services under contract with the municipality
- Employment practices and accommodations
- Communications and publications
- External service providers
- Planning practices
- Current Capital Plan
- Operational Policies
- Accessibility of meetings

Barrier-identification Methodologies

The Working Group will use the following methodologies as described below for identifying barriers:

- Staff and Council Review of Plan: The Plan will be delivered to all staff and Council members in order to identify barriers they have or that the public may have informed them of.
- Township Newsletter: A notice will be put in newsletters asking the public to submit their concerns to the Working Group or provide input into the Plan.
- Consultation from Community Groups and Persons with Disabilities: A number of interest groups will be contacted for any suggestions or recommendations.
- The public is encouraged to bring information forward at any time.
- Yearly Audits: Working group members will consult with Facilities managers to discuss any complaints or concerns made in regard to accessibility issues at each municipally owned site.

Review and Monitoring Process

The Accessibility Plan is reviewed annually. The Working Group will meet when required to discuss any proposed additions to the plan and update progress on initiatives laid out by the plan. Department heads will review major projects to ensure conformance with the plan. Sustainability Plan action items will include accessibility check points.

Barrier Removal Initiatives

BARRIER REMOVED	ACTION	UPDATE/PROGRESS
Access to Municipal Office and Council Chambers	Ramp, power operated doors with push buttons, accessible travel space and washrooms and exterior stairs are marked for visibility.	Complete
Lucknow Sports Complex	Accessible entrance with power operated doors and push button. Accessible travel spaces and washrooms. Meeting room on ground level constructed. Elevator to second level and glass viewing area.	Complete
Ripley-Huron Community Centre	Accessible entrance with power operated doors and push button. Accessible travel spaces and washrooms. Meeting room on ground level. Elevator to second level and glass viewing area.	Complete
Downtown Ripley	Rollover curbs installed when replacing old curbs, standardized wayfinding signage	Complete
Downtown Lucknow	Sidewalks that have been replaced are now accessible, standardized wayfinding signage	Complete
Whitechurch	Sidewalks that have been replaced are now accessible, low profile rollover curbs, detectable warning surfaces at pedestrian crossing	Complete
Lewis Park	Cement sidewalks installed	Complete
Lighthouse Park	Accessible washrooms	Complete

Apple Rail Trail	Wide paths with stone dust	Complete
Lewis Trail	Trail to Lewis Cemetery is accessible with wide paths with stone dust	Complete
Ripley Medical Centre Building/ YMCA Day Care	Accessible entrance, accessible hand railings	Complete
Lucknow Town Hall	Elevator installed	Complete
Lucknow Medical Centre	Accessible entrance with push button doors, accessible washrooms, motion sensor lighting in all rooms, post in waiting room painted for visibility (work ongoing)	Complete

Barriers Identified

The Township of Huron-Kinloss reviews and reflects on what are possible barriers for persons with disabilities who wish to utilize their goods, services or facilities with the intent of eliminating or at least reducing the impact of these.

BARRIER IDENTIFIED	ACTION	UPDATE/PROGRESS
Access to public buildings	Ramps, accessible entrances and designated parking spaces installed as budget allows	ongoing
Public Parks	Installing hard surfaces and specialized equipment as budget allows	ongoing
Hearing Council at meetings	Sound system installed	Complete
Viewing Presentation in Council Chambers	Smart Board to replace projector and screen and 2 viewing TV screens mounted and facing the gallery.	Complete

BARRIER IDENTIFIED	ACTION	UPDATE/PROGRESS
Community Services reception area not accessible	Office space moved and accessible counter added	Complete
Municipal Office Reception	Possibility of adding a kiosk	Revised, removed
Accessing elevator at Community Centre	Putting new procedure in place that will include instructions on how to locate arena staff for assistance and elevator use.	Plan and procedure being developed

Added Barrier Removed

BARRIERS REMOVED	ACTION	UPDATES/PROGRESS
Accessible Parking at Lighthouse harbour	Parking lines painted and signage	Complete
Accessible Parking at municipal office	Parking lines painted and signage	Completed
Point Clark Community Centre Accessible Washroom Stalls	Accessible washroom stall doors, prop open doors	Completed

Added Barriers Identified

BARRIERS IDENTIFIED	ACTION	UPDATES/PROGRESS
Designated disability parking spots at beach access points with portable toilets	Future consideration	
Grab bar in Council Chamber washroom	Bathroom is not an accessible bathroom	Grab bar will be installed
Mobi Mats at beach		
Ripley-Huron Community Centre Accessible change rooms	In renovation plan	
Entrance to The Hub		

Signage for Parking/Accessible Parking		
Ramp to Tennis Courts at Victoria Park in Lucknow		
Ripley-Huron Community Centre Front Door Accessible upgrades	In renovation plan	
Lighthouse Signage and Information - bilingual	In renovation plan	

Communication of the Plan

Copies of the plan are available at the Municipal Office and Public Libraries. The Plan is also available on the Township website at www.huronkinloss.com. The Township of Huron-Kinloss will continue to work together with the community to remove any barriers that are presented.

Feedback and Contact Information

The Township of Huron-Kinloss is committed to ensuring accessibility is a reality throughout all facilities and business operations. Please contact us with your questions, ideas or comments   A feedback form is available on the Township website or by request.

Contact: Accessibility Coordinator

Township of Huron-Kinloss

21 Queen Street, P.O. Box 130 Ripley, ON N0G 2R0

519-395-3735 Fax: 519-395-4107

info@huronkinloss.com

Regulated Requirements and Proposed and Completed Actions

Customer Service

REGULATED REQUIREMENTS		TIME FRAME
1.	Establish policies and procedures on providing goods and services to people with disabilities.	Completed
2.	Train staff, Council, volunteers on Accessibility and Customer Service	Ongoing
3.	Provide alternate communication methods, allow service animals, support persons and assistive devices	Ongoing
4.	Provide a method of feedback	Completed
5.	Provide notice of service disruption	Ongoing
6.	Allow for service individuals or animals, without service charge.	Ongoing
ACTIONS		TIME FRAME
1.	Review forms and makes necessary updates	Ongoing
2.	E-tax billing, acceptance of e-transfer payment and PayTM mobile app.	Complete
3.	Community Well-Being Program – funding program that has allowed for assistance with accessibility projects	Completed

Information and Communications

REGULATED REQUIREMENTS		TIME FRAME
1.	Emergency procedures, plans and public safety information.	Completed/Ongoing
2.	Accessible formats and communication supports	Competed/Ongoing
3.	Accessible websites and web content	Completed
4.	Provide a method of feedback	Completed
5.	Ensure that emergency information, procedures, plans and public information is available in alternate formats when requested.	Ongoing
ACTIONS		TIME FRAME
1.	Develop guidelines and best practices for creating accessible documents	Completed

2.	Notify the public about the availability of accessible formats and communication supports. – newsletters, website, brochure	Completed/Ongoing
3.	Website is WCAG Compliant (2021) – new website January 1, 2018.	Completed
4.	Communication to the public including tax newsletters, e-newsletters, website notices and social media posts.	Completed
5.	Created a Multi-Year Accessibility Plan and will review at least once every 5 years	Completed/Ongoing
5.	Complete annual accessibility status report	Completed/Ongoing

Employment

REGULATED REQUIREMENTS		TIME FRAME
1.	Develop employee individual accommodation plans	Ongoing as needed basis
2.	Train staff on the Human Rights Code as needed	Ongoing
3.	Career postings specify accommodation plan	Ongoing
4.	Understand employer obligations to provide employment accommodations	Ongoing
ACTIONS		TIME FRAME
1.		

Transportation

REGULATED REQUIREMENTS		TIME FRAME
1.	Specialized and accessible transportation in compliance with legislation.	Completed
ACTIONS		TIME FRAME
1.	Bruce County Integrated Mobility Committee member	Ongoing

Design of Public Spaces

REGULATED REQUIREMENTS		TIME FRAME
1.	Newly constructed or redeveloped public spaces are made accessible	Ongoing
ACTIONS		TIME FRAME
1.	Ripley-Huron Community Centre parking lines re-painted	Completed

2.	Procedures being developed for dealing with temporary disruptions when accessible elements are not in working order.	Ongoing

Definitions:

Disability

The AODA adopts a broad definition for disability that is set out in the Ontario Human Rights Code. A Disability is anything that is defined as:

Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and without limiting the generality of the forgoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.

A condition of mental impairment or a developmental disability

A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language

A mental disorder

An injury or disability for which benefits were claimed or received under the Workplace Safety and Insurance Act, 1997

Barriers

A "barrier" is anything that prevents a person with a disability to fully participate in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

The following are example of these barriers that may be found in the Municipality:

Barrier Type Examples

Physical: A door knob that cannot be operated by a person with limited upper body mobility and strength.

Architectural: A hallway or door that is too narrow for a wheelchair or scooter.

Informational: Typefaces that are too small to read by a person with low vision.

Communicational: A staff member who talks loudly when addressing a deaf person.

Attitudinal: A staff member who ignore a customer in a wheelchair.

Technological: A paper tray on a laser printer that requires two strong hands to open.

Policy/Practice

A practice of announcing important messages over the intercom that people with hearing impairments cannot hear clearly.

Types of disability and functional limitations

Types of disabilities

A person's disability may make it physically or cognitively hard to perform everyday tasks such as operating a keyboard, reading a sign, differentiating colours, distinguishing sounds, climbing stairs, grasping small items, remembering words, or doing arithmetic.

Physical, hearing, speech, vision, deaf-blind, smell, taste, touch, intellectual, mental health, learning and other conditions such as illness, diseases or temporary disabilities such as a broken leg.