

# The Township of Cramahe

## Multi Year Accessibility Plan



**How we work and how we play together**



**How we interact and communicate with those we serve**



**How we make our community accessible for all**

Effective Date: January 1, 2014

Employees Covered: All

Council Adoption: December 17, 2013

Person Responsible: Chief Building Official

Last updated December 16, 2014

## The Township of Cramahe Multi-Year Accessibility Plan

This accessibility plan outlines the actions that the Township of Cramahe will put in place to improve opportunities for people with disabilities. The Township of Cramahe Multi-Year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the *Accessibility for Ontarians With Disabilities Act, 2005*. The Township of Cramahe will report annually on the progress and implementation of the plan, post the information on the municipal website and will provide it in alternative formats upon request. The plan will be reviewed and updated at least once every five years.

### Statement of Commitment

The Township of Cramahe 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.

### Accessible Customer Service Standard (Ontario Regulation 429/07)

Project	Due Date	Status	Methodology
Accessible Customer Service Policy	January 1, 2010	<b>Completed</b> Adopted By Council April 21, 2009	Accessible Customer Service training is to be provided to all employees within 60 days of hiring. Employee training will review the purposes of the Act and the requirements of the Regulation covered under the Cramahe <b>Accessible Customer Service Policy</b> . Four principals that will guide this training for accessible <b>customer service</b> are dignity, independence, integration and equality of opportunity.

## General Requirements (Ontario Regulation 191/11)

Project	Due Date	Status	Methodology
Procuring or Acquiring Goods, Services or Facilities	January 1, 2014	<b>Completed</b> Purchasing By-Law 2013-11 adopted by Council March 5, 2013	Purchasing By-law updated to reflect the use of accessibility criteria and features when procuring or acquiring goods, services or facilities. By-law distributed to staff, available on web site and front counter. Also part of the Integrated Accessibility Standards Regulation (IASR) employee training.

Project	Due Date	Status	Methodology
Training	January 1, 2015	<b>Completed</b> Staff trained November 2014	The Integrated Accessibility Standards Regulation (IASR) training is to be provided to all employees on the requirements of the accessibility standards referred to in the Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities.

Project	Due Date	Status	Methodology
Accessibility Policies	January 1, 2014	<b>Completed</b> Township of Cramahe Integrated Accessibility Standards Regulation Policy Adopted by Council September 18, 2012 Revised December 17, 2013	The Integrated Accessibility Standards Regulation Policy provides the overall strategic direction that the Township will follow to provide accessibility supports to Ontarians with disabilities. All municipal accessibility procedures will be guided by these policies. The Policy will be part of the employee training.

### Information and Communication Standard (Ontario Regulation 191/11)

Project	Due Date	Status	Methodology
Accessible Formats and Communication Supports	January 1, 2016	<b>Completed</b> Township of Cramahe Information and Communication Procedure Adopted by Council December 16, 2014 Township of Cramahe Accessible Documents Reference Guide adopted by Council June 4, 2013	Township of Cramahe Accessible Documents Reference Guide and Information and Communication Procedure are distributed to all employees. The guide and procedure show how to create, provide and receive information and communications in ways that are accessible to people with disabilities. They will also be part of the employee IASR training.

Project	Due Date	Status	Methodology
Feedback	January 1, 2015	<b>Completed</b> Township of Cramahe Information and Communication Procedure Adopted by Council December 16, 2014	The Township will have a procedure in place for receiving and responding to feedback and will ensure that those processes are provided in accessible formats and with communication supports upon request. Included in the IASR employee training.

Project	Due Date	Status	Methodology
Website Accessibility	January 1, 2014	<b>Completed</b> New web site adopted by Council June 4, 2013	The Township made their internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to Level AA.

## Employment Standard (Ontario Regulation 191/11)

Project	Due Date	Status	Methodology
Workplace Emergency Response Information	January 1, 2012.	<b>Completed</b> Township of Cramahe Accommodation in Employment Procedures adopted by Council December 17, 2013	Township of Cramahe Accommodation in Employment Procedures (AEP) provides individualized workplace emergency response information to employees who have a disability. The AEP will be part of the IASR employee training.

Project	Due Date	Status	Methodology
Individual Accommodation Plan Recruitment Employee Notification Accessible Formats Return to Work Performance Management, Career Development Advancement Redeployment	January 1, 2015.	<b>Completed</b> Township of Cramahe Accommodation in Employment Procedures adopted by Council December 17, 2013	The Employment Standard builds upon the existing requirements under the <i>Ontario Human Rights Code</i> in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. The Township of Cramahe Accommodation in Employment Procedures will be part of the IASR employee training, and made available to Human Resources staff

**Design of Public Spaces Standard (Ontario Regulation 413/12)**

Project	Due Date	Status	Methodology
Recreational Trails and beaches  Outdoor public use eating areas  Outdoor play spaces  Exterior paths of travel  Maintenance	January 1, 2016	Not Started	<p>Staff in all departments involved in <b>new and redeveloped projects</b> covered by this regulation will need guidance in applying the Design of Public Spaces Standard. A municipal procedure is not yet written.</p> <p>The requirements for the Design of Public Spaces are enacted through an amendment to the Integrated Accessibility Standards Regulation, and therefore apply throughout the province.</p> <p>The regulation includes minimum requirements and can be exceeded if a municipality chooses to do so.</p> <p>Simply following the standard will not be sufficient. Procedures to guide staff shall include consulting with the community.</p> <p>The intent of the consultation process is to make sure that people with disabilities have a chance to voice their thoughts on how accessible public spaces are constructed or designed and what type of experience it should provide.</p> <p>Inclusive and accessible consultations provide the Township with valuable insight into people’s diverse needs. Consulting with people with disabilities will help to identify, remove and prevent accessibility barriers that may not be easily recognizable and allow the Township to better meet the needs of our community.</p>

### Review of Existing Public Spaces

Project	Due Date	Status	Methodology
Recreational Trails and beaches  Outdoor public use eating areas  Outdoor play spaces  Exterior paths of travel  Municipal Buildings	January 1, 2019	<b>Not Started</b>	<p>Staff involved in the <b>maintenance of public spaces</b> have an opportunity to make changes. Guided by the Design of Public Spaces Standard, a plan can be put in place to move forward to make accessibility improvements in small increments</p> <p>Simply auditing existing spaces will not be sufficient. Procedures to guide staff shall include consulting with the community.</p> <p>The intent of the consultation process is to make sure that people with disabilities have a chance to voice their thoughts on how existing public spaces can be improved and what type of experience it should provide.</p> <p>Inclusive and accessible consultations provide the Township with valuable insight into people’s diverse needs. Consulting with people with disabilities will help to identify, remove and prevent accessibility barriers that may not be easily recognizable and allow the Township to better meet the needs of our community.</p>

#### For more information

For more information on this accessibility plan, please contact **Don Butwell, CBO** at:

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**This information is available in an accessible format upon request.**