

# Multi- Year Accessibility Plan

## 2023-2027

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## OUR VISION

Accessibility helps every person who lives, works, or visits our community. The Town of Greater Napanee is committed to the development of an accessible municipality.

We are dedicated to meeting the needs of persons with disabilities in a timely manner so that all people may have equitable access to Town programs, goods, services and facilities, in a way that respects their dignity and independence.

With this Multi-Year Accessibility Plan, we have documented our strategy towards the continued development of a barrier-free community. Our collaborative efforts from all municipal departments have made accessibility a priority.

In our efforts to building an inclusive community, we encourage public feedback and comments through are public feedback process.

## LEGISLATION

### **Accessibility for Ontarians with Disabilities Act, 2005**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) provides for the development of standards to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

## JOINT ACCESSIBILITY ADVISORY COMMITTEE

The Joint Accessibility Advisory Committee (JAAC), including representation from the business community and persons with a disability as well as staff of the partnering municipalities (County of Lennox & Addington, Town of Greater Napanee, Townships of Stone Mills, Addington Highlands, and Loyalist), and L&A County General Hospital.

The Joint Accessibility Advisory Committee is dedicated to identifying barriers and improving accessibility and opportunities for people with disabilities. The mandate is to advise on the preparation and implementation of annual accessibility plans. Their role also includes reviewing and advising the Councils and the Hospital Board on the following areas:

- site plans of new and existing municipal buildings
- major capital purchases
- significant renovations to municipal facilities
- leased facilities or any other facility used as a municipal building
- goods and services provided by the municipality or agents providing services under contract with the municipality



## DEFINITIONS

The Accessibility for Ontarians with Disabilities Act, 2005 defines disability in the following manner, which is the same definition used in the Ontario Human Rights Code.

### A “Disability” is

- a) Any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness, and includes, but is not limited to: 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.
- b) A condition of mental impairment or a developmental disability;
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) A mental disorder; or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

### A “Barrier” is

- a) anything that stops a person with a disability from fully taking part in society because of that disability. Some barriers include;
  - a. physical barriers, e.g. a step at the entrance to a store;
  - b. architectural barriers, e.g. no elevators in a building of more than one floor;
  - c. information or communications barriers, e.g. a publication that is not available in large print;

- d. attitudinal barriers, e.g. assuming people with a disability cannot perform a certain task when in fact they can;
- e. technological barriers such as traffic lights that change too quickly before a person with a disability has time to get through the intersection; and
- f. barriers created by policies or practices, for instance not offering different ways to complete a test as part of job hiring.

# MULTI-YEAR ACCESSIBILITY ACTIONS

Multi-Year Accessibility Plan are specific to AODA standards;

## Customer Service

### **Communication:**

All Staff who communicate with customers have been trained on how to interact and communicate with people with various types of disabilities. Staff will assist in communication by reading aloud, using actions, drawings, magnifying, enlarging documents upon request.

### **Training:**

The Town provides mandatory delivery of accessibility & human rights code training to all employees, volunteers, Council and committee members. Staff training is ongoing when policy and process changes occur.

### **Service Animals & Support Persons:**

The Town welcomes service animals and support persons in their municipal programs and facilities. No admission fee is charged to the support person, and no tag fee is charged for service dogs.

### **Notice of Service Disruption:**

The Town makes every effort to provide adequate notice of disruption of service through the local media and the Town's website. Should the facility or service be disruptive the Town will make alternate arrangements.



### **Feedback:**

Feedback regarding accessibility in our programs, facilities and services is welcomed and appreciated. Our feedback forms are available in all municipal offices and on the Town's website. Once forms are received, the Town will respond within 30 days.

## **Information and Communications**

The Town will continue to create, provide and receive information and communications in ways that are accessible to people with disabilities.

The Town's interactive signage in municipal facilities are compatible with smart phone technology. The signs reads audibly and is able to choose from 20+ languages, and specify the speed. The user can choose font size and contrast colours that suits their needs.

The Town's website features screen reader "Browse Aloud." The software adds speech, reading, and translation for people with Dyslexia, Low Literacy, English as a Second Language, and those with mild visual impairments. Online content can be read aloud in multiple languages, or highlighting for ease of following content.

The Town's website and web content conform to the AODA Integrated Regulation for World Wide Web Consortium 2.0 Level AA

## **Employment**

The Town incorporates accessible practices across all stages of employment including recruitment, assessment and selection process and supporting Municipal employees with disabilities.

The Town has a return-to-work process in place for employees for persons with a disability.

The Town ensures the needs of employees with disabilities are taken into account for the purposes of performance management, career development, advancement and redeployment.

All employees are encouraged to disclose any disability or change requirement in existing job accommodations as an accessibility need due to a disability.

## **Transportation**

The Town ensures that taxi licensing obligations are met and identification is visible in accordance with the legislation. And that no person with a disability is charged additional fees or is charged a fee for storage of mobility aids or mobility assistive devices.

## **Design of Public Spaces**

The Town is committed to making all new and redeveloped Municipal owned and operated spaces and facilities more accessible.

# DEPARTMENT RESPONSIBILITIES

## Human Resources Manager

Promote and monitor the feedback process to address complaints and concerns.

Continue to keep abreast of accessibility issues, innovations and trends. Share best-practices and providing accessibility-related resources and information with the community.

Keep Council and community informed about accessibility initiatives. Include accessibility initiatives/upgrades in the operating budget to address the regulation requirements and proactive improvements.

Prepare and submit accessibility projects when grant opportunities arise.

Provide annual status report.

## Administration

The Town shall ensure that the processes are accessibility to person with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.

All municipal programs, facilities and services permit the use of assistive devices, service animals, and support persons.

Any outgoing document, by email or posted on the website will be in an accessible format.

## **Clerk**

The Town shall ensure all voting locations that are proposed to be used and are municipally owned, have full accessibility.

The Town shall ensure that persons with disabilities are provided the best opportunity to vote as independently as possible during the Municipal Election.

## **By-Law Enforcement**

Encourages strict enforcement of Accessible Parking Space abuse and fines.

## **Community Services**

Continue development of accessible and inclusive recreation programming, culture, and special events.

## **Information Technology & Communications**

Continue to ensure documents are posted in an accessible format for the website.

Promote in our public communication that the Town will provide alternate information and communication supports upon request.

## **Facility Services**

Consideration for accessibility improvements during the maintenance and repairs to facilities, trails, parks and public spaces.

To lower/or modify reception counters in municipally owned facilities to provide access to persons with limited mobility.

To continue to include accessible design features in park furniture.

To repaint the accessible parking spaces at Municipal buildings.

Assess the non-power operated doors in facilities, and consideration for power or lighter doors.

Include in facility rental agreements, accessibility responsibilities, and accessible parking requirements.

Renovate public washroom facilities to address accessibility mobility. Upgrade washroom handle faucets to automatic, adjust and lower mirrors, address height of soap dispensers

## **Public Works**

Assess the sidewalks and make recommendations to replace those with non-accessible concerns.

## **Joint Health & Safety Committee**

Continue to identify any accessible concerns that arise, during monthly workplace inspections, or evacuation drills.