

The Corporation of the Township of Jocelyn

# **Accessibility – Multi-Year Plan**

## **2019 - 2025**

Prepared:  
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Submitted to:  
Jocelyn Council

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## **Commitment to Accessibility**

Jocelyn Township's statement of commitment established the vision and goals for the municipality to meet the legislated accessible requirements. The Township's statement of commitment is publicly available on its website as well as posted in the Municipal Office.

The Township of Jocelyn is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity.

The Township of Jocelyn recognizes the diverse needs of all our residents and customers and will respond by striving to provide services and facilities that are accessible to all.

## **About Jocelyn Township's Multi-Year Accessibility Plan**

This 2019-2025 multi-year plan builds on previous accessibility plans prepared for the Township of Jocelyn. The Plan outlines Jocelyn Township's strategy to prevent and remove barriers and meet the requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (O. Reg 191/11).

## **Legislative Background**

The Ontarians with Disabilities Act, 2001 (ODA) was enacted in 2001. The Act requires municipalities to develop an annual accessibility plan aimed at identifying, removing and preventing barriers to accessibility.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was enacted in 2005. The purpose of the Act is to develop, implement and enforce accessibility standards in order to remove barriers for Ontarians with disabilities in relation to goods, services, facilities, accommodations, employment structures and premises.

The Integrated Accessibility Standards Regulation (O. Reg. 191/11) (IASR) establishes accessibility standards and introduces requirements for:

- Accessible Customer Service Standard
- Information and Communications Standard
- Employment Standard
- Transportation Standard
- Design of Public Spaces Standard

The Ontario Building Code outlines accessibility/barrier-free design requirements in newly constructed buildings and existing buildings that are to be extensively renovated.

The Ontario Human Rights Code is an individual, complaints-based legislation that addresses discrimination. The Ontario Human Rights Code requires organizations to accommodate people with disabilities to the point of undue hardship.

## **Consultation**

Consultation on the plan was conducted with Jocelyn Township staff and the Accessibility Advisory Committee including all members of Council. Each member has communicated with various residents experiencing a range of disabilities to better determine the improvements necessary within our municipality.

## **Grant Opportunities**

Jocelyn Township senior staff will continue to seek provincial or federal funding opportunities to assist with projects that will remove barriers and improve accessibility in the community. While previous funding applications have not been successful, applications will continue to be submitted for projects deemed beneficial but beyond the scope of property taxation raised revenue.

## **Progress on the AODA / IASR**

Jocelyn Township has developed and adopted policies on each of the required accessibility standards included in the IASR. Commitment to the content of these standards is followed when procuring goods and services; making every reasonable effort to accommodate employees on an individual basis due to an employee's disability; supporting employees who have been absent from work due to a disability; ensuring accessible employment services are provided for persons with disabilities; continuing work towards removing barriers in buildings and public spaces.

Through consultation with Department Heads, Council and the Jocelyn Township Recreation Committee proposed improvements continue to be discussed in terms of Municipal Office washroom facilities accessibility upgrades; providing new accessible washroom facilities at the municipal parks; work on plans to develop accessible recreational trails on the township property.

It is proposed that a survey will be developed and mailed out to all residents with an upcoming tax bill seeking their input on what improvements they think would be beneficial to providing more accessible opportunities within Jocelyn Township.

## **2019 – 2025 Priorities and Commitment**

The five-year accessibility plan includes both new and continuing priorities and commitments that will assist with Jocelyn Township's commitment towards identifying, removing and preventing barriers to accessibility.

### **General Requirements**

- Continue to review and update policies/procedures/forms to reflect legislation changes
- File Accessibility Compliance Report to the Ministry bi-annually
- Prepare Annual accessibility Status Reports
- Establish a 2020-2025 Multi-Year Accessibility Plan
- Continue to consult the Accessibility Advisory Committee, the public and people with disabilities for Accessibility Plans
- Continue to implement accessibility design, criteria and features when procuring or acquiring goods, services or facilities. Document where it is not possible to do so. Develop accessible procurement training for staff.
- Ensure that all employees continue to complete mandatory accessibility training.
- Continue to ensure all Volunteers and Contractor complete AODA training and complete and submit the AODA Compliance Form
- Update Staff, Contractor and Volunteer training resources

### **Customer Service Standard**

- Continue to fulfill the needs of residents and customers under the Accessible Customer Service Standard
- Continue to receive and respond to feedback and ensure processes are accessible for persons with disabilities
- Continue to post service disruptions on site and online

### **Employment Standard**

- Continue to regularly review our human resources policies to prevent or remove systemic employment barriers, ensure they are compliant with legislation and reflect best practices
- Continue to offer mental health training for all staff
- Continue to notify about the availability of accommodation for persons with disabilities
- Continue consultation with employees to provide or arrange for accessible formats and communication supports
- Continue to comply with the legislation requirements for:
  - Recruitment

- Workplace Emergency Response Information
- Return to Work process
- Performance Management
- Career Development and Advancement
- Redeployment

## **Information and Communications Standard**

- Continue to educate staff on the need for accessible documents
- Develop a strategy of how to ensure existing documents are accessible or available upon request
- Staff to ensure that “accessible formats available upon request” logo or written text is on all printed documents
- Review websites to determine next steps for website content
- Continue to monitor accessible website and web content compliance
- Ensure all websites and web content conforms with the information and Communications Standard / WCAG 2.0 Level AA by 2021
- Continue to receive and respond to feedback and ensure processes are accessible for persons with disabilities
- Continue to consult with persons who make requests for accessible formats and communication supports to determine the suitability of the request
- Continue to prepare emergency procedures, plans and public safety information and make the information available to the public as well as provide accessible formats and communication supports

## **Design of Public Spaces Standard / Built Environment**

- Continue to consult the Accessibility Advisory Committee, the public and people with disabilities in the following areas:
  - Recreational Trails
  - Outdoor Play Spaces
- Continue to implement maintenance of accessible elements as outlined in our multi-Year Accessibility Plan
- Incorporate accessibility retrofits during renovation projects and new construction of Jocelyn Township facilities and public spaces
- Engage/consult during project planning, design and implementation stages
- Continue to comply with the legislated requirements for:
  - Recreational Trails and Beach Access
  - Outdoor Public Eating Areas
  - Outdoor Play Spaces
  - Exterior Paths of Travel – Ramps
  - Accessible Parking
  - Obtaining Services – Service Counters, Waiting Areas
- Continue to comply with the Barrier-Free Design of the Ontario Building Code for new construction and major renovations

## **Review and Monitoring**

The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years. An annual status report will be completed to document the progress and measures taken to implement Jocelyn Township strategy and meet the requirements of the integrated Accessibility Standards Regulation.

## **Feedback**

Jocelyn Township welcomes public input as feedback helps to identify areas where changes need to be considered and ways in which we can improve facilities, goods and services.

Should a member of the public wish to provide general feedback, comments or suggestion on how to improve accessibility in our facilities, goods or services, please contact the Clerk of Jocelyn Township or complete a Customer Service Feedback/Comment Form (attached).

## **Availability of the Plan**

The Multi-Year Accessibility Plan will be made available through a number of efforts:

**Website:** The Plan can be accessed through Jocelyn Township's website.  
[www.Jocelyntownship.ca](http://www.Jocelyntownship.ca)

**Hard Copy:** The Plan may be accessed at the Jocelyn Township Municipal Office at 3670 5<sup>th</sup> Side Road, Hilton Beach, Ontario P0R 1G0.

**Email:** Upon request, the Clerk will email a digital copy of the Plan.

## **Contact Information**

For more information contact the Clerk Treasurer for the Township of Jocelyn:

**Phone:** 705-246-2025

**Email:** [admin@Jocelyn.ca](mailto:admin@Jocelyn.ca)

**Mail:** Janet Boucher, Clerk Treasurer  
Clerk Treasurer, Township of  
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