



The Corporation Township of Coleman

Multi-Year Accessibility Plan 2023 - 2028

By-law No. 2023-11

Being a by-law to adopt a Multi-Year Accessibility Plan 2023-2028

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Introduction

This accessibility plan outlines policies and actions to be implemented by the Township of Coleman for a five-year period, commencing in 2023, in order to improve access and opportunities for people with disabilities.

This multi-year plan will be reviewed and updated annually. Reports of annual reviews will be posted in digital format on the Township of Coleman website. Reports of annual reviews will also be available in print format for review at the reception counter at the municipal office.

Guiding Legislation

In accordance with the *Ontarians with Disabilities Act, 2001* (ODA), municipalities and public organizations incorporated accessibility planning into their day-to-day operations and design of facilities. Accessibility planning was initiated in order to comply with the stated purpose of the Act: “to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province.” The implementation of accessibility planning was documented by annual plans.

In 2005, the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), was enacted to serve as a framework for the establishment of accessibility standards in five areas:

- Information and communications
- Employment
- Transportation
- Design of public spaces
- Customer service

Both public and private sector organizations are required to comply with the *Accessibility for Ontarians with Disabilities Act, 2005*. Not only does the Act acknowledge “the history of discrimination against persons with disabilities in Ontario,” but its stated purpose is to “benefit all Ontarians” through the establishment of two primary objectives: developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2015; and providing for an involvement of persons with disabilities, of the Government of Ontario and of representatives of industries and of various sectors of the economy in the development of the accessibility standards. 2005, c. 11, s. 1.

The *Accessibility for Ontarians with Disabilities Act, 2005*, ensures that people with disabilities will be included in all aspects of society.

Statement of Commitment

The Township of Coleman regards all people with dignity and respect while acknowledging and maintaining the independence of each person. Dedicated to integration and equal opportunity, the Township of Coleman is committed to meeting the needs of people with disabilities in a timely manner, to the removal and elimination of barriers to accessibility, and to compliance with accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

The Township of Coleman supports the full inclusion of all persons with disabilities in accordance with the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act, 2005*. Accordingly, the Township of Coleman will ensure compliance with accessibility requirements in four key areas:

- Customer Service
- Information and Communications
- Employment
- Accessibility Standards of the Built Environment

The Township of Coleman is committed to the provision of services in ways that respect the dignity and independence of all persons with disabilities in the community.

The Township of Coleman strives to ensure that every employee and constituent receives equitable treatment with respect to employment and services without discrimination.

The Township of Coleman meets the accommodation needs of employees and constituents in a timely manner as required by the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act, 2005*

Accessible Emergency Information

The Township of Coleman is committed to the provision of emergency information, available to the public, in an accessible format upon request. The Township of Coleman will also provide individualized emergency response information to its employees with disabilities when necessary.

Training

The Township of Coleman will train staff members, employees and volunteers to ensure that they are aware of the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontario Human Rights Code* as it applies to people with disabilities. Such training will be provided in a way that best suits the roles and duties of staff members, employees and volunteers.

Procurement

The Township of Coleman will apply accessibility criteria to its procedures for the purchase and acquisition of goods, services and facilities.

Information and Communications

The Township of Coleman is committed to meeting the communication requirements of people with disabilities. The Township of Coleman will consult with people with disabilities in order to identify their information and communications requirements.

The Township of Coleman will continue to ensure that content on its municipal website conforms with accessibility standards.

The Township of Coleman will ensure that existing feedback processes are provided to people with disabilities in an accessible format upon request.

The Township of Coleman will continue to ensure that all information available to the public is also available to people with disabilities in an accessible format upon request.

Employment

The Township of Coleman is committed to fair and accessible employment practices. During the hiring process, the Township of Coleman will make every effort possible to accommodate people with disabilities during the recruitment and assessment stages.

The Township of Coleman will develop and implement a process for the creation of individualized accommodation plans and return-to-work policies for its employees who have been absent from work due to a disability.

The Township of Coleman will take into account the accessibility requirements of employees with disabilities during the performance management, career development and redeployment processes.

Design of Public Spaces

Accessible public spaces include specific features that make it easier for everyone people with disabilities, seniors and families to use public spaces. Maintenance procedures are important to ensure that people with disabilities can access public spaces, and are important to retain an accessible environment that is safe and useable for everyone.

The Township of Coleman will meet the Accessibility Standards for the Design of Public Spaces when it undertakes major modifications of its public spaces or when it builds new public spaces. Public spaces include the following:

- Recreational trails and beach access routes
- Outdoor public eating areas, such as rest stops and picnic areas
- Outdoor play spaces, such as children’s playgrounds in municipal parks
- Outdoor paths of travel, such as sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off-street parking
- Service-related elements, such as service counters, fixed queuing lines and waiting areas

The Township of Coleman will make every effort to prevent service disruptions to the accessible areas and features of its public spaces.

Accessible elements of public spaces and buildings will be inspected on a regular basis. Elements that are found to have defects or need maintenance will be identified, and a plan will be developed to correct the defect or maintenance issue.

If an accessible element requires emergency maintenance or repairs, it will be taken out of service. Necessary repairs will be assessed and addressed based on priority.

In the event of a service disruption, the Township of Coleman will notify the public and advise them about available alternatives.

Barrier Identification

It is the intent of the multi-year accessibility plan for the Township of Coleman to prevent, identify and remove barriers or obstacles that limit or prevent people with disabilities from engaging in day-to-day activities taken for granted by people without disabilities.

A barrier may be defined as anything that inhibits or prevents a person with a disability from full participation in all aspects of society due to his or her disability.

There are several types of barriers to be considered:

Environmental Barriers: features, buildings or spaces that restrict or impede physical access.

Communication Barriers: obstacles that restrict or impede the processing, transmission and interpretation of information

Attitudinal Barriers: prejudgments or assumptions that directly or indirectly discriminate against a person with a disability.

Technological Barriers: when technology cannot be or is not modified to support various assistive devices and/or software.

Systemic Barriers: policies, practices and procedures within an organization that do not take accessibility into consideration

Report of Recent Achievements

The Township of Coleman has improved accessibility or removed barriers in a number of Categories, these results can be found in Appendix B.

Customer Service

Accessible Customer Service Standard regulation implementation:

- Accessible Customer Service Training
- Accessible Customer Service Policy created and posted in the staff policy manual
- Ongoing staff training in Accessible Customer Service
- Ongoing staff training in Sensitivity as it relates to Customer Service
- Filed mandatory compliance report with Province of Ontario

Integrated Accessibility Standards Policy

Integrated Accessibility Standards regulation implementation:

- Accessibility Statement of Commitment and Multi-Year Accessibility policy created
- Accessible Communications Policy Created
- Planning and preparation underway for upcoming standards in Employment, Information and Communication, and the Built Environment

Accessible Transportation Policy

When licensing taxicabs and providing transportation services, the Municipality will adhere to the applicable requirements under the Transportation Standard.

For more information on this accessibility plan, or for a copy in an alternative format, please contact **Chris Oslund, CAO/Clerk-Treasurer:**

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This Document is Available in Alternative Formats Upon Request

Building Assessment 2017 and 2023

Building	2017			2023		
	Accessible	Moderately Accessible	Inaccessible	Accessible	Moderately Accessible	Inaccessible
Municipal Office		X			X	
Community Hall	X			X		
Public Works			X			X
Fire Department		X			X	

Park Assessment 2023

2023	Accessible	Moderately Accessible	Inaccessible
Playground/ Equipment			
Bass Lake			X
Baseball Court		X	
Volleyball Court			X
Bass Lake Beach			X

Appendix A – Accessible Maintenance of Public Spaces Procedure

Background

Section 80.44, Maintenance of Accessible Elements, under Ontario Regulation 191/11 for the Integrated Accessibility Standards, made under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), outlines that in addition to the accessibility plan requirements set out in Section 4 of the above-mentioned regulation, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following:

1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part.
2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.

Purpose

Accessible public spaces include specific features that make it easier for everyone – people with disabilities, seniors and families – to use public spaces. Maintenance procedures are important to ensure that people with disabilities can access public spaces, and are important to retain an accessible environment that is safe and useable by everyone.

Maintenance Procedures

Preventative and Emergency Maintenance:

Accessible elements of public spaces and buildings will be inspected on a regular basis. Elements that are found to have defects or need maintenance will be identified, and a plan will be developed to correct the defect or maintenance issue.

If an accessible element requires emergency maintenance or repairs, it will be taken out of service. Necessary repairs will be assessed and addressed based on priority.

Service Disruptions:

In the event of a service disruption to the accessible parts of its public spaces during business hours, the Township will notify the public as soon as reasonably possible of the service disruption and available alternatives. In the case of a planned disruption, the Township will post signage on-site at least two (2) days prior to the disruption. It will also post a notice on the its website.

The Township will also provide notification by other means deemed appropriate to the disruption (print or radio ads, social media, press release, etc.). Persons who have appointments at any location operated by the Township will be notified by telephone of a cancellation or alternatives available prior to the disruption and the estimated time of restoration.

Appendix B - Measures Planned for 2023 - 2028

Category	Planned Measure	Department	Due Date
Accessible Customer Service	Install accessible door at the Municipal Office	Facilities	
	Create accessible parking spots at Municipal Office/ Community Hall	Facilities	2023
	Install drop box at the Municipal Office	Facilities	
	Purchase of wireless debit machine	Facilities	
	Complete study to identify best locations for accessible picnic tables in municipal parks and to plan construction of pathways to accessible table sites	Facilities	
	Install Accessible washroom at Bass Lake Park	Facilities	2023
	Webpage Upgrade, investigate options to enhance our webpage to maximize customer experience	Administration	2023
	Fully accessible webpage (all uploaded and created content)	Administration	2023
	E-billing for property tax and water	Finance	

Category	Planned Measure	Department	Due Date
Information and Communications	Utilize the local community channel and municipal website to provide accessibility “tips” and to increase awareness about available resources for residents and visitors with disabilities	Administration	Ongoing
	Train staff on accessible document creation for distribution and webpage posting	Administration	Ongoing
	Accessible Municipal Election, Alternative Voting Methods	Administration	2028
Employment	Continue to ensure the recruitment process is barrier free	Administration	Ongoing
The Built Environment	Investigation of options for the municipal office to determine feasibility of renovations or new build to eliminate barriers to accessibility	Administration	Ongoing

Appendix C - Accomplishments

Category	Completed Measure	Date
Accessible Customer Service	Access e-11, Online Request for Service Software	2020
Category	Completed Measure	Date
Information and Communications	Implementation of eSCRIBE Meeting Management Software, this enables the entire Council/Committee agenda to be posted on the webpage in html and pdf format for residents to view	2022
	Implementation of Abledocs, to remediate documents for posting on the municipal webpage	2020
Employment	Equitable recruitment practices to ensure no barriers to applicants during the competition stage	Ongoing
	Implementation of HR Downloads for HR Training and Policy Creation	Ongoing