



Kapuskasing

MULTI YEAR ACCESSIBILITY PLAN

2015 - 2020

Section 1

1. Introduction

Ontarians with Disabilities Act, 2001 (ODA)

The purpose of the Ontarians with Disabilities Act, 2001 (ODA) is to improve opportunities for people 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. To this end, the ODA mandates that each Municipality prepare an annual accessibility plan.

The Ontarians with Disabilities Act 2001 requires that the accessibility plan include:

- a) a report on the measures the municipality has taken to identify, remove and prevent barriers;
- b) the measures in place to ensure that the municipality assesses its proposals for by-laws, policies, programs, practices and services to determine their effect on accessibility;
- c) a list of the by-laws, policies, programs, practices and services that the municipality will review in the coming year in order to identify barriers;
- d) the measures that the municipality intends to take in the coming year to identify, remove and prevent barriers; and
- e) make the accessibility plan available to the public.

Obligations to Consult

The ODA specifies that organizations with annual accessibility planning obligations consult with people with disabilities or with the Accessibility Directorate of Ontario in the preparation of their plans.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was enacted to develop, implement, and enforce Accessibility Standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, premises and transportation throughout Ontario by the year 2025. Accessibility Standards include the Accessible Customer Service Standard (O. Reg. 429/07), the Integrated Accessibility Standard Regulation (O. Reg. 191/11)– including the Information & Communication, Transportation, Employment and the Design of Public Spaces Standards.

Integrated Accessibility Regulation

In 2011, the Ministry of Community and Social Services released a proposed Integrated Accessibility Regulation, combining proposed standards in:

- Information and communication, focusing on the way information and communications are sent and received.
- Employment, focusing on the ways in which organizations provide accessibility for people with disabilities across all stages of the employment cycle, including recruitment and retention.
- Transportation, outlining requirements for organizations across the province that provide conventional transit, specialized transit, public school transportation, and taxis.

The proposed Integrated Accessibility Regulation outlined a timeline for implementation which, for the broader public sector with more than 50 employees, would begin July 1, 2011 (for some Transportation requirements), and would be completed in 2021.

1.2 The Plan

Under the Integrated Accessibility Standards Regulation (IASR), the Town of Kapuskasing is required to establish, implement, maintain and document a multi-year accessibility plan. This plan outlines the Town of Kapuskasing's strategy to identify, prevent and remove accessibility barriers, and meet its requirements under the IASR.

In accordance with the requirements set out in the Integrated Accessibility Standard Regulation, the Town of Kapuskasing will:

- Post the accessibility plan on its website (www.kapuskasing.ca);
- Provide the plan in an accessible format upon request;
- Review and update the accessibility plan at least once every five years;
- Establish, review and update the accessibility plan in consultation with persons with disabilities and the Municipal Accessibility Advisory Committee.

Section 2

2. The Committee

Functions of the Committee

- a) Establish an accessibility working group.
- b) Commit to accessibility planning.
- c) Review recent initiatives and successes in identifying, removing and preventing barriers within the services offered by the Town of Kapuskasing.
- d) Identify (list/categorize) barriers that may be addressed in the coming year.
- e) Set priorities and develop strategies to address barrier removal and prevention.
- f) Specify how and when progress is to be monitored.
- g) Write and endorse the plan.
- h) Submit to Council for approval, implementation, publishing and communicating the plan.

- i) Review and monitor the plan.

2.1 **Structure of the Committee**

The Advisory Committee for Transportation of Disabled Persons will become the Accessibility Advisory Committee. Members are appointed by Town Council.

<i>Sebastien Lessard</i>	Town Councillor
<i>Julien Boucher</i>	Town Councillor
<i>Jennifer Marchand</i>	Co-Chair
<i>André Bélair</i>	Member
<i>Rachelle Lefebvre</i>	Member
<i>Julie Vendette</i>	Member
<i>Sylvie Blais</i>	Member
<i>Melanie Fortier</i>	Resource Person/Town Treasurer
<i>Mark Babin</i>	Resource Person/Accessible Bus Operator

People with disabilities are encouraged to submit their names to sit on the Committee. The Committee will ensure there will be adequate representation of people with disabilities. Consultation with people with disabilities when conducting assessments will be mandatory.

Section 3

3. Accessibility Achievements

Historical Review

Historically, the Town of Kapuskasing has had no formal process in place to identify, remove and prevent barriers to people with disabilities accessing its services. As issues arose, or barriers were identified, they were removed at the time with available resources or dealt with during planned renovations or rebuilds. In most occurrences, the removal of barriers in the past has been a result of the Town of Kapuskasing meeting legislative requirements including those of the Provincial Building Code.

As part of the Municipality's commitment to create a caring, safe community, the municipality has already implemented a number of initiatives to make the community and our local government and services more accessible. With the

implementation of a Municipal Accessibility Advisory Committee as part the 2001 the Ontarians with a Disability Act (ODA) requirement, action began on creating a working plan for the municipality to improve accessibility.

The Municipality's plan for meeting the requirements of the applicable sections of the Integrated Accessibility Standard Regulation (IASR) is presented below.

2012 Compliance Requirements

3.1 Emergency Plans, Public Safety Information (2012)

Safety is a priority for the Town of Kapuskasing and the Municipality strives to ensure that its facilities are safe for public visitors and employees. The Municipality is required to make emergency procedures, plans or public safety information available in an accessible format or with appropriate communication supports, upon request.

Action Taken:

The Town of Kapuskasing undertook a review of emergency procedures at each of its facilities to ensure that information was available in an accessible format or with appropriate communication supports, as soon as practicable, upon request. In addition, *Emergency Preparedness Guides for People with Disabilities* are available from the Town Clerk's Office.

3.2 Transportation Specific Requirements (2012)

Specialized transportation service providers specific requirements for 2012 included areas such as implementing policies for visitors' passes, companions and children, driver accessibility training and the eligibility application process.

Action Taken:

The Town of Kapuskasing implemented policies to ensure visitors equal access to the specialized transportation service, allow dependents and companions to travel with persons utilizing the service and provide ongoing accessibility training to transportation operators.

3.3 Workplace Emergency Response Information (2012)

Where the Town of Kapuskasing is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practical if such information is necessary given the nature of the employee's disability.

Action Taken:

An employee-wide communication was deployed to identify employees with disabilities requiring workplace emergency response assistance.

Actions Planned:

Review and revise individualized workplace emergency plans on an ongoing and regular basis.

2013 Compliance Requirements

3.4 Accessibility Policies (2013)

The Town of Kapuskasing's Accessibility Policy has been updated to include the Integrated Accessibility Standards Regulation requirements and an organizational statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner. The policy is consistent with:

- Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 (AODA)
- Ontario Regulation 191/11 Integrated Accessibility Standards (IASR)
- Ontario Regulation 429/07 Accessibility Standards for Customer Service
- Ontarians with Disabilities Act, 2001, S.O. 2001, c. 32 (ODA)
- Human Rights Code, R.S.O. 1990, c. H.1

Actions Planned:

The Town of Kapuskasing is committed to continue to review municipal policies and standard operating procedures to identify opportunities to integrate AODA requirements.

3.5 Accessibility Plan (2013)

The Multi-year Accessibility Plan was developed in consultation with the Municipal Accessibility Advisory Committee and is posted on the public website. An annual status report on the progress of measures taken to implement the Town's strategy to prevent and remove barriers and meet its requirements under this Regulation will be prepared and submitted to council.

3.6 Transportation Specific Requirements (2013)

Transportation specific requirements for 2013 include items such as fare parity and hours of service between conventional and specialized transit, service disruptions and delays and consultation requirements.

Action Taken:

Procedures have been developed and implemented for known service disruptions being posted in an accessible manner on through local radio and social media. Fare parity does not apply to Kapuskasing's specialized transportation service.

Actions Planned:

Identify steps to better estimate demand and reduce wait times and interruptions in service for specialized transportation services.

3.7 Training (2013)

The Town of Kapuskasing is committed to implementing a process to ensure that all employees, volunteers, all other persons who provide goods, services or facilities on behalf of the Town of Kapuskasing and persons participating in the development and approval of the Town of Kapuskasing's policies, are provided with appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities, and are provided with such training as soon as practicable.

Action Taken:

Training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities will be developed. All employees, volunteers, and persons participating in the development and approval of policies will be provided with training.

Actions Planned:

The Municipality will document and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to

whom it was provided; training will be provided whenever changes to Accessibility Policies are made.

2014 Compliance Requirements

3.8 Employment Standards (2014)

The Town of Kapuskasing is committed to creating an inclusive workplace and to ensure that accessibility for people with disabilities is included throughout their employment.

Actions Taken:

The Human Resources Department has an established procedure for accommodating workers with disabilities.

Actions Planned:

Review current Human Resource policies and procedures with an accessibility perspective and ensure that the requirements of the Employment Standard and the Ontario Human Rights Code are met. Development of a barrier free recruitment strategy. Development of an Individual Accommodation Plan for employees with disabilities as needed.

3.9 Transportation Specific Requirements (2014)

Transportation specific requirements for 2014 include items such as timelines for specialized application processes, and guidelines for the use of the specialized transit system.

Action Taken:

Specialized transit services currently waive fare charges for a support person when the need has been demonstrated.

Actions Planned:

Resources to be realigned to meet same day requirement for specialized transit bookings to allow for same day service.

3.10 Information and Communication Standards (2014)

The Town of Kapuskasing is committed to making information and communications accessible to persons with disabilities. The information provided and the ways it is communicated is key to delivering programs and services to the community. The Town of Kapuskasing will incorporate accessibility requirements under the

Information and Communication Standard to ensure that its information and communications systems are accessible and are provided in accessible formats and with communication supports that meet the needs of persons with disabilities.

Actions Taken:

The Town of Kapuskasing has been working towards compliance with the Web Content Accessibility Guidelines (WCAG) 2.0 as required under the AODA in the development of its' websites since 2010.

Actions Planned:

Conduct regular reviews of the municipal website content for accessibility. Develop guidelines and best practices for creating accessible documents and work with staff who create documents for public use to create web-ready, accessible documents at source. Continue to respond to feedback with respect to accessibility through accessible feedback processes. To continually improve accessibility of the Town of Kapuskasing's information and communications by identifying accessibility barriers and striving for barrier removal.

2015 Compliance Requirements

3.11 Accessible Formats and Communication Supports (2015)

The Town of Kapuskasing will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at a cost that is no more than the regular cost charged to other persons.

Actions Taken:

Continue to use the accessible feedback and request mechanism as a means for enabling people with disabilities to request accessible formats or communication supports.

Actions Planned:

Develop a mechanism for providing materials in an alternative format or with communication supports when requested.

2016 – 2018 Compliance Requirements

3.12 Design of Public Spaces (2016)

On January 1, 2013, the Integrated Accessibility Standards Regulation was amended to include accessibility requirements for the Design of Public Spaces.

Beginning January 1, 2016 the Town of Kapuskasing will have to meet accessibility requirements when constructing and maintaining new or redeveloped elements of public spaces including:

- Recreational trails and beach access routes
- Outdoor eating areas for public use
- Outdoor play spaces (such as playgrounds)
- Exterior paths of travel (such as walkways across parks or between buildings)
- Accessible on- and off-street parking
- Service counters, queuing and waiting areas

Actions taken:

The Town of Kapuskasing, in conjunction with the Municipal Accessibility Advisory Committee has been working on improving the accessibility of public spaces in advance of these requirements. Accessibility audits were performed within several public spaces to increase accessibility. Some examples of improvements to these areas are:

- Creation of accessible parking areas at public boat launch
- Addition of public seating areas within Riverside Park
- Addition of safety fencing on facing roadway at Riverside Park

Actions planned:

3.13 Internet Website Accessibility

All Town of Kapuskasing internet websites and web content must conform with WCAG 2.0 Level AA by January 1, 2021, other than,

- i. Success criteria 1.2.4 Captions (Live), and;
- ii. Success criteria 1.2.5 Audio Descriptions (Pre-recorded).

Actions Planned:

Conduct web accessibility audits on all existing websites and web content in order to determine an accessibility compliance plan.

Section 4

4. Measuring Results

4.1 Accessibility Reports

The Town of Kapuskasing will prepare accessibility reports for submission to the Ontario Government every 2 years with the first report due December 31, 2013. The report will include how we have met our goals, commitments and the legislative requirements for that period, as laid out in this Plan. The report will be prepared in consultation with the Municipal Accessibility Advisory Committee. The report will be available on our website and will be provided in alternate formats upon request.

4.2 Reviewing Feedback

We will also monitor and evaluate any feedback we have received throughout the year related to accessibility. This information may be integrated into our accessibility reports. Any comments on our accomplishments and plans are welcome and will be considered in our ongoing accessibility planning.

Section 5

5. Addressing Barriers

- a) The Town of Kapuskasing will use the Government of Ontario barrier-free design guidelines that promote accessibility for people with disabilities to buildings that the Municipality buys, leases, builds or significantly renovates. The barrier free design guidelines used will ensure the level of accessibility of Municipal government buildings is at least as good as or better than the level of accessibility required by the Building Code Act.

- b) Council will accommodate the employment-related accessibility needs of people with disabilities who apply for jobs with the municipal government, as required by the Human Rights Code.
- c) The Town of Kapuskasing will accommodate the accessibility needs of its employees as required by the Human Rights Code.
- d) The Town of Kapuskasing will make sure that its managers and supervisors have access to information necessary to meet the government's duties to employees with disabilities.
- e) The municipality will examine municipal services for barriers.
- f) The municipality will recommend accessibility requirements when granting business licences.

Section 6

6. Making the Plan Available

The Town will make this Plan available on Kapuskasing's web site, and have hard copies available at the Municipal office, in both official languages. A public notice advising the general public that the plan is available for their perusal and review will be issued.

The Municipality invites you to submit your comments on the Plan as these will help the Municipality in making our Community, local government and services more accessible.

How to Contact Us

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Town Clerk

By Mail: Melanie Fortier
Resource Person/Town Treasurer
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By Fax: 705-337-1741
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705-337-4255 (Chantal Guillemette)

Section 7

7. Conclusion

2015 - 2020 PLAN

During this period, the Municipal Accessibility Advisory Committee along with volunteers living with disabilities will make the following commitment:

1. To implement the AODA Integrated Accessibility Standard Regulation.
2. To review all unresolved issues carried forward from previous plans.
3. To reassess municipal structures for accessibility as required.
4. To review possible funding sources for on-demand accessible transportation.

Making the Town of Kapuskasing an accessible Town will be an ongoing process. The Municipality actively engages in identifying and removing barriers - particularly physical barriers. With the requirements of ODA, the Municipality has a better understanding about the range of disabilities and is better equipped to focus on other barriers.

REVISED: _____ by the Accessibility Advisory Committee