

Multiyear Accessibility Plan and Policies 2014-2019

The Corporation of the Township of Plummer Additional is committed to improving access and opportunity for people with disabilities. This accessibility plan outlines our goals and plans over the next 5 years.

Guiding Legislation

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) ensures accessibility planning is integrated into our operations and business practises.

Statement of Commitment

The Corporation of the Township of Plummer Additional is committed to treating all people with dignity, respect and in a way that maintains individual independence. We believe in integration and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

The Corporation of the Township of Plummer Additional supports the full inclusion of persons with disability as set out in the Ontario Human Rights Code and Accessibility for Ontarians with Disabilities Act, 2005. In that **The Corporation of the Township of Plummer Additional** ensures compliance with the accessibility requirements in:

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

The Corporation of the Township of Plummer Additional strives to ensure every employee receives equitable treatment with respect to employment and services without discrimination.

The Corporation of the Township of Plummer Additional strives to meet the accommodation needs of employees in a timely manner as required by the Code and the AODA.

Accessible Emergency Information

The Corporation of the Township of Plummer Additional is committed to providing our publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

The Corporation of the Township of Plummer Additional will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Information and Communications

The Corporation of the Township of Plummer Additional is committed to meeting the communication needs of people with disabilities. Policies in place include:

- Alternative formats are available upon request
- New web content will conform with WCAG 2.0 when new site is launched
- Feedback processes are available and accessible to people with disabilities

Employment

The Corporation of the Township of Plummer Additional is committed to fair and accessible employment practices.

By January 2016 the following steps will be implemented to notify the public and staff that, when requested, **The Corporation of the Township of Plummer Additional** will accommodate people with disabilities as required by AODA and Human Rights Standard:

Recruitment:

- Notice of job announcements, advertisements, and other recruitment notices will include statement of accommodation provisions, i.e.:
"Disability related accommodations required for interview will be provided upon request"
- Candidates chosen for interviews will be asked if disability related accommodations are required to participant in the interview process
- Careers section of website will include information of availability of recruitment related disability accommodation requests

New Hires

- Disability related employment accommodation information will be included in all new hire orientation

Existing Employees

- written notice to all employees reminding disability related employment accommodations are available upon request
- As part of return to work process for employees returning from absence due to disability employees will be reminded to contact their manager/HR for disability related employment accommodations

The Corporation of the Township of Plummer Additional will take the following steps to ensure all employees are advised of updates to existing accommodation and return to work policies to meet AODA Employment Standard:

- written communication will be provided to each employee advising of updated/new individual accommodation policy and return to work policy
- Employee's whom have already disclosed disability will meet with HR/Manager/Supervisor to review new accommodation policy/plan
- Return to Work Policy will be updated to ensure inclusion of individual accommodation plan

The Corporation of the Township of Plummer Additional will ensure the accessibility needs of employees with disabilities needs are taken into account in performance management/ career development and redeployment processes:

- Performance evaluations will include questions to ensure existing accommodations are reducing or removing the disability related employment barrier
- Accessibility needs will be included in redeployment process

Design of Public Spaces

The Corporation of the Township of Plummer Additional will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces could include:

- Accessible parking
- Service-related elements i.e. service counters, fixed queuing lines and waiting areas

In the event of a service disruption, we will notify the public of the service disruption and alternative service options available.

Barrier Identification

The intent our Multi-Year Accessibility Plan is to prevent, identify and remove barriers or obstacles that stand in the way of people with disabilities from being able to access our service.

Report of Recent Achievements

The Corporation of the Township of Plummer Additional has improved accessibility or removed barriers as follows:

Customer Service

Accessible Customer Service Standard Regulation implementation:

- Accessible Customer Service Policy will be posted on our new website, when launched in 2015
- Relevant staff training in Accessible Customer Service
- Mandatory compliance report filed with Province of Ontario

Integrated Accessibility Standards Policy

Integrated Accessibility Standards regulation implementation

- Integrated Accessibility Standard "Train the Trainer", November 2014
- Draft version of Accessibility Statement of Commitment and MultiYear Accessibility policy created
- Planning and preparation underway for upcoming standards in Employment, Information and Communication and Accessible Building guidelines for new structures/renovation of old structure

For more information on this accessibility plan, or for a copy in an alternative format, please contact **Gina Marie Wilson, Deputy Clerk-Treasurer** at

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This Document is Available in Alternative Formats Upon Request