

Horton Township



Multi-Year Accessibility Plan

2019-2023

FEEDBACK

Your comments will help us improve future accessibility plans. Please let us know what you think about Horton Township's 2019-2023 Accessibility Plan.

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Table of Contents

FEEDBACK	1
Contact for Comments and Inquiries	1
EXECUTIVE SUMMARY	4
Aim	4
Statement of Commitment:	4
GUIDING LEGISLATION	5
MUNICIPAL HIGHLIGHTS	6
Township History	6
Township Description	6
Township Owned Facilities	6
ORGANIZATION CHART	7
CONSULTATION ACTIVITIES	8
Council	8
Staff	8
2019 – 2023 ACCESSIBILITY PLAN	9
BARRIER IDENTIFICATION	9
Environmental Barriers	9
Communication Barriers	9
Attitudinal Barriers	9
Technological Barriers	9
Systemic Barriers	9
MULTI-YEAR IMPLEMENTATION PLAN (2019 – 2023)	10
General Requirements – Policy and Procedure	10
Multi-Year Accessibility Plan	10
Policy Review and Development	11
Training on the Integrated Accessibility Standards Regulation and Ontario Human Rights Code (2015)	11
Customer Service	11
Customer Feedback Mechanisms	11
Accessible Customer Service Standard Regulation Implementation (Ongoing)	11
Municipal Election Accessibility	11
Information and Communications	11
Continued Communications and Awareness of Accessibility Issues for the Public and Staff	11

Continue to review existing and develop new corporate policies, practices and procedures in relation to AODA accessibility requirements	12
Emergency Procedures and Public Safety Information	12
Accessible Formats and Communication Supports	12
Accessible Website & Web Content	12
Website Redesign	12
Employee Employment Accommodations	12
Built Environment	13
Maintenance, Renovations and Retrofits	13
Trails, Parks and Public Spaces	13
Facility Accessibility Design Standards (FADS)	13
REVIEW AND MONITORING OF THE PROCESS	13
COMMUNICATION OF THE PLAN	13
SCHEDULE “A”	14
SCHEDULE “B”	17
GLOSSARY	18

EXECUTIVE SUMMARY

The purpose of the Ontarians with Disabilities Act, 2001, (ODA) is to improve opportunities for people with disabilities and to provide for the involvement in the identification, removal and prevention of barriers. To this end, the ODA mandates that each Municipality prepare an annual accessibility plan.

In 2005, a second piece of legislation, the Accessibility for Ontarians with Disabilities Act, 2005, (AODA) was enacted. Through the AODA, Ontario is working to make the province fully accessible for people with disabilities by 2025. Under the Act, standards have been developed that must be followed to identify, remove and prevent barriers so that people with disabilities have more opportunities to participate in everyday life.

The Integrated Accessibility Standard requires the Municipality to develop a multi-year plan every five (5) years.

Aim:

Through its multi-year accessibility plan, the Municipality aims to become barrier free by 2025. This includes complying with the following accessibility standards:

- Customer Service
- Information and Communication
- Employment
- Transportation
- The Built Environment

This plan describes the measures that the Municipality may undertake to identify, remove and prevent barriers so that goods, services, facilities, accommodation, employment, buildings, structures and premises are accessible to person with disabilities.

Statement of Commitment:

The Municipality is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and shall do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005.

GUIDING LEGISLATION

The *Ontarians with Disabilities Act, 2001* (ODA) ensures that public organizations incorporate accessibility planning into their operations and facilities and document such actions within an accessibility plan. In 2005, a second piece of legislation, the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was enacted to further qualify the ODA and serve as a framework for the establishment of accessibility standards in five areas: customer service, information & communications, transportation, employment, and the built environment. The standards support the principles of the AODA to ensure dignity, integration, independence and equal opportunity and each has specific timelines for implementation. Compliance with the AODA is required by both public and private sector organizations.

The ODA and AODA are in place for the purpose of ensuring that people with disabilities are not discriminated against. Implementation for both public and private sectors will be phased in over time to achieve the Provincial government objective of a fully accessible province by 2025.

Customer Service – Ontario Regulation 429/07:

This standard was the first under the AODA to become law. It ensures that people with disabilities can receive goods and services in a manner that considers one's disability.

Integrated Accessibility Standards – Ontario Regulation 191/11:

Three of the five accessibility standards comprise the recently enacted IASR. These standards will ensure accessibility in the areas of information & communications, employment and transportation. Development of accessibility implementation strategies is currently underway to reach compliance and provide for accessibility across the organization. The Township of Horton Multi-Year Accessibility Plan identifies the implementation schedule and actions to be taken.

Accessibility Standards for the Built Environment:

The final set of standards to be released pertains to the Design of Public Spaces. At the time of printing, the DRAFT standards are being proposed as an amendment to Ontario Regulation 191/11 and once enacted will ensure that accessibility is included within all new construction and extensive renovations. Technical requirements are being proposed relative to recreational trails, beach access, outdoor public use seating areas, outdoor play spaces, exterior paths of travel, obtaining service and maintenance. Understanding a wide variety of barriers for persons with disabilities in the physical environment is essential to implementation of the forthcoming standards.

MUNICIPAL HIGHLIGHTS

Township History

The Corporation of the Township of Horton was established January 1st, 1850.

Township Description

Horton Township offers a unique blend of country living with nearby urban centers. Our Township borders the Town of Renfrew and is only 45 minutes away from Ottawa, Ontario - Canada's capital. Residents enjoy the tranquility and privacy that rural properties provide and have access to the modern-day conveniences such as shopping, hospitals, theatres, schools, churches and restaurants.

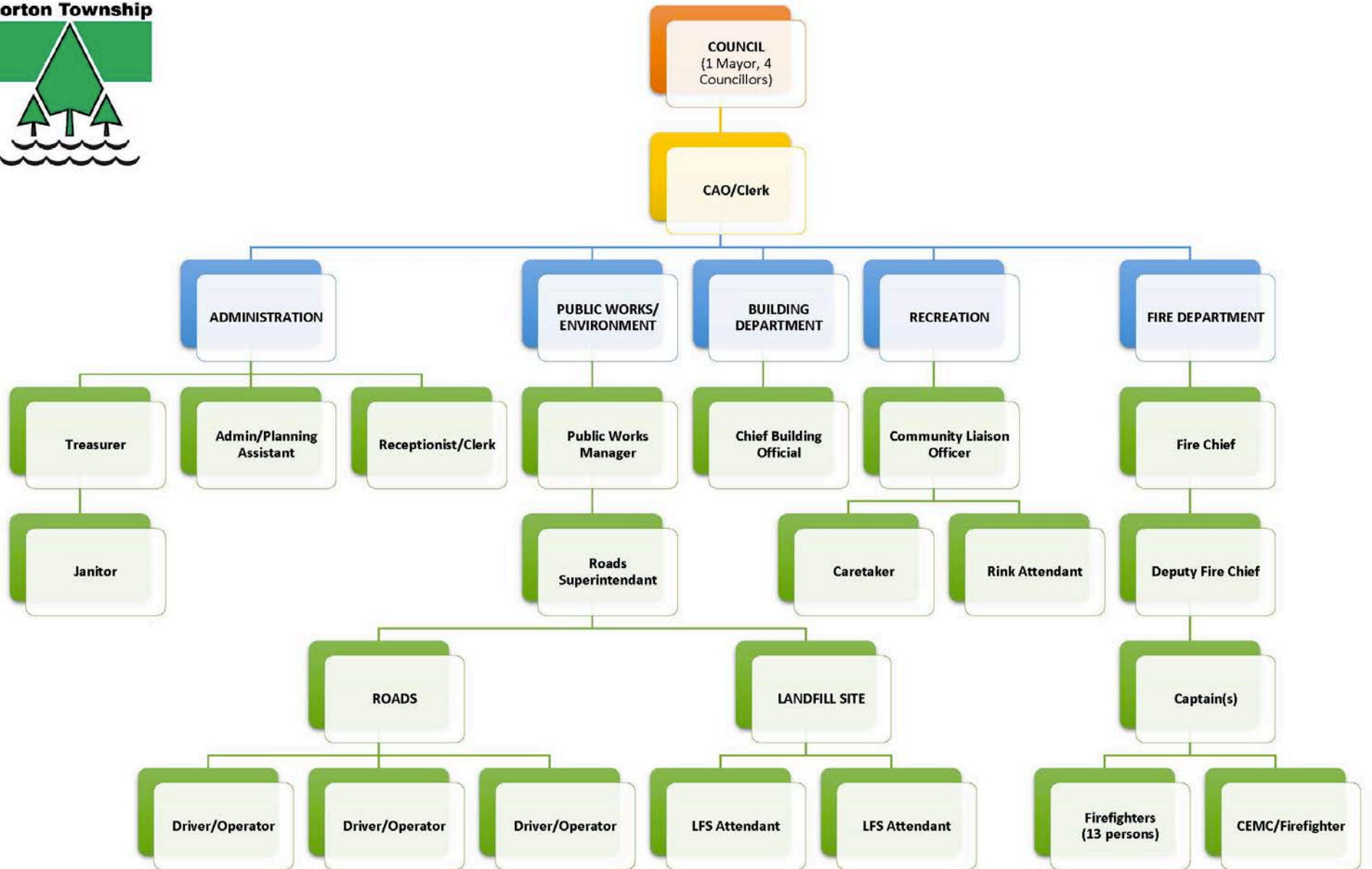
The Ottawa River, the CN trail, the Algonquin Trail, the covered outdoor rink and the local community centre are just a few of the recreational opportunities available within the Township.

Come and experience the friendly community atmosphere that Horton Township offers and enjoy "rural living within urban reach".

Township Owned Facilities

1. Municipal Office
2. Fire Station
3. Public Works garage
4. Community Centre
 - a. Outdoor Rink & Change Rooms
 - b. Soccer Field
 - c. Volleyball Courts
5. Boat Launch
6. Landfill Site

ORGANIZATION CHART



CONSULTATION ACTIVITIES

Council

The Council of the Corporation of the Township of Horton is committed to implementing the necessary policies and providing the necessary resources so that goods, services, facilities, accommodation, employment, buildings, structures and premises of the Municipality are accessible to person with disabilities.

The accessibility plan has been prepared in order to enable Council to meet these commitments.

Staff

Township Staff are encouraged to comment on and recommend improvements to policies and practices regarding accessibility.

2019 – 2023 ACCESSIBILITY PLAN

The Municipality's accessibility plan focuses on three (3) areas. These initiatives will support compliance with the existing Accessibility Standards for Customer Service, as well as with the new Integrated Accessibility Standards of Information and Communication and Employment. The Municipality does not provide public transportation and therefore the requirement of the Transportation Standard do not apply.

2019 – 2023 Accessibility Plan – See Schedule “A”

BARRIER IDENTIFICATION

The intent of the Multi-Year Accessibility Plan is to prevent, identify and remove barriers. Barriers are obstacles that stand in the way of people with disabilities from being able to do many of the day-to-day activities that most people take for granted. A barrier is defined as anything that prevents a person with a disability from fully participating in all aspects of society because of a disability. The traditional definition of a barrier used in the context of accessibility has been expanded to include obstacles beyond physical boundaries. There are several other categories of barriers to consider, such as:

Environmental Barriers: features, buildings or spaces that restrict or impede physical access. For example, a doorway that is too narrow to accommodate entry by person in a motorized scooter.

Communication Barriers: obstacles with processing, transmitting or interpreting information. For example, print on a brochure that is too small to read or documents not available in alternative formats.

Attitudinal Barriers: prejudgments or assumptions that directly or indirectly discriminate. For example, if all visually impaired persons can read Braille.

Technological Barriers: when technology cannot be or is not modified to support various assistive devices and/or software. For example, a website that does not provide for increased text size or contrast options.

Systemic Barriers: barriers within an organization's policies, practices and procedures that do not consider accessibility. For example, listing a driver's license as an employment qualification for an office position may prohibit persons with visual impairments from applying.

Horton Township Staff will develop a plan to address the barriers that have been identified upon completion of the Accessibility Assessments and will implement such plan, to ensure that every person will have an equal opportunity to access and utilize the Township owned facilities.

Barrier Removal Plan – See Schedule “B”

MULTI-YEAR IMPLEMENTATION PLAN (2019 – 2023)

The initiatives of the Accessibility Plan were reviewed in reference to the accessibility standards developed by the Province. Most of the work of the Township of Horton moving forward will be in response to complying with the Integrated Accessibility Standard Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The multi-year plan will also have a continued focus on the sustainment of the Accessibility Standards for Customer Service in the day-to-day operations of the Township. When the Built Environment Standard becomes a Regulation, action items of the Accessibility Plan may need to be revised as all Township departments will be affected.

The Strategic Actions for Barrier Prevention or Removal for the multi-year plan have been developed around the following initiatives:

- **General Requirements** – Policy and Procedure – Identification of accessibility barriers and implementation of solutions to prevent and remove them throughout the organization.
- **Customer Service** – Provision of accessible customer service in response to the diverse needs of the Township of Horton residents.
- **Information and Communications** – Provision of Township of Horton information and communications in accessible and alternate formats.
- **Employment** – Full participation of persons with disabilities in Township of Horton employment.
- **Built Environment** – Greater accessibility into, within, out of and around Township of Horton facilities, parks, trails and public spaces.

General Requirements – Policy and Procedure

Multi-Year Accessibility Plan

- Outline the Township of Horton’s strategy to prevent, identify and remove barriers and meet the requirements of the AODA and accompanying accessibility standards
- Provide an annual status report on the progress of the plan’s implementation
- Conduct a comprehensive review of the plan at least every five years

Policy Review and Development

- Develop and maintain policy documents relative to how the Township of Horton will achieve accessibility through meeting the requirements of the AODA and accompanying accessibility standards
- Annual review of existing accessibility related documents.

Training on the Integrated Accessibility Standards Regulation and Ontario Human Rights Code (2015)

- Develop and deliver mandatory accessibility training applicable to all employees. Provide training in multiple formats (i.e. face-to face training sessions, electronic format); tailor to employee duties.

Customer Service

Customer Feedback Mechanisms

- Monitor current customer feedback mechanisms and look to increase feedback/engagement with persons with disabilities.
- Ensure feedback processes are accessible to persons with disabilities.

Accessible Customer Service Standard Regulation Implementation (Ongoing)

- Continue to conduct, assess and review accessible customer service training for staff volunteers.

Procurement

- Review/revise procurement process and guiding documents to incorporate accessibility criteria and features when procuring and acquiring goods, services or facilities.

Municipal Election Accessibility

- Ensure that coordination of the 2022 Municipal Election includes accessibility considerations.
- Review election manuals, technology and software.
- Investigate assistive voting technology opportunities.
- Develop municipal election accessibility plan.
- Provide post-election accessibility report to Council and make publicly available.

Information and Communications

Continued Communications and Awareness of Accessibility Issues for the Public and Staff

- Implement ongoing communications initiatives such as news releases, website information.

Continue to review existing and develop new corporate policies, practices and procedures in relation to AODA accessibility requirements

- Development of the Integrated Accessibility Standards Policy.

Emergency Procedures and Public Safety Information

- Commitment to providing public emergency and safety information in accessible formats.

Accessible Formats and Communication Supports

- Review and develop relevant policy/procedure documents pertaining to the provision of accessible formats and communication supports for persons with disabilities, taking into consideration accessibility format/communication support requirements.
- Develop guidelines and resources for creating accessible documents for common workplace desktop applications: Word, Excel, PDF, PowerPoint.

Accessible Website & Web Content

Provide ongoing staff training on how to create accessible online documents

- Develop tip sheets and staff resources.
- Include accessibility considerations in site upgrades.

Website Redesign

- Coordinate comprehensive website redesign, providing the opportunity to incorporate new technologies and accessibility tools.
- WCAG Level 2.0 AA compliance.

Employment

Employee Employment Accommodations

- Ensure that recruitment planning, screening and selection processes provide and notify availability of accommodations.
- Ensure appropriate accommodations are provided to current employees as required.
- Ensure a return to work process with related accommodation support is in place.
- Ensure that performance management, career development and redeployment practices take into consideration the accessibility and accommodation needs of employees with disabilities.
- Ensure that workplace emergency response information is provided in an accessible format or with accommodation upon request.
- Review and revise where necessary, policy and work processes for recruitment, workplace emergency response, employee accommodations, return to work processes, performance management, career development and employee redeployment.
- Develop targeted staff training on policy and process changes.
- Communicate employment policies and processes to all staff.

Built Environment

Maintenance, Renovations and Retrofits

- Barrier free upgrades and design work to Horton Community Centre.

Trails, Parks and Public Spaces – Continued consideration for accessibility elements in capital projects relative to parks, trails and public spaces

- Consider accessibility elements in Natural Play Space.

Facility Accessibility Design Standards (FADS)

- Monitor the development of the forthcoming DRAFT Design of Public Spaces Standards and identify implications for new or redeveloped Township of Horton building projects relative to public spaces (recreational trails, beach access routes, outdoor public eating areas, outdoor play spaces, exterior paths of travel, accessible parking, obtaining services).
- Continue to review and provide comments on accessibility on selected Site Plan applications.

REVIEW AND MONITORING OF THE PROCESS

Council is committed to following through with this plan. This plan will be reviewed and updated at least once every five (5) years, allowing Council, Staff, and the public to assess its effectiveness and reflect changing community requirements.

COMMUNICATION OF THE PLAN

This plan will be available on the Township Website as well as at the Municipal Office. Every effort will be made to make the plan available to those with disabilities for the perusal and review. They will be provided in an accessible format upon request.

SCHEDULE “A”

2019 – 2023 ACCESSIBILITY PLAN

2019 – ACTION	RESPONSIBILITY	COSTS	TARGET DATE
Multi-Year Accessibility Plan – 2019 – 2023 <ul style="list-style-type: none"> • Develop Plan • Adopt Plan • Post Plan on Website 	<ul style="list-style-type: none"> • CAO/Clerk • Council 	Staff Time	December 1, 2019
Completion of Outstanding Accessibility Assessments <ul style="list-style-type: none"> • Community Centre <ul style="list-style-type: none"> ○ Rink Change Rooms 	<ul style="list-style-type: none"> • Public Works Manager 	Staff Time	December 31, 2019
Updated Training on Policies and Procedures that relate to Accessibility <ul style="list-style-type: none"> • Develop Training Material • Provide Training 	<ul style="list-style-type: none"> • CAO/Clerk • Admin/Planning Assistant 	Staff Time & Materials	December 31, 2019
File an Accessibility Compliance Report to Province	<ul style="list-style-type: none"> • CAO/Clerk • Admin/Planning Assistant 	Staff Time	December 31, 2019
Annual Status Report <ul style="list-style-type: none"> • Complete Form • Post on Website and at Municipal Office 	<ul style="list-style-type: none"> • CAO/Clerk • Admin/Planning Assistant 	Staff Time	December 31, 2019

2020 – ACTION	RESPONSIBILITY	COSTS	TARGET DATE
Develop Plan for Removing Barriers <ul style="list-style-type: none"> • Municipal Office • Fire Hall 	<ul style="list-style-type: none"> • Public Works Manager 	Staff Time	April 30, 2020
Implement Plan for Removing Barriers <ul style="list-style-type: none"> • Municipal Office • Fire Hall 	<ul style="list-style-type: none"> • Public Works Manager 	Staff Time	November 1, 2020
Annual Status Report <ul style="list-style-type: none"> • Complete Form • Post on Website and at Municipal Office 	<ul style="list-style-type: none"> • CAO/Clerk 	Staff Time	December 31, 2020

2021 – ACTION	RESPONSIBILITY	COSTS	TARGET DATE
Develop Plan for Removing Barriers <ul style="list-style-type: none"> • Public Works Garage • Landfill Site 	<ul style="list-style-type: none"> • Public Works Manager 	Staff Time	April 30, 2021
Implement Plan for Removing Barriers <ul style="list-style-type: none"> • Public Works Garage • Landfill Site 	<ul style="list-style-type: none"> • Public Works Manager 	Staff Time	November 1, 2021
File an Accessibility Compliance Report to Province	<ul style="list-style-type: none"> • CAO/Clerk 	Staff Time	December 31, 2021
Annual Status Report <ul style="list-style-type: none"> • Complete Form • Post on Website and at Municipal Office 	<ul style="list-style-type: none"> • CAO/Clerk 	Staff Time	December 31, 2021

2022 – ACTION	RESPONSIBILITY	COSTS	TARGET DATE
Develop Plan for Removing Barriers <ul style="list-style-type: none"> • Community Centre • Rink 	<ul style="list-style-type: none"> • Public Works Manager 	Staff Time	April 30, 2022
Implement Plan for Removing Barriers <ul style="list-style-type: none"> • Community Centre • Rink 	<ul style="list-style-type: none"> • Public Works Manager 	Staff Time	November 1, 2022
Annual Status Report <ul style="list-style-type: none"> • Complete Form • Post on Website and at Municipal Office 	<ul style="list-style-type: none"> • CAO/Clerk 	Staff Time	December 31, 2022

2023 – ACTION	RESPONSIBILITY	COSTS	TARGET DATE
Develop Plan for Removing Barriers <ul style="list-style-type: none"> • Soccer Field • Boat Launch 	<ul style="list-style-type: none"> • Public Works Manager 	Staff Time	April 30, 2023
Implement Plan for Removing Barriers <ul style="list-style-type: none"> • Soccer Field • Boat Launch 	<ul style="list-style-type: none"> • Public Works Manager 	Staff Time	November 1, 2023
Multi-Year Accessibility Plan – 2024 – 2028 <ul style="list-style-type: none"> • Develop Plan • Adopt Plan • Post Plan on Website 	<ul style="list-style-type: none"> • CAO/Clerk • Council 	Staff Time	September 1, 2023
File an Accessibility Compliance Report to Province	<ul style="list-style-type: none"> • CAO/Clerk 	Staff Time	December 31, 2023
Annual Status Report <ul style="list-style-type: none"> • Complete Form • Post on Website and at Municipal Office 	<ul style="list-style-type: none"> • CAO/Clerk 	Staff Time	December 31, 2023

SCHEDULE "B"

TOWNSHIP OF HORTON BARRIER REMOVAL PLAN

Barrier Location	Type of Barrier	Strategy for Removal or Prevention	Estimated Cost	Status Update
		SUBTOTAL:		
		TOTAL:		

GLOSSARY:

Accessibility:

In a context relating to people with disabilities, the term can be defined as the degree to which people with disabilities are able to access the functionality, and possible benefit, of some system or entity. Essentially, 'Accessibility' refers to the potential for a product or service to be beneficial to as many people as possible.

Accessibility Plan:

A program and itemization of forecasted initiatives to identify past achievements with respect to improving accessibility for people with disabilities, formulating future goals and providing a context by which both can be assessed and evaluated.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA):

Legislation enacted by the Province of Ontario in June of 2005, that provides the framework by which certain accessibility standards will be developed to ensure that businesses and organizations maintain practices and provide goods and services in a manner that is accessible to everyone including people with disabilities. Standard will be developed by Standards Development Committees and enacted as Ontario Regulations under the AODA: Customer Service (currently in place as OR 429/07), Transportation, Information and Communications, Built Environment, and Employment. The goal of the AODA is to build on the framework of the ODA, establish enforceable and qualitative standards in order to assist in developing a "fully accessible" province by 2025.

Accessible Formats:

May include, but are not limited to large print, recorded audio and electronic formats, Braille and other formats useable by persons with disabilities.

Facility Accessibility Design Standards:

Guidelines providing accessibility design criteria for a variety of building elements that are generally above and beyond the current legislative requirements such as those contained within the Ontario Building Code universal barrier-free design standards. The Township of Horton will continue to monitor the development of the Provincial Accessible Built Environment Standard, which once enacted would be the leading accessible design legislation alongside the Ontario Building Code.

Assistive Device:

Any auxiliary tool, aid, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting; assists in accessing goods, services or information and helps the person to maintain independence. Examples include but are not limited to communication aids, cognition aids, personal mobility aids, and medical aids.

Barrier:

Anything that prevents a person with a disability from fully participating independently in all aspects of society due to his/her disability. The definition is not limited to structural or physical impediments, it can also relate to various other obstacles such as systemic, attitudinal, technological, informational etc.

Communications:

The interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

Communications Supports:

May include, but are not limited to captioning, alternative and augmentative communications supports, plain language, sign language and other supports that may facilitate effective communications.

Designated Public Sector Organization:

Every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies – Definitions) made under the *Public Service of Ontario Act, 2006*.

Disability:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, and 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 service animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a development disability;
- A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Information:

Includes data, facts and knowledge that exist in any format, including text, audio, digital or images, that convey meaning.

Designated Public Sector Organization:

Every municipality and person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies – Definitions) made under the *Public Service of Ontario Act, 2006*, or described in Schedule 1 of the Regulation.

Ontarians with Disabilities Act, 2001 (ODA): Legislation enacted by the Province in November of 2001 to *‘improve opportunities for persons with disabilities and provide for their involvement in the identification, removal and prevention of barriers’*. The ODA required municipalities with more than 10,000 residents to develop an Accessibility Advisory Committee and to submit an annual Accessibility Plan to the province. The AODA will eventually replace the ODA; however, a date for its repeal has not yet been determined.

Ontario Human Rights Code: A provincial law in Ontario that gives all citizens equal rights and opportunities without discrimination in specific areas such as employment, housing and services. The Human Rights Commission was established as an oversight and appeal body in relation to the law. Prior to the ODA being enacted in 2001, the Human Rights Code was the only applicable legislation to uphold accessibility rights.

Ontario Regulation 429/07 (Accessible Customer Service Standard): The first standard to be released under the AODA which took force and effect for all public organizations on January 1, 2010 and private organizations on January 1, 2012. The standard mandates the development of policies, practices and procedures in the areas of communication, notice for disruption of services, service and support animals, assistive devices, training and customer feedback in relation to the core principles of the standard; dignity, independence, integration and equal opportunity.

Ontario Regulation 191/11 (Integrated Accessibility Standards): The second standard to be released under the AODA which took force and effect for all public organizations on July 1, 2011. The standard consolidates the development of policies, practices and procedures in the areas of information and communications, employment and transportation within a phased implementation schedule.

Redeployment: The reassignment of employees to other departments or jobs within the organization

Standard: The criterion establishing what a person or organization must accomplish to achieve the minimum level of compliance. Accessibility Standards will be legislated by way of Ontario Regulations pursuant to the AODA.

Web Content Accessibility Guidelines (WCAG): International guidelines to ensure consistent web accessibility; the World Wide Web Consortium recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines” (WCAG) 2.0.