

SCHEDULE 'A' to By-law # 72-14

TOWNSHIP OF RYERSON ACCESSIBILITY PLAN 2014

Original Plan

September 2, 2003, Reviewed and Up-Dated August 17, 2004
Reviewed August 2, 2005, Reviewed June 6, 2006
Reviewed June 5, 2007, Reviewed December 2, 2008

**Amended to include Accessibility Standards for Customer Service
Adopted by By-law 23/09 October 19, 2009**

Reviewed and adopted by Council By-law 39-10 (Nov. 16, 2010)

Reviewed and adopted by Council By-law 41-11 (Dec. 6, 2011)

**Amended to include Integrated Accessibility Standards Regulation 191/11
Section 13 & 27**

Reviewed and adopted by By-law 35-12 Nov. 20, 2012

Reviewed and adopted by By-law 55-13, November 19, 2013

Reviewed and adopted by By-law 72-14 December 16, 2014

MUNICIPAL JURISDICTION PARTICIPATING IN THIS PLAN

MUNICIPALITY: Township Of Ryerson

ADDRESS: R R 1
28 Midlothian Road
Burk's Falls, Ontario
P0a 1c0

KEY CONTACT: Judy Kosowan, Clerk-Treasurer
PHONE: 705 382-3232
FAX: 705 382-3286
EMAIL: admin@ryersontownship.ca

POPULATION: 686 According To Stats Can, 2006

TOWNSHIP OF RYERSON PROFILE

The Corporation of the Township of Ryerson is a rural municipality located in the southeastern portion of the District of Parry Sound, west of Highway 11. The township is bordered on the north and west by the Municipality of Magnetawan, on the east by the Township of Armour and the south border is shared with the Township of McMurrich/Monteith and the Township of Perry. Secondary Highway 520 runs through the northeast quadrant of the township, while the remainder of the municipality is accessed by 116 kms. of township maintained roads. The beautiful Magnetawan River winds its way through the heart of Ryerson Township. There are several picturesque lakes including Doe, Bartlett, Cecebe, Midlothian, Ahmic and Horn Lake, which are located in the township. The municipality provides public access to the area lakes and change room/privy facilities are located at Doe Lake, Bartlett Lake and Ahmic Lake. The Township of Ryerson is truly rural in nature, with no defined villages or settlement areas. All existing development is on private water and sewer systems. Ryerson Township has co-operative working arrangements with both the Village of Burks Falls and the Township of Armour, in sharing the provision of landfill, recycling, arena, library and fire protection services. Municipally owned facilities include: the Township Offices and Garage located at 28 Midlothian road (at the corner of hwy. 520 and Midlothian road) and the Wiseman's Corners School located at 112 Midlothian Road, which is rented to the Burks falls and District Historical Society and houses a museum.

OTHER ORGANIZATIONS AND AGENCIES PARTICIPATING IN THIS PLAN

There is only one organization actively involved in the municipality at this time, which is the Burks Falls and District Historical Society that operate a museum in a municipal building.

CONSULTATION ACTIVITIES

Target group: the general public

SUMMARY OF INFORMATION COLLECTED THROUGH CONSULTATION

Council and staff of the Township of Ryerson, will on an ongoing basis, identify, and prevent future barriers to people with disabilities when certain policies are implemented and when issues and concerns arise.

PLAN DEVELOPMENT WORKING GROUP

The working group includes council and staff of the Township of Ryerson. This plan has been compiled using their personal experiences and experiences shared with them from the residents of the township. The Corporation of the Township of Ryerson is committed to providing quality programs and services that are accessible to all persons served by the municipality.

Inquiries can be directed to the Township Office:

Phone: 705 382-3232
Fax: 705 382-3286
E-mail: admin@ryersontownship.ca
Mail: R. R. # 1,
28 Midlothian Road
Burks Falls, Ontario
POA 1C0

INITIATIVE

Council and staff of the Township of Ryerson have reviewed the current status of all buildings owned and operated by the municipality and the general policies and procedures of the municipality in order to identify, remove and prevent barriers for people with disabilities. This is an on-going procedure to continue to monitor facilities and procedures to prevent future barriers to people with disabilities. The Township of Ryerson has adopted an Official Plan and has included information regarding accessibility. The working group has contacted residents with mobility and visual disabilities and employees and members of the municipal council with hearing impairment and also mobility challenges. The regional disability committee in Parry Sound was contacted and no input was received. The township will incorporate any future issues raised, into the review of buildings and policies. During this planning process, the council and staff will consider barriers for people with disabilities.

CUSTOMER SERVICE POLICY STATEMENT PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

1. Our mission

The mission of the Corporation of the Township of Ryerson is to provide quality programs and services that are accessible to all persons served by the municipality.

2. Our commitment

In fulfilling our mission, the Township of Ryerson strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3. Providing Goods and Services to People with Disabilities

The Corporation of the Township of Ryerson is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

3.2 Telephone Service

The municipality will make reasonable efforts to provide accessible telephone service to our customers. We will train staff to communicate over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by regular mail or by e-mail if telephone communication is not suitable to their communication needs.

3.3 Assistive Devices

We are committed to serving people with disabilities who use their own assistive devices to obtain, use or benefit from our goods and services.

3.4 Billing

We will make reasonable efforts to providing accessible invoices/tax billings to all our customers. For this reason, invoices/tax billings will be provided by large and/or darker print or by e-mail. We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

4. Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal (unless excluded by other law, then we will take reasonable efforts to find an alternate means of providing assistance) on the parts of our premises that are open to the public and other third parties.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Township of Ryerson premises with his or her support person. At no time will a person with a disability, who is accompanied by a support person be prevented from having access to his or her support person while on our premises. Fees will not be charged for support persons for admission to the Township of Ryerson premises for any events where a fee is required.

5. Notice of Temporary Disruption

The municipality will make reasonable efforts to provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternate facilities or services, if available. (See Appendix "A".)

6. Training of Staff

The Corporation of the Township of Ryerson will provide training to staff who interact with the public or other third parties on their behalf. This will involve training council, administrative and road department staff, and volunteers on an annual basis, with new staff being updated within 60 days of commencement of employment.

Training will include the following:

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirement of the Customer Service Standard, and related regulations

How to interact and communicate with people with various types of disabilities

How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

What to do if a person with a disability is having difficulty in accessing the Corporation of the Township of Ryerson's goods and services

The Corporation of the Township of Ryerson's policies, practices and procedures relating to the Customer Service Standard

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities.

Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

7. Feedback Process

Corporation of the Township of Ryerson welcomes feedback on our provision of services while serving customers with disabilities. Feedback may identify areas that require change and encourage continuous service improvement. (See Appendix "B".)

The public can provide feedback (See Appendix "C") to the municipality on the delivery of goods and services to persons with disabilities:

By regular mail addressed to:

The Municipal clerk
R. R. # 1, 28 Midlothian Road
Burks Falls, Ontario
POA 1C0

By telephone at:

705 382-3232

By fax at:

705 382-3286

In person at:

Municipal office at 28

Midlothian Road

By e-mail at:

admin@ryersontownship.ca

Feedback will not be acted upon unless the person providing same includes his or her name, mailing address and daytime telephone number. The municipality will make reasonable efforts to provide acknowledgement to feedback within five business days from its receipt. (See Appendix "D".)

8. Modifications to This or Other Policies

The municipality is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore no changes will be made to this policy before considering the impact on people with disabilities. The Corporation of the Township of Ryerson will make reasonable efforts to modify or amend any policy that does not respect and promote the dignity and independence of people with disabilities.

9. Questions About This Policy

If anyone has a question about this policy or if the purpose of the policy is not understood, an explanation should be provided by/or referred to the Municipal Clerk's office of the Township of Ryerson located at 28 Midlothian Road, R. R. # 1, Burks Falls, Ontario P0A 1C0 (Phone 705 382-3232)

OPERATIONAL REVIEW

Current buildings:

1. Township of Ryerson Municipal Offices and Garage located at 28 Midlothian road, Burk's Falls, Ontario P0A 1C0:

The building consists of council room, municipal office, kitchen/storage, washroom and the road department garage. The office building/council room are on ground level. The parking lot is paved and there is a sidewalk for public access to the front and side entrance doors to the office /council room portion of the building. Two designated handicap parking spots were installed in 2011, in addition many parking spaces are available for easy access to and from vehicles and the building. There are no automatic door openers on the front or side door of the office/council room.

The Township of Ryerson is a very small rural municipality with few public buildings. Over the years staff have courteously provided goods and services to all the public, providing individual assistance to those with disabilities when the need arises.

Identified issues:

- Lack of marked parking spaces designated for handicapped usage – corrected in 2011
- Door threshold may make access difficult – corrected in 2012
- The condition of the concrete sidewalk could make access difficult – corrected in 2012
- Lack of an automatic door could make access challenging
- Washroom may not meet current accessibility standards
- Council meetings are held in a small room using voice and limited written materials, presenting a challenge for persons with disabilities
- The municipal web site does not offer assistive devices

Opportunities for improvements:

- In 2012 two previously identified issues have been resolved: signage has been installed for two handicap parking spaces; the concrete sidewalk at the municipal building has been rebuilt providing for smoother, easier access.
 - Municipal council may consider applying for funding to:
 - Provide an automated door at the front entrance to the office
 - Have washroom remodelled to allow handicap access
 - Put an addition on the council room to allow for ease of movement with assistive devices (canes, walkers, wheelchairs etc.); incorporate a sound system to amplify voices; explore the idea of having the agenda/presentations on power point for better visibility
 - Explore options that may be available to make the web site more accessible
2. Wiseman Corners School operating as Burk's Falls and District Museum located at 112 Midlothian road, Burk's Falls, Ontario POA 1C0

The Township of Ryerson has partnered with the Burk's Falls and District Historical Society to operate a Heritage Centre/Museum. The site consists of

the Wiseman Corners School that is now housing museum artifacts, there is also a garage shed that houses more artifacts and another display which is a section of a swing bridge. The Heritage Centre is open in the summer when students are hired and is only open part time in the spring and fall, when volunteers from the Burk's Falls and District Historical Society are available.

The Heritage Centre entrance door is accessible by a concrete ramp and a handrail for easy access. The garage shed is on ground level with a dirt floor.

Identified issues:

- There is no handicapped parking assigned.
- There is no automatic door opener, however staff is available to help anyone in need of assistance.
- The grounds around the museum are in a natural state which could make it difficult for those with disabilities to move around.

Opportunities for improvement:

- Install a handicapped parking spot
- The municipal council could consider applying for funding and/or use revenue available for park purposes to upgrade the heritage centre grounds by providing delineated paths around the yard in crushed granite or concrete to allow for easier access

GENERAL

During the consultation process, persons with mobility, visual and hearing difficulties were consulted. The regional disability advisory committee in Parry Sound, has been consulted in the past and no input was offered. Barriers were identified as previously outlined. It appears that since this municipality is small and rural in nature that municipal staff are sensitive to and able to provide goods and services to people with disabilities, as need arises.

By-laws, Policies, Practices and Services

The current by-laws, policies and programs of the Township of Ryerson have no identified barriers for people with disabilities. During the on-going review

of township buildings and policies, if barriers are identified, such barriers will be addressed in the planning process.

Municipal Election

In 2010 and 2014 the Township of Ryerson used Vote by Mail. The Election Policies and Procedures contain a section on Accessible Elections. Previous to 2010, voting stations for the municipal election were held at the township office. At all voting places, the parking lots are also designated as voting stations, allowing election officials to attend outside of building if required.

The municipality welcomes support persons and/or service animals at all times, including during the election process.

Status

Review completed and adopted by Council December 16, 2014.

Decision Making Review

Barriers as outlined above were identified. Building and policy reviews will be on-going. The plan will be reviewed by council annually.

Targets and Actions

Updates will be made to the accessibility plan when areas of concern are determined and resolved. Policies, by-laws, and procedures implemented will ensure that barriers, if identified, are eliminated and prevented. Opportunities for improvements, as outlined above, will be reviewed when preparing the municipal budget

Monitoring

The plan will be monitored mid-year, in preparation for the Annual review.

INTEGRATED ACCESSIBILITY STANDARDS

Regulation 191/11 Section 13 – Emergency Procedure, Plans or Public Safety Information

An obligated organization that prepares emergency procedures, plans or public safety information and makes the information available to the public, shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

The Township of Ryerson has consulted with its' Community Emergency Management Coordinator (CEMC), and determined that the Emergency Plan is available on the website and font size can be made any size available. In addition any request for the information will be made available by the required means, as soon as practicable.

In addition the emergency preparedness guide for people with disabilities/special needs is available in large print.

Regulation 191/11 Section 27 Workplace Emergency Response Information

Every employer shall provide individualized workplace emergency response information to employees who have a disability.

The township has available to all employees: the township's emergency plan sketch of the building; and the accessibility standard for employment – providing emergency response information for employees with disabilities.

During annual accessibility employee training (or for new hires) this information is reviewed.

APPENDIX "A"

**DOCUMENT FOR NOTIFYING THE PUBLIC
ABOUT DISRUPTIONS IN SERVICE**

NOTICE OF DISRUPTION

TYPE OF DISRUPTION

**REASON FOR
DISRUPTION**

**DURATION OF
DISRUPTION**

ALTERNATE FACILITIES OR SERVICES

APPENDIX "B"

INVITATION FOR FEEDBACK ON THE PROVISION OF GOODS OR SERVICES TO PEOPLE WITH DISABILITIES, AND AVAILABILITY OF POLICY

WE WANT TO HEAR FROM YOU!!

WE STRIVE TO IMPROVE ACCESSIBILITY FOR OUR CUSTOMERS WITH
DISABILITIES.

WE WELCOME YOUR FEEDBACK.

TO SHARE YOUR COMMENTS, REQUEST A FEEDBACK FORM, OR A COPY OF
OUR ACCESSIBILITY POLICY:

PLEASE CALL 705 382-3232, OR

E-MAIL admin@ryersontownship.ca

THANK YOU

THE CORPORATION OF THE TOWNSHIP OF RYERSON

APPENDIX "C"

DOCUMENT FOR OBTAINING FEEDBACK

CUSTOMER FEEDBACK FORM

Thank you for visiting the Corporation of the Township of Ryerson. We value all of our customers and strive to meet everyone's needs. Please tell us the date and time of your visit: _____

Did We Respond To Your Customer Service Needs Today?

YES

NO

Was Our Customer Service Provided To You In An Accessible Manner?

YES

SOMEWHAT

NO (PLEASE EXPLAIN BELOW)

Did You Have Any Problems Accessing Our Goods And Services?

YES (PLEASE EXPLAIN BELOW)

SOMEWHAT (PLEASE EXPLAIN BELOW)

NO

Please Add Any Other Comments You May Have:

Name:

Mailing Address:

Daytime Phone Number

APPENDIX "D"

DOCUMENT FOR ADDRESSING CUSTOMER FEEDBACK

DATE FEEDBACK RECEIVED: _____

NAME OF CUSTOMER: _____

ADDRESS: _____

DAYTIME PHONE NUMBER: _____

DETAILS: _____

FOLLOW-UP: _____

ACTION TO BE TAKEN: _____

STAFF MEMBER: _____ DATE: _____

SCHEDULE 'B'

Corporation of the Township of Ryerson Policy (December 17, 2013)

Integrated Accessibility Standards Regulation (IASR)

1. Purpose:

Under the *Accessibility for Ontarians with Disabilities Act (AODA), 2005* all public and private sector organizations must meet the requirements of accessibility standards established by regulation. This policy establishes the Integrated Accessibility Standards Regulation in the areas of Information and Communication, Employment and Transportation for the Township of Ryerson in accordance with Ontario Regulation 191/11 and with the Ministry of Community and Social Services intent to “streamline, align and phase-in accessibility requirements and allow for progress on accessibility and reduce the regulatory burden for obligated organizations”. This regulation came into force July 1, 2011.

2. Scope and Responsibilities

This policy has been drafted in accordance with the Regulation and addresses how the Township of Ryerson achieves accessibility through meeting the Regulation’s requirements. It provides the overall strategic direction that we will follow to provide accessibility supports to Ontarians with disabilities.

The requirements of the Regulation include:

- Establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under the Regulation;
- Incorporation of accessibility criteria and features when procuring or acquiring goods, services, or facilities;
- Training; and
- Other specific requirements under the Information and Communication, Employment and Transportation Standards.

3. Policy Statement and Organizational Commitment

The Township of Ryerson is committed and guided by the four core principles of Dignity, Equal Opportunity, Integration and Full Inclusion and supports the needs of disabled persons as set out in the Canadian Charter of Rights

and Freedoms, and the Accessibility for Ontarians with Disabilities Act, (AODA) 2005. The Township of Ryerson shall use every effort to ensure that we meet the needs of people with disabilities, in a timely manner, through the implementation of this policy.

4. General Provisions

Multi-Year Accessibility Plan

The Township of Ryerson's Multi-Year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the AODA.

We will report annually on the progress and implementation of the Plan and will post the information on our website and will provide the plan in alternative formats upon request. The plan will be reviewed and updated at least once every five years.

Procuring or Acquiring Goods, Services or Facilities

The Township of Ryerson will use accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. In which case, if required, we will provide an explanation.

Training

We will ensure that training is provided to employees and regular fee for service staff on the requirements of the accessibility standards referred to in the regulation and in the Human Rights Code as it pertains to persons with a disability.

Training will be provided as soon as practicable. If any changes to this policy occur, training will be provided. We will maintain a record of dates when training is provided and the number of individuals.

5. Information and Communications Standard

Our organization will create, provide and receive information and communications in ways that are accessible to people with disabilities.

If our organization determines that it is not technically feasible to convert the information or communications or the technology to convert the

information or communication is not readily available, we will be obligated to provide the person that requires the information with:

- a) An explanation as to why information or communication is unconvertible
- b) Include a summary of inconvertible information or communication

6. Emergency Information

If our organization prepares emergency procedures, plans or public safety information and makes the information available to the public, we shall provide the information in an accessible format or with appropriate communication support, as soon as practicable, upon request.

7. Feedback

Our organization has process in place for receiving and responding to feedback and will ensure that those processes are provided in an accessible manner and with communication supports, upon request. We will notify the public about the availability of accessible formats and communication supports.

8. Accessible Formats and Communication Supports

The Township of Ryerson shall be obligated to provide or arrange for accessible formats and communication supports for persons with disabilities:

- a) Upon request in a timely manner that takes into account the person's accessibility needs.
- b) Costs no more than regular costs charged to others.
- c) Consult with person making the request and determine suitability of an accessible format or communication supports.
- d) Notify the public about the availability of accessible formats and communication supports.

9. Employment Standard

The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. It applies in respect to full time employees. The requirements of the Employment Standard shall be met by the Township of Ryerson by January 1, 2014 unless otherwise specified.

10. Recruitment and Retention

We shall notify employees and the public about the availability of accommodations for applicants with disabilities:

- During the recruitment process when job applicants are individually selected to participate in an assessment or selection process;
- If a selected applicant requests an accommodation, we shall consult with applicant and provide or arrange for provision of accommodation that takes into account the applicants disability;
- Notify successful applicants of the policies for accommodating employees with disabilities.

11. Employee Notification

The municipality shall inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability:

- As required to new employees as soon as practicable after they begin their employment;
- Whenever there is a change in policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

12. Accessible Formats

In addition and where an employee with a disability requests it, we will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- Information that is needed in order to perform employees job
- Information that is generally available to employees in workplace and
- Consult with the employee making the request in determining the suitability of an accessible format or communication support.

13. Individual Accommodation Plan

We shall have in place a written process for the developing a documented individual accommodation plan (IAP) for employees with a disability. Process to include:

- The manner in which employee participates in the development of the IAP
- Assessment on an individual basis;
- Identification of accommodations to be provided;
- Timelines for the provision of accommodations;
- We may request an evaluation by medical or other expert at our expense, to assist with determining and how to achieve accommodation;
- Employee may request the participation of a representative from the workplace where employee is not represented by a bargaining agent, in the development of the accommodation plan
- Steps taken to protect the privacy of the employee's personal information;
- Frequency with which the IAP will be reviewed and updated and the manner in which it will be done;
- If denied, the reasons for denial are to be provided to the employee;
- A format that takes into account the employee's disability;
- If requested, any information regarding accessible formats and communication supports provided;
- Identification of any other accommodations that is to be provided.

14. Return to Work

We will have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. Such processes must be documented and must outline steps the Township of Ryerson will take to facilitate the return to work and include an individual accommodation plan.

15. Performance Management, Career Development and Advancement, Redeployment

We will take into account the accessibility needs of employees with disabilities, and/or individual accommodation plans of employees when:

- Using performance management processes;
- Providing career development and advancement information;
- Using redeployment procedures.

16. Workplace Emergency Response

The Township of Ryerson shall provide individualized workplace emergency response information to employees who have a disability:

- If the disability is such that the individualized information is necessary and the employer is aware of needs for accommodation due to the employee's disability;
- If the employee who receives an individual workplace emergency response information requires assistance and with the employees consent we shall provide the workplace emergency information to the person designated by the Township of Ryerson to provide assistance to the employee;
- As soon as practicable after becoming aware of the need for accommodation due to the employee's disability;
- Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodations needs or plans are reviewed and when the employer reviews its general emergency response policies.

17. Transportation Standard

The Township of Ryerson does not provide public transportation, or licence taxi cabs.

18. Regulatory Requirements

An Administrative Monetary Penalties scheme is being established under the AODA. The scheme will allow a director or a designate to issue an order against a person, organization or corporation to pay a penalty amount as a result of noncompliance with the AODA or the accessibility standards. The largest penalty amount that can be issued to an individual or an organization that is not a corporation is \$50,000.

Establish an Administrative Monetary Penalties Program that prescribes the administrative penalties:

- Use of administrative monetary penalties will be considered an avenue of last resort when all other compliance assistance and improvement options have been exhausted

Designate the License Appeal Tribunal (LAT) to hear appeals of Directors Orders under the AODA:

- The LAT will hear appeals from organizations of director's orders, but not individual complaints. Individuals who feel their human rights have not been met would continue to complain to the Ontario Human Rights Commission.

APPENDIX 'A'
**TO THE INTEGRATED ACCESSIBILITY STANDARDS REGULATION
POLICY**

TOWNSHIP OF RYERSON MULTI-YEAR ACCESSIBILITY PLAN

2014 – 2021

This 2014 – 2021 Accessibility Plan outlines the policies and actions that the Township of Ryerson have and will put in place to improve opportunities for people with disabilities.

The Township of Ryerson 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 will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

The Township of Ryerson is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

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

The Multi-Year Plan is based on the requirements under the Accessibility for Ontarians with Disabilities Act (AODA). The AODA sets out the roadmap for an accessible Ontario by 2021. It contains standards in the following five areas:

1. Customer Service
2. Information and Communications
3. Employment
4. Transportation

5. Build Environment

Timeline and Deliverables

Outcomes:

- People with disabilities will have access to accessible services
- People with disabilities will have access to alternate formats and communication supports
- A barrier-free recruitment process
- Greater accessibility in Township owned facilities

Approach:

- Develop policies and procedure
- Incorporate accessibility into planning processes
- Train staff
- Engage the public in feedback
- Work to remove barriers to employment
- Continue to make facilities accessible
- Ensure there is access to information and communications

2003 – 2014

- Accessibility policies and plans developed and maintained (AODA) O. Reg. 191/11 (Section 3 & 4)
- Procurement of goods and services or facilities (O. Reg 191/11 Section 5): Refer to Procurement By-law 59-14 Section 3.1 Accessibility
- Self-Serve kiosk (O. Reg. 191/11) Section 6) is not practicable in this small rural municipality with limited facilities and services
- On-going staff training
- New web sites and web content in an accessible format (O. Reg. 191/11 Section 14): Township will be addressing this issue

2015 - 2016

- Customer Service: on-going training as required; maintenance of policies and plans; continue to review feedback processes ; continue to provide and improve accessible formats and communication supports
- Information and Communications: work towards compliance with web content accessibility guidelines; develop a training strategy to ensure staff have the knowledge and tools to create accessible materials;

- Ensure documents available in an alternate format upon request
- Employment: understand employer obligations to provide employment accommodations; identify and remove barriers in the workplace
- Transportation: The majority of the Transportation Standard does not apply to the Township of Ryerson, as the Township does not have a public transit system and does not issue taxi licences.
- Built Environment: Provincial requirements are being developed

2017 – 2021

- Built Environment: will follow Provincial requirements. The Township of Ryerson will meet accessibility standards for design of public spaces when building or making major modifications to public spaces
- Information and Communication Standard: will meet accessible websites and content requirements.

Conclusion

The Township of Ryerson is committed to addressing existing barriers and preventing future barriers to allow people with disabilities full participation in our community.

The Township of Ryerson encourages input from all residents.

The financial impact of the AODA legislation is significant on municipal taxpayers, especially in this small, rural municipality with limited financial resources. It is the intent of Ryerson Township to support the implementation of these most important regulations and would certainly take advantage of any Provincial initiatives in the provision of financial assistance to meet the requirements of the AODA.

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