

Township of West Lincoln 2016 Annual Progress Report of the 2013-2017 Multi-Year Accessibility Plan

**In Compliance with O. Reg. 191/11
Including the Information and Communications, Employment,
Transportation and Design of Public Spaces Accessibility
Standards**

**As part of the
Joint Accessibility Advisory Committee of Lincoln, West Lincoln, Pelham, Thorold,
Niagara-on-the-Lake and Grimsby**

September 1, 2016

**Township of West Lincoln
2016 Progress Report on Multi-Year Accessibility Plan 2013-2017**

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Introduction

The Accessibility for Ontarians with Disabilities Act (AODA) AODA requires the establishment of a Multi-Year Accessibility Plan and for the development of Annual Progress reports. Therefore, the Joint Accessibility Advisory Committee of Lincoln, West Lincoln, Pelham, Thorold, Niagara-on-the-Lake and Grimsby submits this Annual Progress Report on the 2013-2017 Multi-Year Accessibility Plan.

This is the fourth (4th) Annual Progress Report on the Township of West Lincoln Multi-Year Accessibility Plan. The Town has achieved all legislated deliverables required in 2013, 2014, 2015 and 2016 and is committed to implementing enhancements to accessibility beyond the Multi-Year Plan.

2016 Activities

Accessibility Policy Update

The JAAC consultant has updated the municipal Accessibility Policy to reflect changes made to O. Reg. 429/07 relating to the Customer Service Standard by the Accessibility Directorate. The updated policy includes changes to the following sections:

- Definitions – Service Animal
- Services Animals
- Support Persons
- Training
- Feedback

Changes come directly from the legislation. The updated policy has been provided to municipal staff and has been forwarded to Council for review and approval.

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Social media project

The JAAC has been working to increase the community's awareness of its role and to highlight the positive strides the member municipalities have made in regards to universal accessibility. Therefore, the JAAC has been working to establish a social media presence. The use of this social media platform will be to generate interest, share various activities and news worthy stories all in a positive manner with no negative comments or personal commentary by JAAC members and/or administrators. Social media provides an excellent way to reach out to large numbers of people in real time. JAAC will use social media as an effective communication tool that is intended to encourage information sharing and dialogue.

This initiative will promote the work of the JAAC municipalities, inform the public of accessibility related initiatives occurring around the world, and educate the community about the needs of people with disabilities.

Stop Gap Initiative Exploration

The JAAC has been exploring the possibility of working with the Niagara Region in promoting the Stop Gap Initiative throughout the JAAC municipalities. The Initiative brings small private sector businesses, community groups and accessibility advisory committees together to address physical barriers. With material donations from community hardware stores and volunteer labour from community members, businesses with single stepped storefronts are invited to participate and have a custom ramp made at little to no cost. The brightly coloured ramps do not present a perfect solution to the problem, however, they do get people talking about the much bigger issue of inclusivity and accessibility for all.

2017 Priorities

A new Multi-Year Accessibility Plan will be required in 2017. The JAAC will host a public consultation process to inform the Plan and will draft and present a new plan to Council. This Plan will build on the legislative accomplishments to date and will assist the Town in ensuring new barriers are not created when providing municipal goods and services.

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The JAAC wishes to thank its administrative contacts for continuing to provide essential leadership in this process as well as assisting us in meeting our objectives. The JAAC hopes to continue to provide valuable information and resources for the municipalities as they continue complying with the AODA.

Respectfully submitted by:

Respectfully submitted by:

Mr. Stephen Barker
Chairperson

Ms. Donna L. Herrington, Consultant to the JAAC
The Herrington Group Ltd

**Township of West Lincoln
2016 Progress Report on Multi-Year Accessibility Plan 2013-2017**

Legislation Deadline:

January 1, 2013

Integrated Accessibility Standard: General Regulations

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11- 3 (1-4)</i> <u>Accessibility Policy</u> Develop Accessibility Policy to address compliance with Integrated Accessibility Standard Regulation. Policy can be one or more documents. Sections have varying compliance Due Dates.</p>	1. <u>Policy:</u> 1.1. Develop Policy	January 1, 2013	Completed	<p>Policy established. Policy has been updated according to reflect AODA changes and has been redistributed for approval.</p> <p>Updated policy approved by Council – INSERT DATE HERE</p>
	1.2. Approve and adoption of Updated Policy by Council	July 1, 2016	Completed	
	1.3. Communicate policy to staff	July 1, 2016	Completed	
<p><i>O. Reg. 191/11- 4 (1-4)</i> <u>Accessibility Plan</u> To outline compliance plan in regards to Integrated Accessibility Standard Regulation. Must be posted on website upon completion. Annual Progress Report required. Complete Plan update required every 5 years</p>	1. <u>Plan Development:</u> 1.1. Develop Communication Inventory Checklist	June 2012	Completed	<p>Multi-Year Accessibility Plan completed and posted.</p> <p>Annual Progress Report completed and posted for January 1, 2017.</p>
	1.2. Develop Multi-Year Accessibility Plan	November 8, 2012	Completed	
	1.3. Develop Progress Report Template	January 1, 2017,	Completed	
<p><i>O. Reg. 191/11- 5 (1-3)</i> <u>Procurement Procedures</u> Procurement Procedures must incorporate accessibility criteria. If not “practicable” organization must provide explanation upon request</p>	1. <u>Review of Procurement Procedures:</u> 1.1. Establish Accessibility criteria/ Policy and/or Procedures and include in purchase agreements	January 1, 2013	Completed	Procurement policies reviewed. Clauses updated. Procurement Accessibility Checklists created to assist staff assess accessibility needs in procurement.

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Legislation Deadline:

January 1, 2014

Integrated Accessibility Standard Regulation: Information and Communication

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11 – 7 (1-6)</i> <u>Training</u> Employers shall provide training regarding Integrated Accessibility Regulation and Ontario Human Rights Code requirements to all employees and volunteers, persons who participate in developing organizational policy and other persons who provide goods, services or facilities on behalf of the organization. Training to take place as soon as practicable and shall include any changes to policies on an ongoing basis. Record keeping of training provided and number of participants is required</p>	<p>1. <u>Training Plan Development:</u> 1.1. Provide training in Integrated Accessibility Regulation 1.2. Update Accessible Customer Service Training – refresher training required</p>	<p>January 1, 2014 January 1, 2017</p>	<p>Completed Completed</p>	<p>Training has been updated to reflect changes to Customer Service Standard, Ontario Building Code and requirements of Design of Public Spaces Standard.</p>
<p><i>O. Reg. 191/11 – 11 (1-4)</i> <u>Feedback Mechanism</u> Ensure accessible feedback mechanism in relation to areas covered under Integrated Accessibility Regulation. Every obligated organization shall notify public about availability of accessible formats and communication supports.</p>	<p>1. <u>Feedback Mechanism Update</u> 1.1. Update Feedback mechanism. Mechanism/Policy to be expanded to include procedures for dealing with alternate format requests and employment related feedback</p>	<p>January 1, 2014</p>	<p>Completed</p>	<p>Multiple channels of feedback provided. Alternate formats and communication supports available upon request.</p>

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**Legislation Deadline:
Integrated Accessibility Standard Regulation: Employment**

January 1, 2014

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11 – 22</i> <u>Accommodation – Recruitment</u> Notice shall be provided to employees and public about the availability of accommodation for applicants with disabilities during recruitment process.</p>	<p>1. <u>Policy:</u> 1.1. Create Employment Policy and Procedures. Ensure policy includes Accommodation Policy for Recruitment. 1.2. Establish procedure for recruitment accommodations including notice in advertisements 1.3. Provide procedural training regarding providing applicant accommodation for staff responsible for recruiting, selecting and hiring staff as well as staff who would participate in the recruitment process.</p>	<p>January 1, 2014 January 1, 2014 January 1, 2014</p>	<p>Completed Completed Completed</p>	<p>Employment Policy, Accommodation Policy, Procedure and Accommodation Plan template created Notice included in advertisements. Updated training module reflects procedural training requirements.</p>
<p><i>O. Reg. 191/11 – 23(1-2)</i> <u>Accommodation – Selection</u> Accommodation shall be provided to applicants selected to participate in assessment or selection process, upon request. Suitable accommodation shall be provided in manner that takes applicant’s accessibility needs.</p>	<p>1. <u>Policy:</u> 1.1. Employment Policy and Procedures to include Accommodation Policy for Selection Process. 1.2. Establish procedure for selection process accommodations 1.3. Provide procedural training regarding providing applicant accommodation for staff responsible for recruiting, selecting and hiring staff as well as staff who would participate in the selection process</p>	<p>January 1, 2014 January 1, 2014 January 1, 2014</p>	<p>Completed Completed Completed</p>	<p>Employment Policy, Accommodation Policy, Procedure and Accommodation Plan template created</p>

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**Legislation Deadline:
Integrated Accessibility Standard Regulation: Employment**

January 1, 2014

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><u>O. Reg. 191/11 - 24 Accommodation Notice - New Employees</u> Successful applicant shall be informed of availability of accommodation and shall be provided with accommodation policy when making offer of employment</p>	<p>1. <u>Policy:</u> 1.1. Create procedures/standardized Employment Letter for all Offers of Employment 1.2. Develop Employment Offer Checklist to ensure that all successful applicants/new employees are aware of: Municipal Accessibility Policy, Municipal Accommodation Policy and Accommodation Planning Procedures and Municipal Emergency Response and Evacuation Support Procedures. 1.3. Add Notice of accommodation availability of this availability to be to all employment letters.</p>	<p>January 1, 2014 January 1, 2014 January 1, 2014</p>	<p>Completed Completed Completed</p>	<p>Consultant provided clauses for inclusion in Employment Letters Policies to be given to new employees Consultant provided clauses for inclusion in Employment Letters</p>
<p><u>O. Reg. 191/11 – 25 (1-3) Accommodation Notice - All Employees</u> Accommodation policy shall be provided to all employees and any updates shall be provided whenever changes are made</p>	<p>1. <u>Policy:</u> 1.1 Provide updates employees as needed 1.2 Procedural training provided to supervisors regarding any policy updates</p>	<p>January 1, 2014 January 1, 2014</p>	<p>Completed Completed</p>	<p>Employees notified of all policy changes</p>

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**Legislation Deadline
Integrated Accessibility Standard Regulation: Employment**

January 1, 2014

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11 – 26 (1-2)</i> Alternate formats shall be provided to employees with disabilities upon request including information needed to perform employee’s job, information generally available in workplace. Employer will consult employee making request when determining suitability of accessible format provided.</p>	<p>1. <u>Policy and Procedure:</u> 1.1 Inform Municipal staff of availability of alternate format vendor of record 1.2 Establish Process/procedure regarding how to respond to requests for alternate formats from employees to be established. Ensure all relevant material is available to staff in alternate format (e.g. Orientation material, Health and Safety information, job description etc.).</p>	<p>January 1, 2014</p>	<p>Completed</p>	<p>Staff informed of Vendor of Record</p>
<p><i>O. Reg. 191/11 – 28 (1-2)</i> Documented Accommodation Plans shall be provided to employees with disabilities</p>	<p><u>Accommodation Planning Tool:</u> 1.1. Create Accommodation Planning Form 1.2. Create Individualized Accommodation Plans as required</p>	<p>January 1, 2014</p>	<p>Completed</p>	<p>Accommodation Planning template provided by Consultant.</p>
<p><i>O. Reg. 191/11 – 29 (1-3)</i> Documented Return-to-Work process shall be established including disability-related accommodations</p>	<p><u>Return-to-Work Accommodation Planning Tool:</u> 1.1. Create Return-to-Work Process and use Accommodation Planning Form 1.2. Complete Individualized Return-to-Work Accommodation Plans as required</p>	<p>January 1, 2014</p>	<p>Completed</p>	<p>Accommodation Planning template provided by Consultant.</p>
		<p>January 1, 2014</p>	<p>As Needed</p>	

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**Legislation Deadline:
 Integrated Accessibility Standard Regulation: Employment**

January 1, 2014

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p>O. Reg. 191/11 – 30 (1-2); 31 (1-2); 32 (1-2) <u>Accessibility Throughout Employment Life-Cycle</u> Performance Management, Career Development and advancement and Redeployment processes shall include accessibility accommodation and provided in alternate format</p>	<p><u>Performance Management:</u> 1.1 Communicate requirement to provide accommodation throughout employment life-cycle to all directors, managers, supervisors and staff as appropriate 1.2 Provide procedural training for directors, managers, supervisors and staff as appropriate <u>Career Development and Advancement:</u> 2.1 Establish procedure of addressing accommodation needs in advance of training participation of employee <u>Redeployment:</u> 3.1 Develop process and checklist for accommodation needs for employee transfers and redeployment 3.2 Provide procedural training for directors, managers, supervisors and staff as appropriate</p>	<p>January 1, 2014</p> <p>January 1, 2014</p> <p>January 1, 2014</p> <p>January 1, 2014</p> <p>January 1, 2014</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>	<p>Updated training module reflects procedural training requirements.</p> <p>Updated training module reflects procedural training requirements.</p>

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**Legislation Deadline:
Integrated Accessibility Standard Regulation: Employment**

January 1, 2014

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11 – 7 (1-6)</i> <u>Training for Employment Process</u> Employment Training (i.e. Ontario Human Rights Code, accessible recruitment and screening, employment policy and accommodation planning training). Training to take place as soon as practicable and shall include any changes to policies on an ongoing basis. Record keeping of training provided and number of participants is required</p>	<p><u>Training Plan :</u> 1.1 Train all municipal staff, agents and volunteers</p>	<p>January 1, 2014</p>	<p>Completed</p>	<p>Staff to access training provided by Ontario Human Rights Commission at: http://www.ohrc.on.ca/en/learning/working-together-ontario-human-rights-code-and-accessibility-ontarians-disabilities-act. Updated training module reflects procedural training requirements.</p>

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Legislation Deadline:

January 1, 2015

Integrated Accessibility Regulation Standard: Information and Communication

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><u>O. Reg. 191/11 - 12 (1) Organizational Material in Alternate Format:</u> Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities: (a) in a timely manner that takes into account the person's accessibility needs and in consultation with the person making the request.</p>	<p>1. <u>Alternate Format Provision:</u> 1.1 Create Accessible Style Guide – including standardized templates for accessible word processing, accessible PDF's and accessible web-based materials.</p>	<p>January 1, 2015</p>	<p>Completed</p>	<p>Accessible Communication Policy and Corporate Style Guide created and distributed to municipal staff</p>
	<p>1.2 Participate in accessible template procedural training and other accessible communication refresher training as needed.</p>	<p>January 1, 2015</p>	<p>Completed</p>	
	<p>1.3 Establish internal procedures for processing requests for alternate formats (i.e. how vendor is contacted, how requests are tracked, response procedure to customer, customer follow-up)</p>	<p>January 1, 2015</p>	<p>Completed</p>	<p>Tracking form created by Consultant. Process managed by Clerk's Department</p>

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Legislation Deadline:

January 1, 2015

Integrated Accessibility Regulation Standard: Information and Communication

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><u>O. Reg. 191/11 - 12 (1)</u> <u>Organizational Material in</u> <u>Alternate Format:</u> Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities: (a) in a timely manner that takes into account the person's accessibility needs and in consultation with the person making the request.</p>	<p>2. <u>Alternate Format Provision:</u> 2.1. Purchase TTY and establish TTY phone number and protocol</p>	January 1, 2015	UNKNOWN	No information about how to communicate with Town Hall via Bell's Relay system provided for report
	<p>2.2. Develop Source List of American Sign Language Providers</p>	January 1, 2015	Completed	Consultant provided Source List

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**Legislation Deadline:
Action Plan**

January 1, 2016 – January 1, 2017

**Integrated Accessibility Regulation Standard: Customer Service,
Information and Communication, Employment, Design of Public Spaces**

General Requirements	Action Required by Municipality	Due Date	Status	Details
<p>Refresher training for Senior Management Team in AODA requirements and resources</p>	<p>1. <u>SMT Meetings:</u> 1.1 Review AODA requirements and ensure ongoing compliance. E.g. Notice of Service Disruptions, Accessible Procurement, Employment Standard requirements, Built Environment requirements/Site Plan Review checklist, Accessible documents – requirements in-house production tips; scope of requirements as it relates to all municipal functions AODA impact on other departmental activities; for example, public consultations, studies</p>	<p>January 1, 2016</p>	<p>Ongoing</p>	<p>Consultant has met with JAAC Senior Management Teams upon request.</p>
<p>Development of new Multi-Year Accessibility Plan (2018-2022)</p>	<p>2. <u>New MYAP</u> 2.1 Organize and facilitate a public consultation process as well as consult the JAAC in preparation of a new Multi-Year Accessibility Plan 2.2 Draft and submit to Council a new Multi-Year Accessibility Plan for 2018 – 2022</p>	<p>2017</p>	<p>Pending</p>	<p>Consultant and JAAC to plan, facilitate and information on barriers to people with disabilities/gather data; feedback Draft and submit to Council new Multi-Year Accessibility Plan</p>

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