

# THE CORPORATION OF THE MUNICIPALITY OF SOUTH BRUCE

## **Multi –Year ACCESSIBILITY PLAN**

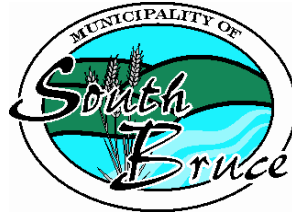
---

**2019-2024**

**TABLE OF CONTENTS**

**CONTENTS OF PLAN**

Executive Summary	3
Accessibility Standards Overview	4-7
Aim	8
Council Commitment to Accessibility Planning	8
Recent barrier removal initiatives	9
Informal site audit of Municipal Facilities	10
Barrier Identification Methodologies	10
Barriers Identified	11
Barriers to be Addressed	11-14
Review and Monitoring of the Process	17
Communication of the Plan	17-18
Contacts	18



## Summary

On June 13, 2005 the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) received Royal Assent and is now law. The purpose of the AODA is to benefit all Ontarians by developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities by January 2025. This Multi-year Accessibility plan was prepared in order to meet the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and to assist the Municipality South Bruce in identifying, preventing and removing barriers to accessibility in each of the Municipality's by-laws, policies, practices and services.

The Corporation of the Municipality of South Bruce is committed to promoting independence, dignity, integration and equality of opportunity for persons with disabilities. Our goal is to make the Municipality workplaces accessible and welcoming environments where both employees and customers are accommodated, in a timely manner, to meet their needs.

In addition to outlining the initiatives planned by the Municipality of South Bruce this document outlines the Municipality's accessibility achievements. This multi-year accessibility plan meets the planning requirements of both the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005.

Accessibility planning does not end once a plan is prepared and documented. Monitoring is essential to ensure that the Municipality is meeting its obligations and commitments. An annual report will be prepared on the progress being made towards implementation and presented to Council. A comprehensive review of this plan will be completed every five years, unless significant changes necessitate an earlier revision of the plan.

The Working Group of the Municipality of South Bruce visited Municipal facilities to identify, remove and prevent barriers to people with disabilities. The Working Group is comprised of appointed Municipal staff.

Currently, the Municipality is committing itself through continual improvements of access to Municipal facilities and within budget limitations.

## 2021 Review

The working group identified a number of barriers and will continue to improve and/or eliminate these barriers. The most significant findings were that while many facilities can accommodate wheelchair accessibility, certain renovations or alterations will be required to become fully accessible. Over the next few years, the working group recommends focusing on these facilities which deny access or use on a day-to-day basis.

The Municipality is in full compliance for the Customer Service Accessibility Standard that became effective January 1, 2010 and the Integrated Accessibility Standards Regulations, as of January 8, 2013. We will continue to focus on providing policy, training support and continue to improve services and programs to meet these regulations.

With this plan, the Municipality is pleased to present its findings and report on the development of strategies to remove and prevent future barriers for people with disabilities.

The AODA requires that Ontario be an accessible province by 2025. To assist in this endeavor the AODA contains accessibility standards in the areas of:

- Accessible Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces
- Built Environment (still a work in progress)

### **Customer Service (Regulation 429/07)**

The Accessibility Standards for Customer Service came into force on January 1, 2008. The standard applies to all organizations in Ontario that provide goods and services to the public or to other businesses that have one or more employees.

As a public sector organization, the Municipality of South Bruce complied with the following Accessibility Standards by January 1, 2010. The Municipality of South Bruce is currently in compliance and continues to fulfill ongoing obligations under these standards.

### **Integrated Accessibility (Regulation 191/11)**

Under the AODA, Ontario Regulation 191/11, entitled, "Integrated Accessibility Standards" (Regulation), came into force on July 1, 2011. This Regulation

establishes accessibility standards for Information and Communication, Employment, and Transportation.

Some of the requirements are: developing policies to ensure that our communication is accessible to people with disabilities; ensuring we are able to provide information in a format that considers an individual's disability; ensuring that our website is compliant with applicable standards; and developing policies on ensuring potential employees with disabilities receive appropriate accommodations during the recruitment phase, training employees, accessible emergency and public safety information and meeting requirements when constructing, maintaining or redeveloping various elements of public spaces..

The Integrated Standard will be implemented in phases according to its staggered compliance deadlines.

## **Information and Communications**

Information and communications are a large part of the Municipality of South Bruce daily business. It is because of this that it so important to ensure that information and communications are created and presented in a way that considers accessibility.

The Municipality will follow universal design principles and best practices when developing, implementing and maintaining information and communications strategies and products. This includes websites and print communications materials as well as face-to-face interactions.

The Municipality is committed to ensuring that information and communications are available and accessible to people with disabilities. The Municipality will make reasonable efforts based upon the needs of the community and upon request within the constraints of being a small rural Municipality. For the purposes of this policy reasonable efforts by the Municipality shall be based on the frequency of indications for needs of service, the availability of the service requested, the relative cost compared to the overall Municipal budget, best practices recognized by similar rural Municipalities and Provincial regulations. The Municipality will achieve this by:

1. Achieving compliance with the Web Content Accessibility Guidelines to ensure the Municipal website is accessible to people with disabilities.
2. Developing resource materials for creating accessible documents for common software programs such as MS Word, Excel and PowerPoint.
3. Ensuring that emergency information, procedures, plans and public safety information is available in alternate formats, when requested.

4. Developing a training strategy to ensure that staff has the knowledge, tools and technical advice to create accessible materials.
5. Ensuring documents are available in an alternate format, upon request.
6. Review and update the Municipal Multi-Year Accessibility Plan at least once every five (5) years

## Employment

The Municipality of South Bruce is committed to ensuring that the process of finding, getting and keeping a job is as inclusive as possible in order to build an effective workforce. The Municipality will make reasonable efforts based upon the needs of the community and upon request within the constraints of being a small rural Municipality. For the purposes of this policy, reasonable efforts by the Municipality shall be based on the frequency of expressions for the need for service, the availability of the service requested, the relative cost compared to the overall Municipal budget, best practices recognized by similar rural Municipalities and Provincial regulation. The Municipality will achieve this by:

1. Understanding employer obligations to provide employment accommodations.
2. Identifying and removing barriers in the workplace.
3. Enhancing workplace emergency responses through individualized emergency response information and assistance as required.
4. Revising individual work plans and developing a guide, tools and templates to remove barriers from the recruitment process.

## Transportation

The majority of the Transportation Standard does not apply to the Municipality of South Bruce, including taxi services. In the event, the Municipality did have a taxicab service; this standard would have to be reviewed. Certain conditions have been addressed in the Policies and Procedures for Integrated Accessibility Standards, By-law 2013-96, regarding taxicabs.

## Built Environment

The Accessible Built Environment Standard is the fifth and final standard. This standard is intended to help remove barriers in buildings and outdoor spaces for persons with disabilities. The standard will only apply to new construction and extensive renovation, with the expectation that buildings would be retrofitted to meet the standard within 5 to 13 years after it becomes law. Changes will be reflected in two pieces of legislative components including the Ontario Building Code and the Accessibility for Ontarians with Disabilities Act.

Ontario's Building Code (OBC) has been amended to include enhancements to accessibility in buildings. As of January 1, 2015, new construction and renovations will be subject to updated OBC accessibility requirements.

All Municipal building exterior steps and forward edges should be highly coloured for easy visibility. All Municipal buildings that have accessible entrances should be marked with the International Symbol of Accessibility. The Municipality also needs to add more accessible parking spaces that are clearly marked with the International Symbol of Accessibility

Any new Subdivision plan must be reviewed to ensure barrier-free requirements are identified.

## **Design of Public Spaces**

The Municipality of South Bruce commits to ensure that the Public Spaces Design meet accessibility requirements according to Regulation 413/12. The Municipality shall incorporate accessibility into Public Spaces that are newly constructed or redeveloped on and after January 1, 2016. We will ensure that we follow the existing requirements stated under the Design of Public Spaces Standards (Accessibility Standards for the Built Environment) for recreational trails, outdoor public use eating areas, outdoor play spaces, exterior paths of travel, accessible parking, and service-related elements (counters, waiting areas, etc). When developing recreational trails, the Municipality shall consult with the public and persons with disabilities. The Municipality shall also provide maintenance and restoration of public spaces by ensuring our multi-year accessibility plan includes procedures for preventative and emergency maintenance of accessible elements in public spaces and procedures for dealing with temporary disruptions when accessible elements required under this section are not in working order. These procedures are outlined in our Policy for Accessible Standards for Customer Service – Schedule A of By-law 2019-81, which is attached as appendix B.

Being a public sector organization, accessibility reports shall be provided every two (2) years.

The Municipality will achieve this by:

1. Referring to the Design of Public Spaces Regulation when any relevant trail or park work is completed
2. Providing regular maintenance on any equipment or trails that have been identified

3. All new trail development or sidewalk work must comply with the legislation.

### **Accessibility Audit**

The Accessibility Directorate of Ontario periodically conducts file reviews on randomly selected organization to confirm that they are in compliance with the AODA and its standards. As a Municipality, we must ensure all the requirements within the required compliance timelines, are met, if requested.

### **Aim:**

“To establish, encourage and promote an assessable community which ensures equality for all in the Municipality of South Bruce.”

### **Council Commitment to Accessibility Planning**

The Municipality of South Bruce is committed to being responsive to the needs of its communities by recognizing the diverse needs of all residents and providing services and facilities that are accessible to all. Council commits to the continual improvement of access to all Municipally owned facilities, premises and services.

### **Description of the Municipality of South Bruce**

South Bruce is a growing, dynamic, agriculturally-rooted community that provides accessible and affordable amenities for residents and businesses, creating an environment supportive of growth, vibrant downtowns that foster small business, and a unique, year-round destination experience.

In 1999, the Municipality of South Bruce emerged from the amalgamation of various unique and closely situated communities, including the villages of Mildmay and Teeswater, as well Formosa and Carrick and Culross Townships. Located at the southern extent of Bruce County, South Bruce is positioned as the “Gateway to the Bruce”, and provides access to the area’s various natural vistas and a busy route to the beautiful beaches of Lake Huron’s eastern shores. The Municipality of South Bruce has a population of 5,639 and total households of 2381 according to the 2016 census data.

The Municipality houses one or more of the following amenities:

- Municipal Administration Building/Works Yard
- Medical Centres
- Elementary schools
- Arenas/Community Centre



## 2021 Review

- Libraries
- Municipal parks
- Fire Halls
- Town Hall
- Municipal Cemetery

### Past Barrier-Removal Initiatives

See “Appendix A”

### Informal Site Audit of Municipally Owned Buildings

In the past, the accessible working group toured the Municipally owned buildings to assess any barriers that may exist. Solutions to removing those barriers in order to comply with the current legislation under the Ontarians with Disabilities Act, and the Building Code were identified. These findings are discussed further within this plan under Barriers Identified. **Please note that due to COVID-19 this year, we were unable to tour as a group to review municipal properties, however Staff have brought forward throughout the year any concerns and issues to be addressed.**

### Barrier Identification Methodologies

In order to identify barriers, the following methodology was used:

Methodology	Description	Status
The Working Group toured the facilities personally	A checklist was completed for each site, stating barriers, types of barriers and the strategy for removal.	Most sites were well identified and assessed. Some areas will have to be revisited and revised as the barriers are removed.

### Barriers / Disabilities: Definitions

#### What is a “Barrier”

A “barrier” is anything that stops a person with a disability from fully taking part in society based on that disability. Some barriers include:

- Physical barriers, for example a step at the entrance to a store;
- Architectural barriers, for example no elevators in a building of more than one floor
- Information or communications barriers, for example a publication that is not available in large print

## 2021 Review

- Attitudinal barriers, for example assuming people with a disability can't perform a certain task when in fact they can
- Technological barriers such as traffic lights that change too quickly before a person with a disability has time to get through the intersection; and
- Barriers created by policies or practices, for instance not offering different ways to complete a test as part of job hiring.

### Barriers Identified

Identified barriers are listed below.

The Working Group has presented to Council which barriers should be addressed each year, pending budget deliberations and allocations, with consideration to budget constraints and feasibility.

The tables have been updated (November 2020) to only include outstanding areas.

### Formosa Lions Park

Barrier	Type of Barrier	Strategy for removal or prevention	Result
Pavilion Washroom –Doors Ramps	Physical	Cement ramp required Accessible walkway (Looking at 2023)	

### Formosa Recreation Center – 2023 the Multipurpose activity pad and the centre is being reconstructed

Barrier	Type of Barrier	Strategy for removal or prevention	Result
Entrance Doors	Physical	Automatic Doors	
Recreation Area Not accessible	Architectural/Physical	Reconstructing the Multi-purpose activity pad – (looking at 2022)	
Washrooms -needs grab bar -faucets	Architectural/Physical	-install grab bar -replace faucets with levers	
Washrooms	Architectural	Widen doorways and enlarge a stall.	
Stairs up to Building	Architectural/Physical	Railing on both sides of the stairs required	

**Formosa Community Hall**

Barrier	Type of Barrier	Strategy for removal or prevention	Result
Women's washroom -counters -faucets	Physical	Remove counter valence and cover pipes (to protect from burns) Replace faucets with levers – (Likely 2023)	

**M-C Fire Hall**

Barrier	Type of Barrier	Strategy for removal or prevention	Result
Washrooms -needs grab bar -faucets -sinks	Architectural/Physical	-install grab bar -replace faucets with levers -remove counter valence and cover pipes (to protect from burns)	
Side door Access	Physical	Curb	

**M-C Rotary Park**

Barrier	Type of Barrier	Strategy for removal or prevention	Result
Accessible parking	Physical	Signage and markings on pavement	(no pavement there – signs are installed)
Slope to playground	Physical	Create an area that slopes or ramp from parking lot to playground	2022 increased accessibility
No path from parking lot to playground or to the washroom	Physical	Install Accessible walkways	

**T-C Library**

<b>Barrier</b>	<b>Type of Barrier</b>	<b>Strategy for removal or prevention</b>	<b>Result</b>
Table	Physical	A table with no restrictive sides	Per SC - This is not our responsibility – should be the library
Signage	Communications	At the front of the library indicating an accessible entrance at the side door	Completed 2013

**T-C Community Centre**

<b>Barrier</b>	<b>Type of Barrier</b>	<b>Strategy for removal or prevention</b>	<b>Result</b>
Washrooms -faucets	Architectural/Physical	-replace faucets with levers (Completed in 2021)	
Viewing area	Architectural/Physical	(To be completed in 2024)	
Access to the rink	Architectural/Physical	-new ramp needed for access to the pad. (To be completed in 2024)	
Accessible Parking Space not assigned	Physical/ Communication	2 spaces required at hall, signage	Completed signage in 2020 (repainting in 2022)

**T-C Fair Grounds / Ag. Park**

<b>Barrier</b>	<b>Type of Barrier</b>	<b>Strategy for removal or prevention</b>	<b>Result</b>
Level place to watch events on the track at the fairgrounds	Physical	Level an area and look at the ramping slope down to the bleachers.  Railings have been installed on the grandstands to aid with stability.	

**Teeswater Town Hall**

<b>Barrier</b>	<b>Type of Barrier</b>	<b>Strategy for removal or prevention</b>	<b>Result</b>
Entrance Doors	Physical	Wheelchair accessible door required at the main entrance.	Completed in 2021 and a fully accessible bathroom added.
Pavilion	Physical	Ramp to be able to sit in the pavilion	
Kitchen Sinks	Physical	Change taps to levers	

**General**

<b>Barrier</b>	<b>Type of barrier</b>	<b>Strategy for removal or prevention</b>	<b>Result</b>
Public Telephone	Communications	Provide a public phone that may be altered to accommodate the hearing impaired.	<b>Not Municipal Authority</b>
Disabled Parking Spaces	Physical	Continue to provide marked spaces on an as-needed basis and enforce the parking by-laws.	Continuous
Sidewalks/Curbs – Teeswater and Formosa	Structural and Physical	Bruce County will be replacing curb radiuses at intersections following completion of the Teeswater Formosa Sanitary Sewer work – Municipality will replace first section of the sidewalk to accessibility standards.	Completed 2013
Clinton Street, Teeswater	Structural and Physical	Eliminate multi-level sidewalk	Completed 2013
Municipal Swimming Pools	Architectural, Structural	Prepare a plan including a budget to address accessibility issues including wheelchair access and washroom upgrades Review of Mildmay Pool was undertaken – recommendation was to relocate and make an accessible facility.	continuous

## 2021 Review

Playgrounds and Parks	Architectural, Structural	Prepare plans including budgets to provide full accessibility to parks and playgrounds and playground equipment	Continuous
Municipal Website and Communications	Communications	The Municipal website will be updated to meet the needs of many disabilities, and larger font documents will be the preferred method of distributing information to the public	Completed but remains continuous
Future Development	Structural and Architectural	Encourage, through staff participation, the contractors and developers in South Bruce to be mindful of the needs of the physically challenged residents and future residents of South Bruce when planning development and creating subdivision agreements.	Continuous

The barrier may be of an architectural or physical nature, or may be a communication issue.

Budget restraints and feasibility will need to be considered in dealing with these issues.

### **Barriers to be addressed**

The more substantial identified projects for renovation or review will require more time and/or funding resolution. These items will be assessed during each annual budget review and prioritized accordingly. It will be the goal to resolve all identified items, recognizing other barriers could be identified and added, in an effective and financially responsible manner, taking into consideration additional capital costs for certain barriers.

## Customer Service

Barrier	Action	Responsibility
Potential barriers in delivering goods and services to customers	Continue training to all new employees, volunteers and third party	Accessibility Coordinator Department Head – department specific training
	Review and update policies	Accessibility Coordinator
	Reviewing customer feedback and taking appropriate action	Accessibility Coordinator in discussion with appropriate department
	***Sidewalk request for maintenance **investigate further	

## Information and Communications

Barrier	Action	Responsibility
Procurement	Incorporate Accessibility criteria and features into procuring or acquiring goods and services	All Departments
Multi-Year Accessibility Plan	Develop and Update regularly	Accessibility Coordinator
Training	Provides training on the requirements of the accessibility standards and on the Ontario human rights code as it relates to people with disabilities	Accessibility Coordinator
Barriers related to information sharing	Ensure documents can be made accessible	All
Website	Ensure Website is accessible	Website staff

## Employment

Barrier	Action	Responsibility
Recruitment	Job posting notifying applicants that accommodations for disabilities will be provided upon request	Appropriate Department
Notice to Successful Applicants	Policy for accommodating employees with disabilities when offering employment	Appropriate department
Informing employees of Supports	Inform new and existing employees with employment related accommodations for disabilities	Appropriate department
Accommodation Plans	Develop written individual accommodation plans for employees with disabilities	Appropriate Department
Return to Work Process	Have in place a documented process for supporting employees who return to work after being away for reasons related to their disability	CAO Department
Career Development	Provide career development and advancement opportunities that take into account the accessibility needs of employees who have disabilities	CAO/Appropriate Dept.

## Transportation

Barrier	Action	Responsibility
Limited transit; however in the event of taxi service regulations would apply	Policy for taxi service	Appropriate Department



## Public Spaces

The Municipality is committed to enhanced accessibility of our public spaces. Many buildings have already been updated and renovated to include accessible features, such as automatic door openers and accessible washrooms. Renovations of other facilities are in progress to ensure that all residents and visitors are able to enjoy all that the Municipality of South Bruce has to offer. Any new or redesigned areas will have accessible requirements completed.

As public spaces are constructed or redeveloped, we will include the following features:

1. Outdoor Public Eating Spaces  
Portion of spaces accessible, level, firm and stable
2. Outdoor Play Spaces  
Firm and stable surfaces, incorporate accessibility features, consult with people with disabilities
3. Outdoor Paths of Travel  
Clear widths, ramps, tonal contrast and stairs have tonal contrast and tactile
4. Accessible Parking  
Will provide two types of parking:
  - Type A - wide parking spot 3400 mm with signage "van accessible"
  - Type B - standard 2400 mm
5. Service-Related Elements  
Service Counters, fixed queuing guides (width, turn around space, cane detectable) and waiting areas (accessible seating and mobility aid space)
6. Maintenance and Restoration  
Maintain and restore public spaces and a sidewalk logbook will be inspected annually.

## Review and Monitoring of the Process

As required by the *Ontarians with Disabilities Act, 2005*, all municipalities must:

- prepare an accessibility plan each year and make it available to the public
- include people with disabilities in their planning processes, such as the members of the accessibility advisory committee
- remove barriers over time (the act gives municipalities the flexibility to set their own priorities and timelines)

Council, is committed to following through with this plan. This plan will be reviewed at least once every five (5) years or more frequently if necessary. The Accessibility Working Group as well as the public, will have the opportunity of review and monitor the progress of identifying and the direction by which the Municipality is removing all barriers identified under the *Ontarians with Disabilities Act*.

## Funding Opportunities

All Federal and Provincial funding opportunities should be investigated prior to formalizing project plans.

## Communication of the Plan

This Accessibility Plan will be available in the Municipal Office and on the website at [www.southbruce.on.ca](http://www.southbruce.on.ca). Municipal staff must communicate to Committees the information contained in this plan to enable the Committees to make informed choices when deciding on budget priorities and issuing tenders for the construction of buildings and structures, taking accessibility needs into consideration. Council must take into consideration the legislative requirements of the *Ontarians with Disabilities Act* prior to approving infrastructure projects.

## Working Group Contact Information:

Jamie Morgan	Operations Manager	<a href="mailto:jmorgan@southbruce.ca">jmorgan@southbruce.ca</a>
Phil Van Hardeveld	Chief Building Official	<a href="mailto:pvanhardeveld@southbruce.ca">pvanhardeveld@southbruce.ca</a>
Shawnette Crouse	Recreation and Facilities Manager	<a href="mailto:scrouse@southbruce.ca">scrouse@southbruce.ca</a>
Leanne Martin	CAO/Clerk	<a href="mailto:lmartin@southbruce.ca">lmartin@southbruce.ca</a>
Heather Bentley	Payroll Clerk/Accts Payable	<a href="mailto:hbentley@southbruce.ca">hbentley@southbruce.ca</a>
Vivian Kennedy	Deputy Clerk	<a href="mailto:vkennedy@southbruce.ca">vkennedy@southbruce.ca</a>

## 2021 Review

### Feedback and Contact Information

Members of the Public are encouraged to make comments on the Municipality of South Bruce Multi-Year Accessibility Plan and any accessibility issues. There are a number of way you can contact the Municipality to express your accessibility related comments A feedback form is also available on our website or by request.

#### Contact:

Vivian Kennedy

Deputy Clerk

21 Gordon Street

Teeswater, On N0G 2S0

519-392-6623

[vkennedy@southbruce.ca](mailto:vkennedy@southbruce.ca)

## “APPENDIX A”

### Past Barrier-Removal Initiatives

(Barriers addressed and completed – updated January 2021)

1. Steps have been taken and will continue, to convert documents into accessible format. Website upgrades have been completed to provide more accessibility of the website.
2. Mildmay Carrick Arena Renovations to assist with barriers related to the viewing area, accessible washrooms, an elevator to provide access to the fitness centre.
3. Accessible parking by-law updated to reflect the increase in parking fines for misuse of accessible parking permit.
4. Municipal election offered our voters the opportunity to cast their ballot during the voting period from the comfort of their own home by using the internet and telephone voting. These systems were all considered accessible and provided various tools to assist.
5. Documents have been created to prepare a written process for developing and documenting individual accommodation plans for employees with disabilities.
6. In a joint effort, all the Municipalities in Bruce County provided the County IT department with the location, written description and a picture of each Municipality’s accessible washrooms. This was put together on the Bruce County Interactive Maps pages and made available for the public. It will assist in travel plans and make getting around the County easier for persons with disabilities.
7. New playground equipment in Teeswater Lions Park which provided accessible features.
8. Ground was leveled at the edge of the pavilion at the Rotary Park to allow access.
9. Pool steps and lift were added to the Teeswater Culross Swimming Pool to address accessibility issues.
10. The lip on the walking path from parking area to front entrance at the Municipal Office was made more gradual to provide safe and accessible movement.

## 2021 Review

11. An accessibility swing was installed at the Formosa Park.
12. The wheelchair ramp and sidewalk at the Teeswater Municipal Office were widened.
13. Teeswater Culross Library – signage at the front of the library indicating an accessible entrance at the side door and a table with no restrictive sides
14. AMCTO is offering a webinar titled “Creating Accessible Documents Workshop” for staff
15. Teeswater Medical Clinic Sidewalk on Janet Street – reconstructed to meet accessibility standards
16. Jane and Gunn sidewalks reconstructed to make 1.5m wide
17. Accessible washroom added to Teeswater Townhall
18. Emergency exit at Town Hall made more accessible
19. Mildmay tennis court – Work in progress, will be accessible upon completion (estimated 2022)
20. Accessibility training for the new website, reducing communication barriers
21. Provided accessibility training for new employees
22. Implemented HR Downloads which enhanced existing accessibility training
23. New website finalized – fully accessible.
24. Ensure content posted is accessible including on social media

## “APPENDIX B”

### **By-law 2019-81 Schedule “A”**

#### MUNICIPALITY OF SOUTH BRUCE POLICY & PROCEDURE MANUAL

**SUBJECT:** Accessible Standards for Customer Service & Use of Assistive Devices

**AUTHORITY:** Accessibility for Ontarians with Disabilities Act, 2005; Ontario Regulation 429/07 (Customer Service Standard)

#### **PURPOSE:**

The Municipality of South Bruce is committed to being responsive to the needs of all its residents. To do this, we must recognize the diverse needs of all our residents and respond by striving to provide services and facilities that are accessible to all. As an employer, and a provider of services, the Municipality of South Bruce is committed to ensuring its services are provided in an accessible manner.

The Municipality of South Bruce will promote accessibility through the development of policies, procedures and practices by ensuring they consider people with disabilities. To do this we must ensure the policies, procedures and practices address **integration, independence, dignity and equal opportunity**.

#### **PRINCIPLES:**

Reasonable efforts will be made to ensure the following:

- (i) That goods and services be provided in a manner that respects the dignity and independence of persons with disabilities.
- (ii) The provision of goods and services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporary or permanently, to enable a person with a disability to obtain, use or benefit from goods and services.
- (iii) Persons with disabilities will be given an opportunity – equal to that given to others- to obtain, use and benefit from goods and services.

#### **PROCEDURES AND PRACTICES:**

Procedures and practices will strive to reflect or achieve the following:

- (i) Communication will be considered, in a manner that takes into consideration a person’s disability.

- (ii) Staff, volunteers and third party contractors will receive appropriate training.
- (iii) Persons with disabilities accompanied by a guide dog or service animal will be permitted in those areas of the premises owned or operated by the Municipality of South Bruce that are open to the public.
- (iv) Persons with disabilities accompanied by a support person will be permitted to be accompanied by that support person in premises open to the public.
- (v) Admission fees will be waived for a support person who accompanies a person with a disability.
- (vi) The Municipality of South Bruce will establish a feedback process to allow people to provide feedback on how we are providing services to persons with disabilities.
- (vii) The Municipality of South Bruce will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the Municipality of South Bruce.

### **PROCEDURES:**

#### **Support Persons:**

Support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

The Municipality of South Bruce will allow people with disabilities who require, to be accompanied by a support person in all municipally owned and operated public facilities. The Municipality of South Bruce reserves the right to request the person with a disability be accompanied by a support person, in the event that it is considered necessary to protect the health and safety of the person with a disability or others on the premises.

The Municipality of South Bruce will waive admission fees for support persons who accompany a person with a disability, into facilities where admission is charged.

- (a) Member of public should notify a staff member the presence of a support person.
- (b) Admission fees will be waived for the support person.
- (c) If there is confidential information to be disclosed, consent must be received from the person with a disability.

#### **Feedback Process:**

To submit a complaint:

Should a member of the public wish to make a complaint regarding the service they have received:

- (a) The member of the public with the complaint or concern should have a discussion with the staff person at the Municipality of South Bruce who is involved in the situation.
- (b) Should the discussion not resolve the complaint or the member of the public is uncomfortable discussing the issue with the staff person, the member of the public should fill out a complaint form in a manner that takes into consideration their disability.
- (c) The information to be provided by the member of the public should include their personal contact information, the date, a description of the complaint, and what the member of the public requests to resolve the complaint. This information should be documented on the complaint form.
- (d) The complaint should be forwarded to the manager responsible for the department and the department head.
- (e) The department manager will attempt to resolve the complaint in a timely manner, with the assistance of the Accessibility Co-ordinator.
- (f) The member of the public will be contacted once a resolution has been reached.

To submit a suggestion:

Should a member of the public wish to provide the Municipality of South Bruce with a suggestion on how to improve our service:

- (a) Member of the public will inform staff member of suggestion.
- (b) Staff member will assist member of public in filling out the complaint form, should they require assistance.
- (c) Member of the public will be notified in a timely manner of how the Municipality of South Bruce will proceed with their suggestion.
- (d) Staff response should include: an explanation of how we will implement the suggestion, a response indicating further investigation or an explanation why we are unable to implement the suggestion.

All complaints and suggestions should be recorded on a suggestion form, and be forwarded to the responsible manager, department head and CAO.

### **Service Disruption:**

If, in order to obtain, use or benefit from a providers goods or services, persons with disabilities usually use particular facilities or services of the



provider (for example, elevators) and if there is a temporary disruption in those facilities or services in whole or in part, the Municipality of South Bruce shall give notice of the disruption to the public.

Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternate facilities or services, if any, that are available.

Notice will be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods and services, as well as by posting it on the Municipality of South Bruce website.

If the Municipality of South Bruce website should expect a temporary service disruption, advance notice where possible, keeping with the conditions of the service disruption section of the policy, shall be provided on the website.

### **Service Animals:**

For the purpose of the policy, a 'service animal' is defined as either:

- (i) A "guide dog" as defined in section 1 of the *Blind Persons Rights' Act*; or
- (ii) A "service animal" for a person with a disability. For the purpose of this policy, an animal is a service animal for a person with a disability.
  - (a) If it is readily apparent that the animal is used by the person for the reasons relating to his or her disability; or
  - (b) If the person provides a letter from a physician, nurse, psychologist, psychotherapist, audiologist, chiropractor or optometrist confirming that the person requires the animal for reasons relating to the disability.

The Municipality of South Bruce will allow the person and the animal onto all Municipality of South Bruce owned and operated public facilities\*, and will ensure that the person is permitted to keep the animal with him or her unless the animal is otherwise excluded by law. \*areas that are open to the public

If a service animal is excluded by law from the premises, the provider of goods or services shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's goods or services.

### **Format of Documents:**

Should the Municipality of South Bruce be required to give a copy of a document to a person with a disability, the Municipality of South Bruce shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.

Material printed in-house and publications produced on behalf of the Corporation of the Municipality of South Bruce should contain a note indicating, "alternate formats are available upon request" and include relevant contact information.

The Municipality of South Bruce and the person with a disability will try to agree upon the format to be used for the document or information, subject to feasibility requirements of this policy.

Alternative formats that should be considered by the Municipality of South Bruce and the person with the disability will include, but are not limited to:

(i) Print Requests

Requests for alternative formats should be honoured in the most practical manner depending on the media chosen, the size and complexity of the document, the quality and source of the documents, the feasibility of the request (including cost) and the number of documents to be converted. It should be noted that when a request for one of these formats is received and deemed feasible, staff should make every attempt to respond to the request in the most practical manner and to the satisfaction of the requestor. If it is determined that the format requested is not feasible, than other alternative methods of providing the information should be explored that will still meet the needs of the requestor. (e.g. Audio CD or explaining the information verbally etc.).

- (a) Staff member receives request form member of the public for alternative format.
- (b) Employee fills out alternative format request form.
- (c) Forwards request onto the responsible manager.
- (d) The responsible manager, and the Accessibility Co-ordinator will determine feasibility, if feasible;
- (e) Proceeds with alternative format request.
- (f) If not feasible; contact individual with feasible solution.

(ii) ASL Interpreter Request

- (a) Employee receives request from public for ASL interpreter.
- (b) Employee fills out alternative format request form.
- (c) Forwards request onto the responsible manager.
- (d) The responsible department contacts Canadian Hearing Society to make request.

- (e) Once Canadian Hearing Society confirms attendance of ASL Interpreter, the responsible department contacts individual.
- (f) If ASL Interpreter is not available, individual will be contacted with an alternative solution.

Feasibility will be determined based upon cost in relation to size of document and time associated with processing document requests.

The time frame attached to the conversion process varies depending on the media chosen, the size, complexity, quality of source documents and number of documents to be converted. Documents shall be returned in a timely manner depending on the factors previously noted.

Conversion shall be processed in-house wherever possible. When a member of the public requests a piece of the municipality's documentation in a multiple format, the department of origin shall be responsible for the cost of the conversion, materials and distribution, not the public requestor.

In-house printing, where possible should adhere to the CNIB's Clear Print Standards.

### **Training:**

The Municipality of South Bruce shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:

- (a) Every person, whether the person does so as an employee, agent, volunteer or otherwise, must now be trained on Accessible Customer Service.
- (b) Every person who participates in developing the municipalities policies, practices and procedures governing the provision of goods and services to members of the public or other third parties.

The training will include a review of the purposes of the Act and the requirements of this policy and instruction about the following matters:

- (a) How to interact and communicate with persons with various types of disability, as outlined in this policy and procedures.
- (b) How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person, as outlined in this policy and procedures.
- (c) How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
- (d) What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

The Municipality of South Bruce will log and retain records which will record the details of the training provided, as well as the name of the person, location, and date the training was completed.

The Municipality of South Bruce will customize the training going forward, based on the actual experiences and usage of the persons with disability in the Municipality of South Bruce owned or operated facilities.

### **Assistive Devices:**

The Municipality of South Bruce will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the Municipality of South Bruce.

Should a person with a disability be unable to access the municipality's services through the use of their own personal assistive device, the Municipality of South Bruce will ensure the following measures:

- (a) Determine if service is inaccessible, based upon individual requirements
- (b) Assess service delivery and potential service options to meet the needs of the individual
- (c) Notify person with disability of alternative service and how they can access the service, temporarily or on a permanent basis.

### **Contact Information**

For More information about this policy, or questions related to accessibility at the Municipality of South Bruce, please contact us:

Municipality of South Bruce  
21 Gordon Street East  
Teeswater, ON N0G 2S0  
Phone: 519-392-6623  
Email: [clerk@southbruce.ca](mailto:clerk@southbruce.ca)

### **Links**

Customer Service Standard, Ontario Regulation 429/07:

[http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws\\_src\\_regs\\_r07429\\_e.htm](http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm)

Accessibility for Ontarians with Disabilities Act, 2005:

[http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_05a11\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm)

Ministry of Community and Social Services:

<http://www.mcscs.gov.on.ca/mcss/english/pillars/accessibilityOntario>

AccessON: [www.accesson.ca](http://www.accesson.ca)