

# Multi-Year Accessibility Plan for Customer Service and the Integrated Accessibility Standards Regulation (IASR)

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## Intent

The 2016 to 2020 Accessibility Plan outlines the policies and actions that Town of Minto will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Accessibility Standards for Customer Service, Ontario Regulation 429/07 the Integrated Accessibility Standards, Ontario Regulation 191/11.

The Town of Minto has adopted this plan to identify barriers and establish a comprehensive strategy to ensure services to customers with disabilities are provided according to principles of independence, dignity, integration and equal opportunity. This plan provides for establishing and implementing policies, practices and procedures.

## Statement of Commitment

The Town commits to providing a barrier-free environment for all clients/customers, employees, job applicants, suppliers, and any visitors who may enter municipal premises, access information, or use Town services. Council and staff of the Town respect and uphold requirements in the *Accessibility for Ontarians with Disabilities Act* (2005), and its associated standards and regulations.

The Town understands responsibilities to ensure a safe, dignified, and welcoming environment for people of all abilities. Minto commits to organizational compliance by incorporating accessibility legislation into policies, procedures, equipment requirements, training, and best practices. These policies and practices will be reviewed annually, as organizational changes occur, or in anticipation of compliance deadlines. The Town strives to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, the Town is committed to working with all parties to make accessibility improvements to improve the quality of life for all persons.

For detailed information on Minto's accessibility policies, plans, and training programs, please contact:

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Town of Minto

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## 2016 to 2020 Plan

### General Requirements

Establishment and review of accessibility policies:

The following policies and related significant documents will be reviewed and updated annually:

- Procurement
- Training and Awareness
- Customer Service
- Information and Communications
- Design of Public Spaces
- Employment
  - Accommodation
  - Return to Work

### Procurement

Procuring or Acquiring Goods, Services or Facilities:

- The Town's website will provide current and historic tender information in an accessible format.
- Information to potential bidders will be provided according to identified needs of individuals participating in the procurement process

### Procurement By-Law

- The Town's Procurement By-Law is in the process of being updated with provisions for the purchase of accessible goods and services, ensuring contractors have regard for accessibility and that procurement documents are accessible
- Additional changes will be made to the Procurement By-Law should they be required by regulation or law

### Procurement Tip Sheet

- The Town's Procurement Tip Sheet will be reviewed and updated annually or when changes are made to the Procurement By-Law

### Training and Awareness

Training and Awareness on IASR, Customer Service and the Human Rights Code:

- The Accessibility Coordinator will assign mandatory online training modules to all new staff upon hire and monitor for completion

- The Accessibility Coordinator will assign at least two training modules to all staff, one will be about Customer Service as a refresher annually, and monitor for completion
- The Accessibility Coordinator will review new training modules that may be of benefit to all staff or certain staff and share with Department Heads
- The Accessibility Coordinator will create and send a quarterly bulletin via email to Department Heads in January, April, July and October to be share with all staff

## **Customer Service**

The Accessibility Standards for Customer Service, Ontario Regulation 429/07 requires that a Customer Service Policy be put into place and reviewed. The Town's policy has regard to:

- Providing Goods and Services to Persons with Disabilities
  - Accessible Communications Guidelines document
- Assistive Devices
- Guide dogs, service animals and service dogs
- Support persons
- Notice of service disruptions
  - Disruption in Service Notification form
- Customer Feedback
  - Customer Feedback form
- Notice of Availability and format of required documents:
  - Documents Available Notification form

To strengthen the policy and assist staff and customers, documents and forms have been created as noted above. This policy and relevant documents and forms will be reviewed by the Accessibility Coordinator annually. All staff will be trained upon hire and on an annual basis with regard to Customer Service Policy and as per the training plan.

## **Information and Communications Standard**

Information and Communications is a pillar of the Integrated Accessibility Standards, Ontario Regulation 191/11. The Town's policy has specific regard to:

- Feedback Process
- Accessible formats and communication supports
- Emergency procedures, plans or public safety information
- Accessible websites and web content

This policy and relevant documents and forms will be reviewed by the Accessibility Coordinator annually. The Town will incorporate accessibility features, where practicable, when creating new websites, web contents and public documents. Specific regard to descriptive images and fully navigable documents will be taken.

## **Design of Public Spaces (Accessibility Standards for the Built Environment)**

Design of Public Spaces is a pillar of the Integrated Accessibility Standards, Ontario Regulation 191/11. The Design of Public Spaces Policy has specific regard to:

- Recreational trails
- Outdoor public use eating areas
- Outdoor play spaces
- Exterior paths of travel accessible
- Accessible parking (off-street and on-street)
- Obtaining Services
- Maintenance

This policy and relevant documents and forms will be reviewed by the Accessibility Coordinator annually. The Town will incorporate accessibility features, where practicable, when creating new or extensively renovating applicable public spaces.

Projects will be considered as part of operating and capital budgeting procedures annually with priority given to high traffic areas. Regard for the County of Wellington's Facility Accessibility Design Manual and the use of their annual accessibility project grant will be made.

## **Employment Standard**

The Employment Standard is a pillar of the Integrated Accessibility Standards, Ontario Regulation 191/11. The Town's Employment Policy has specific regard to:

- Recruitment, assessment and selection processes
  - Recruitment Tip Sheet
- Accessible formats and communication supports for employees
- Workplace emergency response information
- Documented individual accommodation plans
  - Accommodation Policy
  - Accommodation Plan form
- Performance management and Career development and advancement
- Return to work process
- Redeployment

This policy and relevant documents and forms will be reviewed by the Accessibility Coordinator annually. The Town will incorporate accessibility features, where practicable, when it engages in employment practices including recruiting and development.

## **Review and Update**

This document was created on December 1, 2016 and must be reviewed and updated by November 30<sup>th</sup> annually. This Multi-Year Plan replaces the 2011-16 Plan.