



GROUND IN AGRICULTURE, GROWING IN INNOVATION

REPORT TO: Mayor and Members of Council

PREPARED BY: Jackie Tiedeman, Clerk

DEPARTMENT: Administration & Finance

DIVISION: AODA

MEETING DATE: Wednesday, October-16-19

SUBJECT: 2019 Accessibility Compliance Report and Annual Status Review
Multi-Year Accessibility Plan (2016-2021)

RECOMMENDATION

That Council receives the report entitled “2019 Accessibility Compliance Report and Annual Status Review” and;

That Council endorses the 2019 Accessibility Compliance Report as presented and directs staff to submit the report to the province.

EXECUTIVE SUMMARY

As a broader public sector organization with one or more employees, there is a legal obligation to file accessibility compliance reports at specified timeframes as provided by the Government of Ontario. This report shall be filed prior to December 31, 2019. The Multi-Year Accessibility Plan, which was approved by Council July 13, 2016, requires an annual review to ensure the timelines and deliverables are being met as outlined in the plan. As a result of the review of the plan and completing the compliance report, staff are satisfied that the report can be approved and submitted.

LINK TO STRATEGIC PRIORITIES

Leadership: To Create a Positive, Open Organizational Culture By Providing High Quality Public Services

BACKGROUND

The Municipality obtains the services of the Accessibility Co-ordinator, Sam McFarlane, through the County of Middlesex. The purpose of this position is to provide a specialized resource to lower tier municipalities to ensure they are meeting the timelines and obligations under the Integrated Accessibility Standards as well as bring forth recommendations for policy and/or changes to policy as regulations may change from time to time. Accessibility compliance for public sector organizations vary depending upon the employee count. For the purposes of this report, North Middlesex has a total of 42 employees identified and therefore obligations to a workplace of this size is used to determine compliance.

DISCUSSION

The last major undertaking with respect to policy occurred in 2016 and changes to our existing policies were brought before Council January 2017 and adopted. As noted in my quarterly report, Mr. McFarlane is actively participating in the Information and Communications Standard Review which is one of five standards under the IASR. His opinion was that for municipalities, the website section of the standard is playing a large role in terms of impacting our day to day work not only with undertaking a new website but the continual assurance that all documents being uploaded under the municipal control meet the appropriate accessibility standards.

For the 2019 Compliance Report, the following sections within the report to be considered were: Foundation requirements, Information and Communications, Employment, Transportation, Design of Public Spaces, Customer Service foundation requirements which have been verified to meet the required standards. Since the 2017 report, applicable questions are under the Design of Public Spaces (new or redevelopment of off-street parking and new or re-development of outdoor public spaces) The hard surfacing of the Parkhill Leisure Club was undertaken last year and this project met the accessibility standards as it included marking accessible parking spaces and signage. The gateway to the existing trail at the parkette in Parkhill was noted.

The other pertinent question when responding to the compliance report is confirmation that the municipality is continuing to meet their outcomes and deliverables as outlined within the multi-year plan.

These are minimal requirements and it always best practice to work towards achieving above the minimum especially in regards to accessibility.

Staff have had discussions with Mr. McFarlane on feedback received from individuals regarding inadequate sound when attending meetings in the council chambers and will continue to seek options to remedy this matter.

FINANCIAL

Not Applicable

ATTACHMENT

2019 Compliance Report

2016-2021 Multi-Year Accessibility Plan

Prepared By: Jackie Tiedeman, Clerk

Reviewed By: Jonathon Graham, Interim CAO/Director of Operations

Approved By: Jonathon Graham, Interim CAO/Director of Operations

Organization category Designated Public Sector

Number of employees range 1-49

Filing organization legal name Municipality of North Middlesex

Filing organization business number (BN9) 106979867

Fields marked with an asterisk (*) are mandatory.

B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility

Additional accessibility requirements apply if you are:

- [a library board](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a municipality](#)

C. Accessibility compliance report questions

Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

Foundation requirements

1. Does your organization have written accessibility policies and a statement of commitment? * Yes No

[Read O. Reg. 191/11 s. 3: Establishment of accessibility policies](#) [Learn more about your requirements for question 1](#)

Comments for question 1

2. Has your organization established, implemented and maintained a multi-year accessibility plan and posted it on your organization's website? * Yes No

[Read O. Reg. 191/11 s. 4: Accessibility plans](#) [Learn more about your requirements for question 2](#)

Comments for question 2

3. Has your organization completed a review of its progress implementing the strategy outlined in its accessibility plan and documented the results in an annual status report posted on the organization's website? * Yes No

[Read O. Reg. 191/11 s. 4\(1\), 4\(3\): Accessibility plans](#) [Learn more about your requirements for question 3](#)

Comments for question 3

4. Did your organization consult with people with disabilities when establishing, reviewing and updating its multi-year accessibility plan? * Yes No

[Read O. Reg. 191/11 s. 4\(2\): Accessibility plans](#) [Learn more about your requirements for question 4](#)

Comments for question 4

5. Does your organization provide the appropriate training on the Integrated Accessibility Standards Regulation and the Human Rights Code as it pertains to persons with disabilities? * Yes No

[Read O. Reg. 191/11 s. 7: Training](#)

[Learn more about your requirements for question 5](#)

Comments for question 5

6. Has your organization established and documented a process to receive and respond to feedback on how its goods or services are provided to persons with disabilities, including actions that your organization will take when a complaint is received? * Yes No

[Read O. Reg. 191/11 s. 80.50: Feedback process required](#)

[Learn more about your requirements for question 6](#)

Comments for question 6

7. Does your organization ensure that its feedback processes are accessible to persons with disabilities by providing or arranging accessible formats or communication supports, upon request, and do you notify the public of this accessible feedback policy? * Yes No

[Read O. Reg. 191/11 s. 11: Feedback](#)

[Learn more about your requirements for question 7](#)

Comments for question 7

Information and communications

8. Does your organization have a process to provide accessible formats and communication supports for persons with disabilities in a timely manner and at no more than the cost for other persons who ask for the same information, and do you notify the public of this accessible information policy? * Yes No

[Read O. Reg. 191/11 s. 12: Accessible formats and communications supports](#)

[Learn more about your requirements for question 8](#)

Comments for question 8

Employment

9. Does your organization notify its employees and the public about the availability of accommodations in its recruitment process? * Yes No

[Read O. Reg. 191/11 s. 22-24: Recruitment](#)

[Learn more about your requirements for question 9](#)

Comments for question 9

10. Does your organization notify successful applicants of its policies for accommodating employees with disabilities during offers of employment? * Yes No

[Read O. Reg. 191/11 s. 24: Notice to successful applicants](#)

[Learn more about your requirements for question 10](#)

Comments for question 10

11. Does your organization develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities? * Yes No

[Read O. Reg. 191/11 s. 28: Documented individual accommodation plans](#)

[Learn more about your requirements for question 11](#)

Comments for question 11

Transportation

12. Does your organization provide transportation services? * Yes No
(If Yes, you will be required to answer an additional question.)

[Read O. Reg. 191/11 Part IV: Transportation standards](#)

[Learn more about your requirements for question 12](#)

- 12.a. Does your organization conduct employee and volunteer accessibility training on the safe use of accessibility equipment and features of your transportation vehicles? * Yes No

[Read O. Reg. 191/11 s. 36: Accessibility training](#)

[Learn more about your requirements for question 12.a](#)

Comments for question 12.a

Design of public spaces

13. Since your organization last reported on its accessibility compliance, has your organization constructed new or redeveloped existing off-street parking facilities that it intends to maintain? * Yes No
(If Yes, you will be required to answer an additional question.)

[Read O. Reg. 101/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 13](#)

- 13.a. When constructing new or redeveloping off-street parking facilities that your organization intends to maintain, does it ensure that the off-street parking facilities meet the accessibility requirements as outlined in sections 80.32 – 80.37 of the IASR? * Yes No

[Read O. Reg. 80.32-37: Accessible parking](#)

[Learn more about your requirements for question 13.a](#)

Comments for question 13.a

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14. Since your organization last reported on accessibility compliance, has your organization constructed new or redeveloped existing outdoor public spaces that it intends to maintain? * Yes No
(If Yes, you will be required to answer additional questions.)

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 14](#)

- 14.a. When constructing new or redeveloping existing outdoor play spaces, did your organization consult with the public and persons with disabilities on the needs of children and caregivers, and if you represent a municipality did your organization consult with the municipal advisory committee where one was established as outlined in s. 80.19 of the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 s. 80.19: Outdoor play spaces](#)

[Learn more about your requirements for question 14.a](#)

Comments for question 14.a The outdoor space redeveloped comprises of a small gateway path within a parkette leading onto an existing trail that is not maintained by the municipality.

- 14.b. Does your organization's multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements required under the Integrated Accessibility Standards Regulations Part IV are not in working order? * Yes No

[Read O. Reg. 191/11 s. 80.44: Maintenance of accessible elements](#)

[Learn more about your requirements for question 14.b](#)

Comments for question 14.b

Customer service

15. In your policies, practices and procedures, does your organization permit persons with disabilities to keep their service animals with them on the parts of your premises that are open to the public or other third parties, except where the animal is excluded by law? If excluded by law, does your organization have alternate ways for people with service animals to access and use your goods, services or facilities? Yes No

[Read O. Reg. 191/11 s. 80.47\(1-3\): Use of service animals and support persons](#)

[Learn more about your requirements for question 15](#)

Comments for question 15

General requirements

16. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **information and communications standards** in effect under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 Part II: Information and communications standards](#)

[Learn more about your requirements for question 16](#)

Comments for question 16

17. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **employment standards** in effect under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 Part III: Employment standards](#)

[Learn more about your requirements for question 17](#)

Comments for question 17

18. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **transportation standards** in effect under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 Part IV: Transportation standards](#)

[Learn more about your requirements for question 18](#)

Comments for question 18

19. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **design of public spaces standards** in effect under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 101/11 Part IV.1: Design of Public Spaces standards](#)

[Learn more about your requirements for question 19](#)

Comments for question 19

20. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **customer service standards** under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 Part IV.2: Customer service standards](#)

[Learn more about your requirements for question 20](#)

Comments for question 20

21. Other than the requirements cited in the above questions, is your organization complying with all general requirements in effect under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 Part I: General requirements](#)

[Learn more about your requirements for question 21](#)

Comments for question 21



MUNICIPALITY OF NORTH MIDDLESEX

ACCESSIBILITY PLAN

2016-2021

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Introduction

Accessibility for Ontarians with Disabilities Act

In June 2005, the *Accessibility for Ontarians with Disabilities Act 2005 (AODA)* was enacted into law. The AODA is more comprehensive and prescriptive than the *Ontarians with Disabilities Act* from 2001 and applies to the public sector, as well as private and non-profit organizations. The AODA requires the development of accessibility standards, compliance deadlines, and administrative penalties for non-compliance.

The fundamental purpose of the AODA is to ensure that Ontario is accessible by 2025. Ontario is the first and only Canadian jurisdiction to regulate accessibility standards.

Standards Development Committees were established in the following areas:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Built Environment

Each standard has established implementation targets and compliance requirements for obligated organizations.

The AODA requires accessibility of goods, services, facilities, accommodation, employment as well as information and communications.

Implementation Strategy

North Middlesex supports the spirit and goals of the AODA to make the Province of Ontario accessible by 2025. The municipality is striving to become more accessible and inclusive to people with disabilities by ensuring accessibility is a reality throughout all facilities and business operations. Ensuring accessibility is integrated into all municipal initiatives, business practices, boards, committees departments and divisions. The County of Middlesex and all participating municipalities are committed to fulfilling the requirements.

Participating Municipalities

This multi-year accessibility plan is prepared jointly between the County and the following participating municipalities:

- Township of Adelaide Metcalfe
- Township of Lucan Biddulph
- Municipality of Middlesex Centre
- Municipality of North Middlesex
- Municipality of Southwest Middlesex
- Municipality of Strathroy-Caradoc

- Municipality of Thames Centre
- Village of Newbury

Statement of Commitment

The Municipality of North Middlesex is committed to eliminating barriers and improving accessibility for people with disabilities in a manner that respects dignity, independence, integration and equal opportunity.

North Middlesex recognizes the diverse needs of all our residents and customers and will respond by striving to provide services and facilities that are accessible to all. North Middlesex is 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 (AODA)*.

Middlesex Accessibility Advisory Committee

The AODA requires municipalities to establish an Accessibility Advisory Committee, where the population exceeds 10,000.

The Middlesex Accessibility Advisory Committee is a public committee that is comprised of people with disabilities and staff members from the County and local municipalities. The purpose of the committee is to provide advice to Councils on the removal and prevention of barriers.

Monitor and Review

This Multi-Year Accessibility Plan will be reviewed and updated at least once every five years.

An annual status report will be completed to document the progress and measures taken to implement North Middlesex's strategy and meet the requirements under the Integrated Accessibility Standards Regulation.

Plan Coordination

The County's Accessibility Coordinator is responsible for the development of this plan, in consultation with the participating municipalities and the Accessibility Advisory Committee.

Municipal Contact Information

Municipality	Contact
County of Middlesex 399 Ridout Street North London ON N6A 2P1	Jennifer Cowan, Accessibility Coordinator Kathy Bunting, County Clerk
Township of Adelaide Metcalfe 2340 Egremont Drive, R.R.#5 Strathroy, ON N7G 3H6	Fran Urbshott, Administrator/Clerk Cathy Case, Treasurer/Deputy Clerk
Township of Lucan Biddulph 33351 Richmond St., P.O. Box 190 Lucan, ON N0M 2J0	Ron Reymer, CAO Lisa deBoer, Clerk
Municipality of Middlesex Centre 10227 Ilderton Road, R.R. #2 Ilderton, ON N0M 2A0	Michelle Smibert, CAO Stephanie Troyer-Boyd, Clerk
Municipality of North Middlesex 229 Main Street, P.O. Box 9 Parkhill ON N0M 2K0	Marsha Paley, CAO Jackie Tiedeman, Clerk
Municipality of Southwest Middlesex 153 McKellar Street, P.O. Box 218 Glencoe, ON N0L 1M0	Janneke Newitt, Administrator-Clerk
Municipality of Strathroy-Caradoc 52 Frank Street Strathroy, ON N7G 2R4	Ralph Coe, CAO Angela Toth, Director of Corporate Services/Clerk
Municipality of Thames Centre 4305 Hamilton Road, Dorchester ON N0L 1G3	Margaret Lewis, Clerk Stewart Findlater, CAO
Village of Newbury 22910 Hagerty Road, Newbury, ON N0L 1Z0	Betty Gordon, Clerk-Treasurer

Timelines and Deliverables

Outcomes

- People with disabilities will have access to accessible services
- People with disabilities will have access to alternate formats and communication supports for any information that the Municipality produces
- A barrier-free recruitment process
- Greater accessibility in Municipal-owned facilities
- Municipal staff able to identify barriers to accessibility and actively seek solutions to prevent and remove barriers

Approach

- Develop policies and procedures
- 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

Timelines

2012-2013:

- The development of policies
- Developing a multi-year accessibility plan
- Purchasing requirements
- Emergency and public safety information
- Report to the Accessibility Directorate of Ontario (2013)

2014-2021:

- In 2014, The Municipality of North Middlesex completed construction of a fully accessible Shared Services Centre in North Middlesex that contains the Administration Offices/Council Chambers/Service Ontario and Parkhill Library Branch.
- Municipal sidewalk replacement program is ongoing and takes into account accessibility needs.
- Employment
- Training
- Feedback process
- Accessible formats and communication supports
- Accessible Websites and web content
- Report to the Accessibility Directorate of Ontario (2015, 2017, 2019, 2021)

- Design of Public Spaces Regulation
- Accessible Customer Service update

North Middlesex Accessibility Achievements

Training

- Trained staff on accessibility regulations in 2013. This training is provided on an ongoing basis when new employees are hired. The training includes:
 - A review of the *Accessibility for Ontarians with Disabilities Act* and its regulations (including the Accessible Customer Service Standard and the Integrated Accessibility Standard) On-Line Training and Quiz
 - An overview of the Ontario Human Rights Code
 - How to interact and communicate with persons with various types of disability.
 - 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.
 - 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.
 - What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.
- Developed training document for volunteers. This training is provided on an ongoing basis when new volunteers come on board.
- Ongoing Training of staff on "creating accessible documents". The training includes:
 - The basics of how to build an accessible Word document
 - Tips and best practices
 - How to test for accessibility within a document
 - Plain language and colour contrast
 - A review of making Excel spreadsheets and PowerPoint presentations accessible (this is provided to staff based on job duties)
 - Reviewing an accessible PDF
- Trained Council on AODA requirements in February 2015 at County of Middlesex.

Accessible Websites and Web Content

- Templates
 - Created templates to assist in making documents accessible. This includes Council reports, bylaws and minutes on an ongoing basis as time permits for staff with ongoing daily workload
- Websites updated in 2014 and 2016
 - In 2014, the Municipality launched a new website. The website has been made accessible in accordance with the Web Content Accessibility Guidelines 2.0. In 2016, the Municipality is undergoing an update to the website and will ensure compliance with the regulations are met in consultation with the web designer
- 2014 Municipal Election – Alternative Voting Method (Telephone/Internet)
See attached report on how accessibility requirements were met.

- Accessible Emergency Plan
 - Community Emergency Management Plan is currently available on the municipal website and in hard copy at the administration office front counter. Alternate formats can be obtained by contacting the Clerk's office.

Policies

- Accessible Customer Service policy developed in 2009
- Developed Corporate Accessibility policy which includes the requirements under the Accessible Customer Service Standard and the Integrated Accessibility Standard.
- Developed Accommodations in the Workplace policy which outlines the process that staff must follow when requesting an accommodation. The policy also outlines the process for accommodations being provided during the recruitment process.

Purchasing

- Amended purchasing policy in October 2013.
- Reviewed with Manager in October 2013.

Feedback Process

- Members of the public can submit their feedback using the form printed from the municipal website or in person through the municipal office. The Municipality welcomes feedback regarding accessibility.
 - When the Municipality receives feedback, the Clerk will notify the CAO and appropriate department and make arrangements for the feedback to be followed up with.
- When seeking feedback from the public, the Municipality will provide accessible formats and/or communication supports to members of the public upon request.

Communication Supports and Accessible Formats

- Through training, the Municipality attempts to ensure that documents found on the Municipality's website (through which the Municipality has control) are accessible per the Web Content Accessibility Guidelines. This is an ongoing process and documents are being updated. Members of the public can request documents in accessible formats or communication supports needed to attend meetings. Members of the public should contact the Clerk to determine the appropriate format.

Employment Requirements

- Developed Accommodations in the Workplace policy which outlines the process that staff must follow when requesting an accommodation. The policy also outlines the process for accommodations being provided during the recruitment process.
- Provided Department Heads with information on how to remove barriers to accessibility throughout the recruitment process.

- Developed accommodations procedure to ensure that accommodation requests are documented.

North Middlesex Accessibility Future Goals

Training

- Develop comprehensive purchasing training and deliver to staff responsible for making purchases.
- Develop training resources to help staff create accessible documents. (Training is currently provided in class)

Design of Public Spaces Regulation

- The Municipality will ensure compliance with the Design of Public Spaces regulation as it applies to municipal owned public spaces. The municipal staff will advise developers of these regulations to be considered during consultation meetings.

Accessible Customer Standard update

- Review the updated Accessible Customer Service standard in 2016 and implement as required.

Websites and Web Content

- Continue to monitor and update websites to ensure WCAG compliance
- Develop strategy to ensure web document compliance for documents dating back to 2012.

Policies

- Continue to review policies to ensure they are consistent with the four principles of accessibility.

Repeal of *Ontarians with Disabilities Act*

The *Ontarians with Disabilities Act* (ODA) established the foundation for accessibility in the public sector by requiring municipalities to establish Accessibility Advisory Committees and develop accessibility plans. These have been municipal requirements since the legislation was enacted in 2001.

In 2005, the *Accessibility for Ontarians with Disabilities Act* (AODA) was established. The AODA allowed for the development of accessibility standards to be developed by the Province of Ontario. The Ontario government has removed sections of the ODA which are comparable to those addressed by the AODA or its regulations.

Effective December 1, 2015, twelve sections of the ODA have been repealed. These sections are largely duplicated or addressed in a comparable manner by the AODA or its regulations. This change will positively reduce the administrative burden on municipalities.

In particular, three sections of the ODA that directly impact municipalities were repealed as follows:

- Section 11 - Municipal Accessibility Plans
 - the ODA Requirement to Develop Annual Accessibility Plans
 - the AODA requires municipalities to develop multi-year accessibility plans.

- Section 12 - Accessibility Advisory Committees
 - the ODA Requirement for Municipalities to Develop Accessibility Advisory Committees (AACs)
 - the AODA requires that the majority of AAC members be persons with disabilities and provides for an expanded scope of the committee when compared with ODA-related requirements.

- Section 13 - Municipal Goods and Services
 - the ODA Requirement for Municipalities to Ensure Accessible Procurement of Goods and Services
 - the AODA requires all broader public sector organizations to incorporate accessibility into procurements of goods, services and facilities, including kiosks.

All other ODA requirements continue to be in effect. The AODA remains Ontario's primary accessibility law and municipalities will continue to be required to comply with applicable requirements in that statute and its regulations.

Accessibility committees and plan requirements from the ODA are duplicated in the AODA and therefore are unchanged.