The Corporation

Of the Township of

Johnson

ACCESSIBILITY PLAN

Submitted to: Council 2003

Reviewed:
2004 – 2005 – 2006 – 2007 – 2008 – 2009
2010 – 2011 – 2012 – 2013 – 2014 – 2015
2016 - 2017 – 2018 – 2019 – 2020 – 2021-2022

Revised Plan: 2024

The Corporation of the Township of Johnson
Accessibility Plan

Under the *Accessibility for Ontarians with Disabilities Act*, 2005 (AODA), all municipalities have an obligation to prepare an accessibility plan. The Accessibility Plan is the framework to provide persons with disabilities full participation in the life of the province through the identification, removal and prevention of barriers within facilities and services.

The Township monitors the development of standards under the *Accessibility for Ontarians with Disabilities Act* (AODA). The AODA was enacted in 2005 to further qualify the ODA and serve as a framework relating to accessibility standards in several key areas:

- Customer Service
- Integrated (Information and Communication; Employment; Transportation)
- Built Environment.

The goal of these accessibility standards is to ensure all Ontarians with disabilities have full and equal access to goods, services, facilities, accommodation, employment and building structures by January 1, 2025.

The first regulation to come into force was the *Accessibility Standards for Customer Service*, Ontario Regulation 429/07. It took effect for municipalities on January 1, 2010. The Township has complied with this legislation.

The second regulation to come into force was the *Integrated Accessibility Standards*, Ontario Regulation 191/11. It took effect for large designated municipalities (those with 50 or more employees) on July 1, 2011, with compliance dates phased through to 2021. This regulation requires municipalities to establish, implement, maintain and document multi-year accessibility plans which outline the municipality's strategy to prevent and remove barriers.

The purpose of this multi-year Accessibility Plan is to outline the measures that the Township will take during this time to identify, remove and prevent barriers to all citizens in accessing the Township's facilities and services, in accordance with the *Integrated Accessibility Standards*.

Objectives:

The objectives of this multi-year Accessibility Plan are:

- To describe the process by which the Township will identify, remove and prevent barriers to people with disabilities.
- To review efforts to remove and prevent barriers to people with disabilities.
- To identify the facilities, policies, programs, practices, and services that the Township will review in the coming years to identify barriers to people with disabilities.
- To describe the measures the Township will take in the coming year to identify, remove and prevent barriers to people with disabilities.

- To outline the process of how the Township will make this Accessibility Plan available to the public.

The Council of the Township of Johnson is committed to the continual improvement of access to municipal facilities, programs and services for those with disabilities and to the provision of quality services to all members of the community with disabilities.

Accessibility Review:

On an annual basis, staff reviews the multi-year Accessibility Plan and advises Council.

The recommended initiatives identified in the annual review of the Accessibility Plan will be considered, evaluated and approved within the context of Township's Capital and Operating Budget Process.

Initially the working group that began this process included staff, council and members of the public as well as those specifically with a disability.

Roles & Responsibilities of the Annual Review:

The following is a brief description of this process:

Staff Members (from time to time members at large or persons with disabilities may be asked to form an Advisory Committee):
- contribute to the development and consolidation of the Township's Accessibility Plan through consultation with department staff on recent department initiatives to remove and prevent barriers to person with disabilities and to identify barriers to be addressed;
- list policies, services, programs and practices to be reviewed by the Township in the forthcoming year;
- determine a department strategy for barrier removal on an annual basis; and
- ensure that department measures for the removal of barriers are identified in the Township's annual budget process.

Departmental:
- ensure that commitments outlined are implemented; and
- review their departments on an annual basis and continue to identify and address the removal of barriers as they are identified.

Staff Advise on Municipal Accessibility:
- provide feedback to Council regarding the Annual Accessibility Plan including the implementation and effectiveness of the Plan to ensure that its objectives are met;
- advise Council on the accessibility of buildings that the Township owns or operates; and
- advise Council on issues of concern to persons with disabilities and provide recommendations.

Council:
- select and appoint members to the Municipal Accessibility Advisory Committee as necessary;
- provide direction to the Municipal Accessibility Advisory Committee and Township staff on the implementation and review of the Annual Accessibility Plan; and
- as part of the Township's Capital and Operating Budget process, annually review the recommendations presented by staff with regard to Accessibility.

Barrier Identification:

Physical barriers can exist in a structural environmental that interfere with or impede with a person's ability to access a particular location or service. The Staff and the Accessibility Plan will use the following approach to identify barriers:

- research previously identified barriers;
- solicit staff contributions in all service areas of known and suspected barriers; and
- review suggestions and comments forwarded by the public to them.

In the Barrier Identification Process, the focus will be on the following areas to determine which barriers it will work to remove or prevent each year:

- Physical facilities
- Site planning
- Service and program delivery to staff
- Service and program delivery to the public
- Procurement Policies and Practices
- Interviewing, Hiring, Promotion, and Other Human Resources Policies and Practices
- Technologies
- Information and communication infrastructures
- Customer service for people with disabilities

Examples of Barriers:

Physical - A door knob that cannot be operated by a person with limited upper-body mobility and strength.

Architectural - A hallway or door that is too narrow for a mobility device.

Informational - Typefaces that are too small to be read by a person with low-vision.

Communicational – Speaking too loudly when addressing a customer with a hearing impairment.

Attitudinal - Ignoring a person with a disability by talking to them "through" their companion or support person.

Technological - A paper tray on a laser printer that requires two strong hands to open.

Policy/Practice - A practice of announcing important messages over an intercom that people with hearing impairments cannot hear clearly.

Where will we look for barriers?

In our Built Environment:

- The exterior of buildings
- The interior of buildings
- Parking areas
- Drop-off zones

- Hallways
- Floors / Carpets
- Lobbies
- Reception areas
- Offices
- Washrooms
- Elevators
- Stairs / stairwells
- Lighting

In our Recreational Facilities:

- Playgrounds
- Change rooms
- Picnic areas
- Outdoor tracks
- Playing fields

In our Physical Environment:

- Furniture
- Work stations
- Chairs
- Doors/door knobs
- Windows
- Locks
- Security systems

In the Information we provide:

- Printed information/brochures
- Web-based resources
- Signage
- Bulletin boards
- Forms/Manuals
- Fax transmissions
- Equipment labels
- Computer screens

In our Policies and Practices:

- Procurement and purchasing
- Job Postings
- By-laws
- Hiring/Interviewing/Testing
- Performance Management
- Career Advancement
- Redeployment
- Regulations/Rules/Protocols
- Meetings

- Safety and evacuation

<u>In the technology we provide</u>:

- Computers/Keyboards
- Operating systems
- Standard software
- Proprietary software
- Web sites
- Fax machine
- Telephones
- Photocopiers
- Printers

<u>In our service delivery</u>:

- In person
- By telephone
- By Mail
- By e-mail
- Via the Web

Annual Review Process:

Staff will meet annually to review the progress of barrier removal initiatives and to update the Accessibility Plan relative to Departmental operations and annual budget deliberations. The update will be presented to Council annually.

Communication:

Copies of this plan and subsequent annual updates will be available at the Clerk's Office and on the Township's Website (www.johnsontownship.ca). The plan, and subsequent updates, will be available in accessible format, upon request.

Definitions:

Accessibility **-** is a general term used to describe the degree to which a product, device, service or environment is made available to as many people as possible. Accessibility is often used to focus on people with disabilities or special needs and their right to access to entities, often through use of assistive technology, and universal design of environment and areas.

Barrier **-** Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice (obstacle).

Barrier Identification Process - Any process or methodology used to determine what barriers exist, where barriers exist and other information. Examples of a barrier identification process may include surveys, audits or customer feedback.

Disability - means,

a)   any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes (mellitus), epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

b)   a condition of mental impairment or a development disability,

c)   a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

d)   a mental disorder, or

e)   an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

APPENDIX "A"

COMPLETED   PENDING OR TO BE COMPLETED

For Compliance

POLICIES AND PROCEDURES:		COMPLIANCE STATUS
Annually	Establishing, implementing and maintaining policies governing the accessibility of employment, transportation, and information and communications.	Completed
	Incorporating "accessibility criteria and features" when procuring or acquiring goods, services or facilities "except where it is not practicable to do so"; in which case, where requested, provide an explanation.	Completed
	Ensuring that accessible formats and communications supports are provided upon request with respect to the processes the municipality uses for receiving and responding to feedback and that the municipality "notifies the public about the availability of accessible formats and communications supports".	Ongoing
Annually and as required	Training all employees, volunteers and persons who provide goods, services or facilities on behalf of the municipality and persons who participate in developing the policies of the municipality on the requirements of the Integrated Standard and on the Human Rights Code as it pertains to persons with disabilities.	Ongoing

	INFORMATION & COMMUNICATION	
Annually as requested	Emergency procedures, plans or public safety information, which are available to the public, are to be provided in an accessible format "as soon as practicable upon request".	Ongoing

Annually as requested	Process for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities.	Completed
January 1, 2021	Making new websites and web content on those sites conform with WCAG 2.0, Level A.	Completed Temporary Fully redeveloped new site in process
	Complete a full rebuild and design for a new website	In process pending
Annually as requested	Providing information and communication supports upon request in an accessible format "in a timely manner that takes into account the person's accessibility needs due to disability," at a cost that is no more than the regular cost charged to other persons. The public is to be notified about the availability of accessible formats and communications supports.	Completed
	Making websites (except content not updates since January 1st, 2012) and web content conform with WCAG 2.0, Level AA.	Pending

EMPLOYMENT		
As requested	Providing individualized workplace emergency response information to employees who have a disability.	Completed
On going when required	Notifying employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes; in assessment or selection processes in recruitment, make accommodation, upon request that "takes into account the applicant's accessibility needs due to disability"; notify the successful applicant of its policies for accommodating employees with disabilities.	Completed
Ongoing when required	Informing employees of its policies to support its employees with disabilities.	Completed
Ongoing when required	Providing, upon request, accessible formats and communication support to employees as it relates to information needed in order for the employee to perform their job and information generally available to employees,	Completed

As required	Developing and having in place documented return to work processes. This does not override any other return to work process created by or under any other statute.	Completed

As required	Developing documented individual accommodation plans upon request. Where performance management systems are in place, career development and advancement is provided and redeployment is used, the employer "shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans".	Completed
Gordon Lake Hall		
	Door Handles through out building	Completed
	Entrances to building	1 completed
	Washroom	Completed
	Stair railing no longer to code	Completed
	Signage to code	Completed
	Emergency lighting and alarms	Completed
Johnson Fire Hall		
	Exterior door handles and panic bars required	
	All interior door knobs change as per regulation	
	Railing on training room stairs	
	Eye wash station no longer code	
Johnson Water Plant		
	Door handles	Completed 2024
Municipal Office		
October 2021	Accessible bathrooms	COMPLETED
2021	Renovate office space for accessible movement throughout	COMPLETED
	Replace front entrance for level entry	Completed 2023/2024
2021	Change door knobs	COMPLETED
Municipal Garage		

October 2021	Accessible bathroom	COMPLETED
2021	Change door knobs	COMPLETED
2021	Hands free soap and hand cleaner stations	COMPLETED
Municipal Arena		
	Review all fire exits to ensure safe egress	Pending Grant availability
	Canteen fire exit not operable	Pending Grant availability
	Bathrooms need to be made fully accessible and fixtures upgrades	Pending Grant availability
	Review all door handles for accessibility use	Pending Grant availability
	Eye wash station not code compliant any longer	COMPLETED
	Review fire detectors, smoke alarms, alarms	Pending Grant availability
	Improved signage and where applicable handicap signage	COMPLETED
Municipal Hall		
	Bathrooms need to be made fully accessible and fixtures upgraded	1 completed, and remainder pending grant approval
	Review all door handles for accessibility use	Pending Grant availability
March 2022	Stairs handrail does not meet code	COMPLETED
	Review fire detectors, smoke alarms, alarms	COMPLETED

APPENDIX B

MAINTENANCE

Maintenance in multi-year accessibility plans

Documentation of preventative and emergency maintenance of the accessible elements in public spaces will occur, dependent on the element.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify ratepayers/customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated

length of time, and a description of alternative facilities or services, if available.

Maintenance procedures for a public space element will depend on:

- its purpose
- how often it is used and
- how users would be affected if it is not kept in good working condition

Maintenance procedures include but are not limited to checking the site, viewing the area for deficiencies and repairing such deficiencies or, in the event that there is a failure of the accessible element, posting the area as closed and advising the Clerk's Office to have a closure notice put on the municipal website.   In the event of a booking of the location for an event, contacting the individual doing the booking to advise of the failure, thereby cancelling the rental if necessary.

The maintenance shall be documented in the facility log to ensure all staff are aware of the status.

In the event of a water system failure, public works as well as the Clerk's office (emergency callout) will be required.