



City of Dryden

2013–2017 Multi-Year Accessibility Plan



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What is Accessibility?

It is defined as equal access to goods, services and facilities for all people.

Why Accessibility? It's Just Good Business

- By 2031, over 6 million people in Ontario will be either living with a disability or be 55 years of age and over, accounting for 40% of all income
- As boomers age, it is expected that they will drive society to meet their needs and demands
- This is a huge demographic that cannot be ignored
- By learning how to serve people with disabilities, businesses may attract more customers, build customer loyalty and improve their services for everyone
- With the aging population, consumers are increasingly represented by the disability community
- Ontario businesses need to market to and develop products for people with disabilities in order to compete and succeed
- But, beyond being good for business – it's just the right thing to do ¹

Ensuring persons with disabilities are able to live and work independently in our communities will not only have a positive impact on our future prosperity but provide us all with a better quality of life.

¹ A Guide to the Integrated Accessibility Standards Regulation July 2012; Province of Ontario, Introduction, page 1

Legislation:

Accessibility for Ontarians with Disabilities Act, 2005 (A.O.D.A.)

On June 13, 2005, the Province enacted the Accessibility for Ontarians with Disabilities Act, 2005 (A.O.D.A.) to make Ontario accessible by 2025. This new legislation requires both public and private sector organizations to meet mandatory accessibility standards, which are rules that businesses and other organizations will be required to follow in order to identify, remove and prevent barriers for people with disabilities.

Accessibility Standards for Customer Service Regulation (O. Reg.429/07)

The first standard to be passed by the Ontario government was the Accessibility Standards for Customer Service Regulation (O. Reg. 429/07). The Regulation applies to all organizations, including the City of Dryden, which provides goods or services to the public. It set out standards for providing services and goods in an accessible manner and established compliance dates.

Integrated Accessibility Standards Regulation (O. Reg. 191/11)

The Ontario government combined standards for information and communication, employment and transportation into the Integrated Accessibility Standards Regulation (O. Reg. 191/11). This Regulation includes a phased-in approach to the many standards.

The Integrated Accessibility Standards Regulation also includes a general requirement for a multi-year accessibility plan. The Regulation requires the City of Dryden to establish, implement, maintain and document a multi-year accessibility plan that outlines the City's strategy to prevent and remove barriers and meet the requirements of the Regulation.

The Regulation was amended in December 2012 to add a fifth AODA standard. The Design of Public Spaces Standards establish requirements for spaces in the built environment, including beach access routes, recreational trails, exterior paths of travel, outdoor play spaces, outdoor public use eating areas, parking, and areas for obtaining services.

Multi-Year Accessibility Plan Overview:

Under both the General and Transportation requirements, the City of Dryden (including the Dryden Public Library) and the Specialized Transportation Services Provider for the City) must establish, implement, maintain and document a multi-year accessibility plan, which will provide the organizations with a strategy to identify, prevent and remove barriers. In addition, the City of Dryden must also:

- ✓ Post the multi-year accessibility plan on its website (www.dryden.ca);
- ✓ Provide the plan in an accessible format upon request;
- ✓ Review and update the accessibility plan at least once every five years;
- ✓ Establish, review and update the accessibility plan in consultation with persons with disabilities;
- ✓ Prepare an annual status report and post it on the City of Dryden website.

The City of Dryden Multi-Year Accessibility Plan provides an opportunity to identify current achievements and establish an implementation plan for future priority initiatives. Objectives identified may have short or long term timelines. Regular monitoring and updating of the Plan is necessary to ensure relevant initiatives are included and progress is identified. The current focus of the Accessibility Plan is dedicated to implementing the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11. The plan will also include other barriers and/or initiatives the City of Dryden has identified and will either be identified under one of the specific five standards or as a separate action.

The Plan will also identify achievements and will be reviewed and updated annually to identify progress on the initiatives included in the plan. Ongoing review of the Plan is essential to ensure continued compliance with the legislation as well as ensuring the City of Dryden's obligations and commitments as identified are being met.

Dryden “Moving Forward”²

Community Background:

Dryden is a vibrant urban community nestled in the heart of Northwestern Ontario and surrounded by the rugged beauty of the boreal forest, with its freshwater lakes, and spectacular vistas.

Dryden has a population of 8,663 and is located on the Trans Canada highway midway between Winnipeg, Manitoba and Thunder Bay, Ontario. Dryden is also the transportation, business and service hub for the surrounding areas.

Our community takes great pride in its diversity and sustainability in servicing both our residents and visitors. The City has a modern communication network; a vibrant business community; an active volunteer, recreation, and arts and cultural sector; a newly expanded health care centre; and first class educational facilities all within walking distance of the pristine wilderness of Northwestern Ontario and the many outdoor opportunities it provides.

Our Vision

The City of Dryden will be a professional and sustainable corporation that proudly supports our community and quality of life.

Our Mission

We will achieve our Vision by being proactive and acting with integrity. We are committed to open communication, transparency and accountability while engaging people in the process and celebrating our successes.³

² Dryden “Moving Forward”; Municipal Strategic Plan, City of Dryden 2012-2014.

³ Dryden “Moving Forward”; Municipal Strategic Plan, City of Dryden 2012-2014

The City of Dryden Commitment to Accessibility

The City of Dryden is committed to providing persons with disabilities with the same opportunities to access our resources and services, in a manner consistent with the principles of dignity, independence, integration, and equal opportunity.

The City of Dryden recognizes the importance of meeting the needs of all those with and with whom we network in the conduct of our business and will endeavour to provide services and facilities in our community that are universally accessible to all.

The City shall use every effort to ensure that we meet the needs of persons with disabilities in a timely manner through the implementation of this policy in accordance with the spirit and intent of all applicable legislation including the **Accessibility for Ontarians with Disabilities Act (A.O.D.A.)**, the **Ontario Human Rights Code**, and the **Occupational Health and Safety Act**.

Barrier Identification

The intent of the Multi-Year Accessibility Plan is to identify, prevent and remove barriers. Barriers are obstacles that stand in the way of people with disabilities from being able to do many of the day-to-day activities that most people take for granted. A barrier is defined as anything that prevents a person with a disability from fully participating in all aspects of society because of a disability. The traditional definition of a barrier used in the context of accessibility has been expanded to include obstacles beyond physical boundaries. There are several other categories of barriers to consider, such as:

Environmental Barriers: features, buildings or spaces that restrict or impede physical access. For example, a doorway that is too narrow to accommodate entry by person in a motorized scooter.

Communication Barriers: obstacles with processing, transmitting or interpreting information. For example, print on a brochure that is too small to read or documents not available in alternative formats.

Attitudinal Barriers: prejudgments or assumptions that directly or indirectly discriminate. For example, assuming that all visually impaired persons can read Braille.

Technological Barriers: when technology cannot be or is not modified to support various assistive devices and/or software. For example, a website that does not provide for increased text size or contrast options.

Systemic Barriers: barriers within an organization's policies, practices and procedures that do not consider accessibility. For example, listing a driver's license as an employment qualification for an office position may prohibit persons with visual impairments from applying.

Structure and Governance

The responsibility for implementation of the AODA falls within the Human Resources Department of the City of Dryden. Accountability for the various parts and responsibilities of the Standards is a shared responsibility among the City of Dryden departments, the Dryden Library Board and the contracted specialized transportation service provider.

The Human Resources Department will monitor and ensure compliance and will be the central point for review and monitoring of the legislative requirements, providing subject matter expertise, compiling updates and reports to Council, and updating of the City of Dryden Accessibility section of the website.

Department Managers, the Dryden Library Board, and the Specialized Transportation Provider are accountable for their various responsibilities as identified in their respective areas of the City's Plan or, in the case of the Library, their Accessibility Plan, and taking the necessary action to ensure compliance by the timelines identified.

All those involved in contributing to the Plan are to bring forward information concerning identified barriers including actions to be undertaken to eliminate them. This information along with actions undertaken and completion of tasks are to be communicated to the Human Resources Department so achievements can be identified and incorporated in the annual review of the Plan.

The Plan and annual updates will be brought forward for formal approval by Council and its applicable partners to the Plan.

Consultation

Consultation on the City of Dryden Accessibility Plan will be undertaken with the Specialized Transportation Provider, Council, City of Dryden Departments, the Senior Leadership Team, and City Boards and Committees, and the community.

In order to solicit feedback from the public on the Plan, the City posted a survey to the City of Dryden Accessibility and Public Notice Section of the website and also made hard copies of the survey and plan available at numerous public locations including City Hall, the Dryden Public Library, Recreation Complex (pool and arena) as well as any other public accessible areas. A Public Notice ad was also posted in the local newspaper and an interview was conducted with local media to inform the public.

The feedback received was very nominal; however, as the City moves forward with training on the new requirements of the standards, the implementation of new policies and procedures to improve accessibility and as the public and private sectors move forward to meet the requirements of the legislation, there will be a heightened awareness of the identification of barriers and the importance of accessibility in our community. Staff foresees that with improved understanding there will be an increase in participation and interest in promoting accessibility.

To encourage and solicit feedback from persons with disabilities, Council and Staff could consider reconstituting an Accessibility Advisory Committee. As was done in the past, the Committee would have representation from Council, the Specialized Transportation Provider, persons with disabilities, the public, and various interested community groups and/or businesses, and various City Staff. The City of Dryden would like to have participation from a diverse cross-section of the community, in particular, it will encourage participation from persons with disabilities and/or those who work and/or are involved with accessibility in the community. The primary role of such a Committee would be to act as a resource on accessibility matters, provide feedback through the identification and recommendations for the removal of barriers to improve accessibility.

The City will also encourage and solicit feedback annually on the Multi-Year Plan that will be incorporated in the preparation of an annual status report to Council and the public that will document achievements, identify and recommend solutions to remove barriers and offer new strategies for improved accessibility.

Grant Opportunities:

As part of its commitment to eliminate barriers and improve accessibility for persons with disabilities and meeting the diverse needs of our residents, customers, and employees, the City of Dryden will be proactive in seeking grant opportunities to assist with costs for removing barriers and improving accessibility.

To ensure it is effective in accessing potential grant opportunities in a timely fashion, the City of Dryden, through the Multi-Year Accessibility Plan and the budget process, will identify and prioritize projects for possible funding. Projects that are required to be done to ensure legislative compliance would take a priority.

The Human Resources Project Coordinator will compile templates where appropriate and gather relevant data to assist staff in submitting applications for funding should an opportunity become available. In addition, Staff will monitor funding programs relating to accessibility and circulate information to Departments apprising them of funding opportunities.

2013-2017 Multi-Year Accessibility Plan Objectives

The following information identifies requirements of accessibility legislation and removing and preventing barriers within the City of Dryden's facilities, programs and services. The list is organized to reflect the five standards under the Accessibility for Ontarians with Disabilities Act, 2005, Integrated Accessibility Standards Regulation (O. Reg. 191/11). The relevant section numbers are provided in brackets:

General – Part I

1. Establishing of accessibility policies (s.3)

Action:

Establishment of Accessibility Policies governing how the City will achieve accessibility.

Commitment:

- ✓ Develop, implement, and maintain an Integrated Accessibility Standards Policy for the City of Dryden and its partners.
- ✓ Bring forward to Council for formal approval.
- ✓ The Policy will include a statement of the City of Dryden's commitment to meet accessibility needs of people with disabilities.
- ✓ The City of Dryden will make the policy, related forms, guidelines, and other resources available in alternate accessible formats and post information to the City of Dryden website.

Responsibility:

Human Resources Department

Status:

Compliant – Council Approved April 21, 2014

Next Steps:

Council will bring forward new and updated procedures to assist the City in removing barriers and improving accessibility in our organizations and the customers we serve.

2. Accessibility Plans (s.4)

Action:

Establish, implement, maintain and document a multi-year accessibility plan, which will provide the organizations with a strategy to identify prevent and remove barriers.

Commitment:

Prepare a plan for Council approval, seeking input from Council, City Departments, its partners, Boards or Committees, the public, persons with disabilities, clubs and organizations with an interest or expertise in accessibility.

Upon approval, the plan will be posted to the website and made available in alternative formats.

On an annual basis, during budget deliberations, the plan will be reviewed and updated based on feedback and information submitted from Managers.

Responsibility:

Human Resources Department

Status:

Draft Plan posted for public input and survey prepared and posted on-line and available in alternate formats. The draft plan is being updated with feedback from Managers and the Budget process.

Next Steps:

- Council approval of Final Multi-Year Accessibility Plan for 2013 to 2017 in November/December 2014
- Prepare an Annual Status Report on the Plan in December/January of each year and post on the City of Dryden website.
- Review and update the Plan at least once every five years and post to the website.
- Seek input from persons with disabilities and the public.

3. Procuring or acquiring of goods, services or facilities (s.5) and Self Service Kiosks (s.6)

Action:

- ✓ Incorporate accessibility design, criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practical to do so.
- ✓ If it is not practical, provide an explanation.

Commitment:

Under section 169-3 F Principles and Goals of the City of Dryden Municipal Code Chapter 169 Procurement, the following statement has been included:

“F. To have regard to the accessibility for persons with disabilities for all goods, services and construction purchased by the City.”

An amendment to the By-law will be undertaken to expand on this statement and include additional definitions relevant to the new standards as well as more detailed requirements on how to incorporate accessibility design, criteria and features into the purchasing process. This will include a section for any future purchases of self-service kiosks and additional requirements concerning the bid solicitation process including accessibility training requirements for bidders and additional forms.

Responsibility:

Finance/Human Resources Department.

Status:

In Progress - Procurement By-law is currently under a comprehensive review and accessibility requirements will be expanded upon in the proposed new By-law.

Next Steps:

Council Approval – Early 2015

4. Training (s.7)

Action:

- Provide training on the requirements of this accessibility standard and **the Human Rights Code**, as it pertains to people with disabilities including employees, volunteers, boards and committee members, council, and persons involved in developing the City's policies, and all other persons who provide goods, services or facilities on behalf of the organization.
- Ensure a written record of all training, including dates and individuals trained.

Commitment:

Staff, in the Human Resources Division, has obtained a training module that will be utilized to provide the necessary training. Scheduling and the provision of training will be undertaken with completion in 2014. Ongoing training for any new employee, third parties, volunteers, new members of boards and committees, and new council will be undertaken and records kept ensuring compliance under the Standards.

Responsibility:

Human Resources Department

Status:

Training Modules prepared and circulated with accompanying sign-off forms to document all training completed.

Next Steps:

Training or appropriate documentation indicating completion of such training to be incorporated:

- in the recruitment/selection process for all new employees, volunteers, boards and committees and new Council;
- as well as in the procurement process for anyone providing goods or other services on behalf of the City.

Information and Communication - Part II (2013-2014)

5. Emergency procedures, plans or public safety information (s.13)

Action:

- Make emergency procedures, plans and public safety information available to the public in an accessible format or with appropriate communication supports, upon request.

Commitment:

Under the Fire Department, Emergency information has been posted and the emergency section of the City of Dryden website along with a copy of the Emergency Plan.

There are currently 3 public copies of the Emergency Plan available in a hard copy format. These are located at the Dryden Public Library, the Administration Department at City Hall, and Fire Department.

Information on Emergency planning and procedures is also available in the DMTS, A Division of Bell Alliant, and 2014 Dryden Regional Telephone Directory.

Further information and additional resources will be posted and copies made available in alternate formats upon requests. In addition, this information will be incorporated into the accessibility section of the City of Dryden website along with links to additional resources.

Responsibility:

Human Resources Department/Fire Department/Health and Safety Coordinator.

Status:

Website updated with resource information. (Compliant)

Next Steps:

Provide additional resources and information pertaining to persons with disabilities and increase circulation and availability of information. Prepare descriptive drawings for additional layouts of building for posting in public areas to more effectively direct and inform the public of emergency information and exits and entrances for all City buildings.

6. Feedback (s.11)

Action:

- ✓ Ensure feedback processes have accessible formats and supports available.
- ✓ Notify public on availability of accessible formats and communication supports.

Commitment:

A **Request for Information in an Accessible Format Form** has been drafted and will be included as part of Integrated Accessibility policy and procedures proposed for formal approval of Council. A copy of this form will be posted to the City of Dryden website Accessibility and Notice section as well as notice posted in all public service areas of the City of Dryden.

Responsibility:

Human Resources Department

Status:

Forms and notices posted to the new City of Dryden website and distributed in key publicly accessible areas of the organization in hard copy as an alternate format.

Next Steps:

Ongoing review and monitoring of requests and actions taken to ensure any barriers identified and options considered for removal to improve accessibility.

7. Accessible Formats and Communication Supports (s.12)

Action:

- Upon request, provide accessible formats and communication supports in a timely manner that takes into account a person's disabilities.
- Do not charge more than the regular cost charged to any other person.
- Notify the public about the availability of accessible formats and communication supports.
- Consult with the person making the request in determining the suitability of an accessible format and communication support.

Commitment:

Research and development of additional procedures and forms with regard to this standard are being formalized. Training and education of Staff with regard to the AODA and IASR and resources will assist Staff in better serving our customers and persons with disabilities.

Responsibility:

Human Resources Department

Status:

Compliant - Accessibility section of the City of Dryden website has been revised to include reference to the IASR and include links and information with regard to the Standards. A more prominent quick link to the Accessibility Section of the City's website has been established on the City Home. A blue button with a wheelchair depicting the universal symbol of Accessibility provides a one click option.

Next Steps:

- Additional procedures and standardized practices are being developed and depicted in a Guide to Accessible Documents and Website Standards.
- Continue to educate and advise Staff of the availability of additional resources and educational materials with regard to accessible formats and supports for City Staff.

8. Accessible Website and Web Content (s.14)

Action:

- ✓ New internet sites and web content must conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A by 2014 and increasing to Level AA by 2021 with the exception of Captions (live) and audio descriptions (pre-recorded).

Commitment:

The City of Dryden's present website is limited in its availability to provide accessibility options for persons with a disability and currently does not meet the accessibility guidelines under Level A. The City will be required to meet these guidelines when the City proceeds with the purchase and development of a new web site. Although any new website design or provider must meet the guidelines as set out in WCAG 2.0 Level A. Staff will also consider the benefits and potential cost savings of proceeding directly to meeting the guidelines of Level AA. By January 1, 2021, all internet sites and web content must conform to Level AA guidelines.

Until such time as Council approves this capital project, Staff will work within its current parameters to provide information on its website with a heightened awareness of accessibility. Staff will continue to research and review options that may be available to enhance accessibility utilizing our existing website until the City is ready to move forward with the tender process for the development of a new website.

Responsibility:

Human Resources Department/Information Technology

Status:

In progress – 2015/2016

Next Steps:

- ✓ Continue to update website with accessibility information
- ✓ Conduct research and coordinate with IT on options to improve website accessibility within existing parameters
- ✓ Research funding opportunities for a website redesign that will meet the WCAG Level AA Standards.
- ✓ Research and collect data to facilitate development of an RFP for a website redesign for 2015-2016.

9. Public Libraries (s.19)

Action:

- ✓ Provide access to accessible formats where they exist.
- ✓ Make information about the availability of accessible materials publicly available and provide information in an accessible format or with appropriate communication supports, upon request.
- ✓ Library boards may provide accessible formats for archival materials, special collections, rare books and donations.

Commitment:

The Library Board has adopted an Accessibility Policy and Plan governing the Library. The City of Dryden and the Dryden Library Board will work cooperatively to meet the requirements of the regulation.

Responsibility:

Human Resources Department/Dryden Public Library

Status:

Compliant

Next Steps:

Maintain dialogue with the Board and Staff to meet the requirements of the Regulation.

Employment

10. Recruitment (s.22)

Action:

- Notify employees and the public about the availability of accommodation for applicants with a disability in the City's recruitment process.

Commitment:

All job postings, both internal and external, and those posted to the website include the following clause:

“Accommodations of persons with disabilities are available for all parts of the recruitment and selection process. Applicants need to make their required accommodations known in advance to the Human Resources Advisor, or designate.”

Responsibility:

Human Resources Department

Status:

Compliant

Next Steps:

Procedure to be formalized and brought forward to compliment a new Recruitment Policy Approved September 2014.

11. Recruitment, assessment or selection (s.23)

Action:

- Notify applicants when selected for assessment or selection process, that accommodations are available upon request.
- If selected applicant requests accommodation, the City shall consult with applicant and provide/arrange for accommodation that takes into account the applicant's needs due to a disability.

Commitment:

Staff will update current processes in a formal procedure along with the appropriate forms as part of its HR Policy and Procedure review.

Responsibility:

Human Resources Department

Status:

Compliant

Next Steps:

Procedure to be formalized

12. Notice to Successful Applicants (s.24)

Action:

- The City will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

Commitment:

Staff will formalize current processes in a formal procedure along with the appropriate forms to compliment a new Recruitment Policy Approved September 2014.

Responsibility:

Human Resources Department

Status:

Compliant

Next Steps:

Update policies and forms where necessary as part of comprehensive review.

13. Informing Employee of Supports (s.25)

Action:

- Inform employees of policies to support persons with disabilities
- Provide this information to new employees as soon as practicable.

Commitment:

Staff will update current processes in a formal procedure along with the appropriate forms as part of its HR Policy and Procedure review.

Employees will also be provided this information at the time of their training.

Responsibility:

Human Resources Department

Status:

In progress

Next Steps:

Update policies and forms where necessary as part of comprehensive review.

14. Accessible formats and communication supports for employees (s.26)

Action:

- ✓ Upon an employee's request, provide/arrange for the provision of accessible formats and communication supports for information needed to perform an employee's job and for information that is generally available to employees in the workplace.
- ✓ Consult with employee making the request to determine suitability of accessible format and/or communication support.

Commitment:

Staff will update current processes in a formal procedure along with the appropriate forms as part of its HR Policy and Procedure review.

Responsibility:

Human Resources Department

Status:

Compliant

Next Steps:

Update policies and forms where necessary as part of comprehensive review.

15. Workplace emergency response information (s.27)

Action:

- ✓ The City will provide individualized workplace emergency response information to employees who have a disability and the employer is aware of the need for accommodation due to a disability.
- ✓ The information will be provided as soon as practicable after the employer is aware of the need.
- ✓ A review of the information shall be undertaken when the employee moves to a different location, when overall accessibility plans and needs are reviewed, and when the City reviews its general emergency response policies.
- ✓ If the employee consents, the employer can provide this information to a designated person to provide any necessary assistance.

Commitment:

Staff will update current processes in a formal procedure along with the appropriate forms as part of its HR Policy and Procedure review.

Responsibility:

Human Resources Department

Status:

Compliant

Next Steps:

Update policies and forms where necessary as part of comprehensive review.

16. Documented Individual Accommodation Plans (s.28)

Action:

- Develop and have in place a written process for the development of documented accommodation plans for employees with disabilities.

Commitment:

Staff will update current processes in a formal procedure along with the appropriate forms as part of its HR Policy and Procedure review.

Responsibility:

Human Resources Department

Status:

Compliant

Next Steps:

Update policies and forms where necessary as part of comprehensive review.

17. Return to Work Process (s.29)

Action:

- Develop a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work and document the process.

Commitment:

Staff will update current processes in a formal procedure along with the appropriate forms as part of its HR Policy and Procedure review.

Responsibility:

Human Resources Department

Status:

Compliant

Next Steps:

Update policies and forms where necessary as part of comprehensive review.

18. Performance management (s.30)

Action:

- Take into account the accessibility needs of employees with disabilities including individualized accommodation plan when using or developing performance management processes.

Commitment:

Staff will update current processes in a formal procedure along with the appropriate forms as part of its HR Policy and Procedure review.

Responsibility:

Human Resources Department

Status:

Compliant

Next Steps:

Update policies and forms where necessary as part of comprehensive review.

19. Career Development and advancement (s.31)

Action:

- Take into account the accessibility needs of its employees with disabilities as well as any individualized accommodation plans when using career development and advancement processes.

Commitment:

Staff will update current processes in a formal procedure along with the appropriate forms as part of its HR Policy and Procedure review.

Responsibility:

Human Resources Department

Status:

Compliant

Next Steps:

Update policies and forms where necessary as part of comprehensive review.

20. Redeployment (s.32)

Action:

- Take into account the accessibility needs of employees with disabilities as well as individualized accommodation plans when redeploying employees with disabilities.

Commitment:

Staff will update current processes in a formal procedure along with the appropriate forms as part of its HR Policy and Procedure review.

Responsibility:

Human Resources Department

Status:

Compliant

Next Steps:

Update policies and forms where necessary as part of comprehensive review.

Transportation:

21. Specialized Transportation Service Providers

Action:

- ✓ Make public information available on accessibility equipment and features of their vehicle routes and services in an accessible format. (s. 34)
- ✓ Ensure non-functioning accessibility equipment is repaired as soon as possible (s.35)
- ✓ In addition to training under s.7, providers shall provide training to employees and volunteers including: (s.36)
 - ✓ Safe use of accessibility equipment and features;
 - ✓ Acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails;
 - ✓ Emergency preparedness and response procedures that provide for the safety of persons with disabilities;
 - ✓ Keep a record of training provided, including dates and individual names
- ✓ Establish, maintain and document emergency preparedness and response procedures and make them available to the public and in accessible formats upon request. (s. 37)
- ✓ Do not charge for support persons where support person is needed; the person with the disability must demonstrate the need for a support person and ensure the appropriate designation is in place. (s.38)
- ✓ Must identify in accessibility plan, a process for estimating the demand for service and steps to reduce wait times. (s.42)
- ✓ Must describe in accessibility plan, procedures for dealing with accessibility equipment failures on vehicle. (s.43)
- ✓ Establish three categories of eligibility to qualify for specialized services including unconditional, temporary, and conditional. (s.63)
- ✓ Develop procedures to provide service earlier than the approval period in an emergency or on compassionate grounds. (s.65)
- ✓ Make service available to visitors and develop criteria for that are eligible including those who are eligible in the area they reside or who meet the eligibility criteria and have policies in place to protect personal information. (s.67)
- ✓ As reservations are required, provide same day service to the extent available and where not available, accept booking requests up to three hours before

- the published end of service period on the day before the intended day of travel. Also, provide an accessible means to accept reservations. (s.71)
- Do not restrict number of trips a person is able to request and do not implement any policy or practice that unreasonably limits the availability of the service. (s.72)
 - Provide information on duration of service delays (delay of 30 minutes or more) by a method agreed to by the provider and passenger (does not apply if delays in service are during the trip). (s.73)
 - All companions and children to travel if space is available and/or appropriate child restraints and equipment, if required, are available and will not result in the denial of service to other persons with disabilities. (s.74)
 - Take into consideration technical requirements and standards as identified in the A.O.D.A. and I.A.S.R. when purchasing a replacement vehicle.

Commitment:

Review the contract with the Provider and formalize new processes to ensure compliance with the legislation. Put in place effective monitoring processes to ensure compliance. Update the appropriate Transportation and Accessibility sections of the City of Dryden website to reflect all changes made as both the City and the Provider meet the requirements of the Standards.

Responsibility:

City of Dryden Senior Staff and Council

Status:

In progress.

Next Steps:

Seek opportunities and options with regard to the operation of the service and planned replacement for the existing vehicle.

22. Accessible Taxicabs (s.79)

Action:

- Consult with persons with disabilities and the public to determine the proportion of on-demand accessible taxicabs required in the community and identify progress made toward meeting the need for on-demand accessible taxicabs including any steps taken to meet the need in its accessibility plan.

Commitment:

Staff will prepare a public survey and post in various accessible formats, in accessible areas, and reach out to persons with disabilities or organizations who work with or provide services to persons with disabilities to seek feedback with regard the proportion of on-demand accessible taxicabs required in our community.

Responsibility:

Human Resources Department

Status:

On-going.

Next Steps:

As Staff received little feedback with regard to the survey for on-demand taxi service, staff proposes to look at alternatives to expand the circulation to solicit more feedback and document in the Plan for 2015.

23. Duties of Municipalities - Taxicabs (s.80)

Action:

- Any municipalities that license taxicabs shall ensure owners and operators are prohibited;
 - from charging a higher fare or an additional fee for persons with disabilities; and
 - for charging a fee for the storage of mobility aids or mobility assisted devices.
- Owners and operators must;
 - place vehicle registration and identification information on the rear bumper of the taxicab; and
 - make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers.

Commitment:

Staff will bring forward an amendment to Chapter 240. Taxicabs of the City of Dryden Municipal Code to reflect these parameters and formalize compliance with the Standard. Communication with the local taxi company had been undertaken by Staff previously and the owners/operators have already implemented these requirements. Upon formal approval of Council, the appropriate amendment will be forwarded to all parties concerned.

Responsibility:

Clerk/Dryden Police Service/Human Resources Department

Status:

In progress

Next Steps:

Prepare Report to Council to amend Chapter 240 Taxi-cabs.

Accessibility Standards for the Built Environment

24. Design of Public Spaces Standards (s.80.1 to 80.44)

Action:

The City of Dryden will incorporate accessibility when building new public spaces or making planned significant alterations to existing public spaces under the following sections of the Standard:

- Recreation trails and beach access routes
- Outdoor public use eating areas, like those found at rest stops or picnic grounds
- Outdoor play spaces
- Exterior paths of travel (sidewalks or walkways) and their associated elements, such as ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off-street and on-street parking spaces
- Obtaining services (service counters, fixed queuing guides and waiting areas)
- Maintenance planning (i.e. inspection of sidewalks)

Commitment:

The City of Dryden has committed to incorporating accessibility design, criteria, and features when procuring or acquiring goods, services or facilities. The City must meet the criteria of the Public Spaces Standard by January 1, 2016. To ensure compliance in advance of this deadline and to be proactive in eliminating barriers and improve accessibility, the City will incorporate accessibility into all capital projects and include this as one of the assessment criteria in the capital budget process. In addition, the City will ensure processes and/or procedures are in place for preventative and emergency maintenance and for dealing with temporary disruptions and in the procurement of goods or services relating to this standard.

Responsibility:

Senior Leadership Team/Department Managers/Public Works/Parks and Recreation and Building and Planning Departments

Status:

In progress/ongoing

Next Steps:

The Human Resources Project Coordinator will work with Staff to ensure compliance and improve accessibility with regard to our public spaces, including assisting in the development of guidelines to follow when making planned significant changes or building new public spaces.

Annual Report of Achievements (2013/2014):

1. Accessibility Standards for Customer Service (O. Reg.429/07)

This Standard required the City of Dryden to establish policies, procedures and practices governing the provision of its goods or services to persons with disabilities. It also required policies and procedures for the use of service animals and support persons, notice of disruption of services, training for staff on providing customer service to persons with disabilities, establish a feedback process and the provision of documents in formats that meet the needs of persons with disabilities.

Commitment:

Council adopted Policy MU-AC-01 Accessibility Standards for Customer Service along with a Feedback Form on July 20, 2009. Staff posted the information to the City Website including the availability of an on-line form. Copies of the forms were also distributed and available at various department public service counters.

Staff Training was undertaken by the newly established Accessibility Co-Management Team. A record of all training provided to individuals was kept and filed.

Responsibility:

Human Resources Department /Accessibility Co-Management Team

Status:

Compliant

Next Steps:

Ongoing training for anyone new who deals with members of the public or other third parties on behalf of the City of Dryden, including Council, members of Boards and Committees, agents, contractors, and volunteers.

The Human Resources Department continues to monitor and address completed feedback forms with respect to Customer Service provided to persons with disabilities.

Staff will monitor and apprise Council of the Province's proposed changes to the Customer Service Standard and its potential impact on the City of Dryden current processes, policies and procedures.

2. Notice of Service Disruption Process (O. Reg.429/07)

Under the Accessibility Standards for Customer Service (O. Reg. 429/07), the City was required to establish processes for issuing notices of disruption. The City of Dryden adopted its Customer Service Policy in July 2009 that included the establishment of a Notice of Disruption process under Section 9.

Commitment:

Upon review and establishment of the IASR Policy, it was identified that a provision for updating the forms and providing a means for disseminating disruption notices in alternate formats, including electronic, should be established. The Human Resources Department updated its Notice of Disruption form and clarified the process. All Departments were instructed on what constitutes a disruption and how and when to issue a notice of disruption, complete the forms and circulate accordingly both electronically and in hard copy to all public counters. The revised process served to provide a wider means of circulation of notice to the public and those persons with disabilities and provide it in alternate formats.

Responsibility:

Human Resources Department/All Departments

Status:

Compliant

Next Steps:

Monitor and ensure all Departments follow the process established for consistency.

Department Achievements (2013-2014)

Administration/Council

- ✓ 2014 Municipal Elections Final Report re Accessibility prepared and submitted to Council (see attached)
- ✓ Consulted with local Taxi Cab companies ensuring compliance with s.80.
- ✓ Council adopted Integrated Accessibility Standards Regulation Policy in April 2014 ensuring compliance with s.2

Community and Development Services

- ✓ Completed development of two (2) accessible camping stalls at Aaron Park.

Human Resources

- ✓ Staff assigned with tasks to review and assist in complying with requirements of the AODA IASR.
- ✓ Developed and brought forward Staff Report and Integrated Accessibility Standards Regulation Policy for Council approval in April 2014.
- ✓ Prepared a draft of the Multi-Year Accessibility Plan and survey and posted to the website as well as distributed in hard copy to key public service counters within the organization (HR/Administration/Library/Pool and Fitness Centre)
- ✓ Updated and standardized process including a new on-line form for Notice of Service Disruption in compliance with the Customer Services Standard and Policy.
- ✓ Prepared on-line training modules using the Government of Ontario access forward website and conducted in-class training for several Departments in compliance with s.7.
- ✓ Updated the Accessibility section of the City website and provided a quick link button on the home page using a blue universal wheelchair symbol for accessibility.
- ✓ Prepared a new form and posted to the website with regard to obtaining information in alternate formats and circulated internally to all managers, as well as made available in hard copy to public service counters within the City of Dryden.
- ✓ Prepared new pdf form and distributed to managers for completion and submission to HR in order to collect information with regard to department achievements and objectives for 2014 and 2015 for inclusion in the Multi-Year Accessibility Plan.

Library

- ✓ The Library currently has one of its Computer workstations with adaptive technologies but will research funding opportunities to purchase some additional software. In addition, working with other Libraries will research opportunities to eliminate barriers and improve access to its resources.

Provincial Offences (POA)

- ✓ The Administrator of the POA reported and forwarded information to Human Resources with regard to her work with Accessibility in planning for persons with disabilities using POA Court Services. The following were noted:
 - Rental of mobility aids locally for users (Shoppers Home Health Care) and arranging transportation where required to get them to and from court;
 - Utilizing OCJ for equipment rentals to assist persons with hearing impairment;
 - Work with other agencies to assist and accommodate those with disabilities.
- ✓ Utilize Provincial resources including registered list of language interpreters for court services.

City Objectives to Improve Accessibility (by Department)

City Departments will provide input into the plan through an examination of their own services. The identification of barriers and the establishment of a plan to remove them are integral to ensuring accessibility to persons with disability. These will be identified and noted under this section of the Plan unless they are identified under one of the Standards. The City encourages collaboration both internally and with external stakeholders to improve and implement accessibility.

Administration/Council:

- ✓ Clerk's Office to prepare a comprehensive Accessible Election Policy for the 2018 Municipal Election in tandem with a new website platform (which must comply with IASR requirements)
- ✓ City Hall Signage (improve contrast to improve visibility)



- ✓ Incorporate the redesign of the administration service counter along with future plans for the renovation of the Finance and HR counters to conform to requirement of the Design of Public Spaces Standard and Built Environment and all other requirements of the legislation to accommodate persons with disabilities.
- ✓ Amend the Taxi By-law to incorporate the requirements of the Transportation Standard to formalize what is currently in practice.
- ✓ Review and bring forward a report with regard to the provision of Specialized Transportation Services and ensure compliance with the Transportation Standard working cooperatively with other key departments in the organization.

Community and Development Services

Pool and Fitness Centre (2015)

- ✓ Building Elevator upgrade to ensure Patrons have continued access to facilities without disruption in service. Current elevator is over 30 years old and is the only access for people with disabilities to access the other facilities upstairs and in the lower floors.
- ✓ Widening of doors to court areas to improve accessibility and allow persons with disabilities using mobility aids the ability to access these facilities. The existing doors are too narrow and present a barrier.
- ✓ Installation of a new Pool Lift would allow people with limitations and/or mobility issues to safely access our large pool. Currently, access to the therapeutic pool (small) is available.

Building and Planning/Recreation/Parks

- ✓ Monitor ongoing review of the Built Environment Standard and facilitate any requirements impacting our organization.
- ✓ Review and work with key Departments and the Human Resources Project Coordinator to ensure compliance with the Design of Public Spaces Standard and the development of guidelines.

Dryden Development Corporation

- ✓ The Human Resources Project Coordinator will continue to work with the Dryden Development Corporation Staff to research funding opportunities and seek advice and assistance in the development of funding applications.

Finance

- ✓ Incorporate Accessibility as part of the municipal budget deliberation process, noting legislative compliance as part of the criteria for prioritizing projects.
- ✓ Include and expand on the requirement to ensure compliance with the Standards when updating the City of Dryden Procurement By-law.
- ✓ Compile and monitor funding opportunities and programs available and ensure applications for identified projects are submitted where opportunities exist.

Fire

- ✓ Continue to incorporate and make available emergency and public safety information in accessible formats upon request and post notice to the Fire section of the City website.

- ✓ Provide additional links on the Fire Section of the City's website to resources such as the Emergency Preparedness Guide to persons with Disabilities/Special Needs.
- ✓ Establish an access ramp at the rear entrance to facilitate access from the Parking Lot to the Training Room entrance area. Propose in 2015 to obtain a quote/design and explore funding opportunities to facilitate this project in the future.

Human Resources

- ✓ Allocate Staff resources to oversee Accessibility compliance requirements under the IASR for the City of Dryden.
- ✓ Monitor legislative updates, act as a resource, and prepare appropriate information, policies, procedures and processes with regard to Accessibility matters for the Corporation.
- ✓ Assist Finance in researching funding sources to assist City in meeting costs to improve accessibility and meet legislative requirements.
- ✓ Establish wording template for grant submissions based on accessibility that would be utilized throughout the organization.
- ✓ Assist IT in collecting necessary data and information to prepare an RFP for website redesign.
- ✓ Provide an end of year summary to Council of accomplishments and additional updates/objectives for inclusion in the Multi-Year Accessibility Plan.
- ✓ Monitor changes to the Customer Service Standard and bring forward any necessary updates and changes to Policy as required and coordinate any required follow-up training.
- ✓ Continue to provide training with regard to the Standards with respect to the IASR and Customer Service.
- ✓ Bring forward procedures including a Guide to Preparing Accessible Documents as well as various other tools to assist the City in identify and removing barriers

Information Technology

- ✓ Working with the Human Resources Department, Staff will research and collect the necessary data to prepare and incorporate in an RFP for a Website Redesign Project that meets the WCAG Level AA Standard.
- ✓ Staff will identify the project for consideration during the 2015 budget deliberations
- ✓ Staff will research potential funding sources and be prepared to submit an application should this project meet the criteria for any funding opportunity.

Library

- ✓ Audit Library Policies and include consistent language about accessibility to applicable policies;
- ✓ Review Emergency Plan and procedures and accessibility have been identified as a key issue.
- ✓ Staff will be reformatting documentation and will ensure that accessible versions are available as per the regulation, upon request.
- ✓ Target 2015 for replacement of Automatic Door Opener for the main entrance to ensure consistent performance and reduced mechanical down time as has been experienced with the current doors.
- ✓ Monitor and target potential funding sources for the automatic door replacement.

Parks

- ✓ Monitor and review its public spaces ensuring the completion of maintenance reports and compliance with the Design of Public Spaces Standard for any new or significant changes to its open public spaces.

Public Works

- ✓ Facilitate process for submitting inspection and maintenance information with regard to public spaces for inclusion in the Multi-year Accessibility Plan.
- ✓ Review and ensure compliance with the standard when undertaking new or significant changes to those areas identified as public spaces under the regulation.

Compliance Timelines

2011

Transportation (specialized and taxis)

- Origin to Destination services (specialized) s.68
- Non-functioning accessibility equipment s.35
- Duties of municipalities that license taxicabs (equal fares and fees) s.80

2012

Information and Communications

- Emergency and public safety information s.13

Employment

- Workplace emergency information s.27

Transportation (specialized and taxis)

- Availability of Information on accessibility equipment s.34
- Emergency preparedness and response policies s.37
- Storage of Mobility Aids (location and handling) s.48
- Companions and children s.74
- Duties of municipalities that license taxicabs (registration ID and information) s.80

2013

General Requirements

- Policies
- Accessibility Plans
- Procuring or acquiring goods, services or facilities
- Kiosks

Information and Communications

- Public Libraries

Transportation (specialized and taxis)

- Accessibility Plans s.41-43
- Visitors s.67

- ✓ Service Delays s.73
- ✓ Duties of municipalities (accessible taxicabs) s.79

2014

General Requirements

- ✓ Training s.7

Information and Communications

- ✓ Feedback processes s.11
- ✓ All new Internet websites and web content on those sites must conform with WCAG 2.0 Level A s.14

Employment

- ✓ Recruitment s.22-24
- ✓ Informing employees of supports s.25
- ✓ Accessible formats and communication supports for employees s.26
- ✓ Documented individual accommodation plans s.28
- ✓ Return to work process s.29
- ✓ Performance management, career development, and redeployment s.30-32

Transportation

- Accessibility training s.36
- Fares, support persons s. 38
- Eligibility application process (specialized) s.64
- Emergency or compassionate grounds (specialized) s.65
- Booking (specialized) s.71
- Trip restrictions (specialized) s.72

2015

Information and Communications

- Accessible formats and communication supports s.12

2016

Design of Public Spaces

- Recreational trails and beach access routes s.80.6-80.15
- Outdoor public use eating areas s. 80.16-80.17
- Outdoor play spaces s. 80.18-80.20
- Exterior paths of travel s.80.21-80.31
- Accessible parking s.80.32-80.39
- Obtaining services s.80.40-80.43
- Maintenance planning s.80.44

2017

Transportation

- Categories of eligibility (specialized)

2021

Information and Communications

- All Internet websites and web content must conform with WCAG 2.0 Level AA (excluding live captioning and pre-recorded audio descriptions) s.14

Distribution and Communication of the Plan

Upon formal approval 2013-2017 City of Dryden Multi-year Accessibility Plan, the Plan will be released to the public.

A joint media release will be issued to inform the public that the document is available and outlining the City of Dryden commitment to universal accessibility for all.

A copy of the Plan will be provided to the Provincial Accessibility Directorate in accordance with the A.O.D.A.

The Plan will also be available on the City of Dryden website at www.dryden.ca as well as available at City Hall, the Dryden Public Library and the Recreation Complex (both Arena and Pool Offices).

The City of Dryden encourages public input as feedback assists in identifying barriers and where we can improve accessibility to our facilities, goods, and services. Should a member of the public wish to provide general feedback, comments or suggestions on how to improve accessibility, please contact the City of Dryden Human Resources Department or complete the City's Accessibility Feedback Form available on the City's website www.dryden.ca.

Alternate formats are available upon request from:

Contact Information:

Human Resources Department
City of Dryden
30 Van Horne Avenue
Dryden, Ontario P8N 2A7
Telephone: 807-223-2225 ext 505 or 807-223-1182
Email: colleen@dryden.ca

Access the City of Dryden Website at www.dryden.ca to obtain a copy of this document in an alternate format by completing the **Request for Information in an Accessible Format** form or contact the Human Resources Department as noted above.

Summary

The City of Dryden is committed to identifying, preventing and removing barriers to persons with disabilities. The City will work diligently to meet the Regulations under the Accessibility for Ontarians with Disabilities Act (2005) and its mandate to have an Accessible Ontario by 2025.

“A universal accessible community is not just good business but it is the right thing to do.” The City of Dryden will not only work to meet the compliance requirements of the Standards but will endeavour to include accessibility as part of the City’s culture and to be a community leader and advocate for promoting the merits of accessibility and a barrier-free community.

Resources

Legislation

- ✓ [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#)
- ✓ [Accessibility Standards for Customer Service, Ontario Regulation 429/07](#)
- ✓ [Integrated Accessibility Standards \(IAS\), Ontario Regulation 191/11](#)
- ✓ [Ontario's Human Rights Code](#)

Legislation Guides

- ✓ [Guide to Accessibility Standards for Customer Service](#)
- ✓ [Guide to the Integrated Accessibility Standards](#)

Training Tools and Information

- ✓ [AccessFoward \(Government of Ontario's Integrated Accessibility Standards Training Modules\)](#)
- ✓ [Working Together \(Ontario Human Rights Commission Training Module\)](#)
- ✓ [Serve-A b ility: T ran sf o rm ing O n ta rio 's C ust o m e r S e rvice](#)

Reference

- ✓ [AccessON \(Government of Ontario Accessibility Website\)](#)
- ✓ [Understanding the Universal Symbols of Accessibility](#)
- ✓ [Understanding Disabilities](#)
- ✓ [Talk about Disabilities - Choose the Right Word](#)