



Annual Accessibility Status Report

DECEMBER 31, 2017

Objectives and Purpose

This is the second Annual Accessibility Report Status update of the Municipality of Thames Centre's Multi-Year Accessibility Plan. In 2016, the Municipality released its second Multi-Year Accessibility Plan in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11). The plan outlined the Municipality's strategy to prevent and remove barriers to accessibility, which included how we will meet phased-in requirements under the AODA.

This Status Report includes the accessibility initiatives that were completed in 2017 to implement the strategy outlined in our Multi-Year Accessibility Plan.

Compliance Reporting

The Municipality of Thames Centre filed its fourth Accessibility Compliance Report in 2017 with the Accessibility Directorate of Ontario under the Ministry of Economic Development Trade and Employment Services.

Thames Centre's Commitment Statement

The Municipality of Thames Centre's statement of commitment establishes the vision and goals for the Municipality to meet the legislated accessibility requirements. The Municipality's statement of commitment is publicly available on the Municipality's website.

The Municipality of Thames Centre is committed to being responsive to the needs of all its residents and employees. In order to meet the needs of people with disabilities the Municipality will:

- Ensure policies, practices and procedures address dignity, independence, integration and provide for equal opportunity for people with disabilities.

- Allow people with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the Municipality.
- Accommodate the accessibility needs of people with disabilities to ensure they can obtain, use or benefit from the Municipality's goods, services, programs and facilities.
- Communicate with people with disabilities in a manner that takes into account the person's disability.

The Municipality of Thames Centre will promote accessibility by ensuring that compliance is met for all regulations made under the Accessibility for Ontarians with Disabilities Act, 2005. Timelines for compliance vary. In order to ensure that timelines are met, the Municipality will establish, implement and maintain a multi-year accessibility plan. The plan will outline the Municipality's strategy to prevent and remove barriers to people with disabilities.

Continuous Achievements in Accessibility

- The Municipality of Thames Centre focuses on removing barriers which may exist in our buildings and facilities, while ensuring that new buildings, leases, and renovations do not create any new barriers.
- The Municipality of Thames Centre has an updated Accessibility Policy which outlines what the Municipality will do to comply with the 2016 Integrated Accessibility Standards Regulations and what our customer and employees can expect.
- The Municipality of Thames Centre continues to comply with the requirements of the Customer Service Standards including continuing to train staff, volunteers and third parties who interact on behalf of the Municipality on an ongoing basis.
- Notifying the public of accommodations for applicants with disabilities in its recruitment process.
- Continue to review customer feedback and take appropriate action.

Highlights of 2017

Policies/Procedures

- Updated the Corporate Accessibility Policy to ensure compliance with the amended Integrated Accessibility Standards Regulation (O. Reg 191/11). Council adopted the revised Corporate Accessibility Policy at its meeting held on January 8, 2017.
- Established the following Accessibility Procedures that were attached to the Corporate Accessibility Policy (CP-A-3.1):
 - Accessibility Training Procedure
 - Accessibility Feedback Procedure
 - Support Person Procedure
 - Request for Accessible Formats and Communication Supports Procedure
 - Service Animals in the Workplace Procedure
 - Temporary Service Disruption Procedure

These procedures were adopted by Council at its regular meeting held on May 8, 2017.

- The Municipality continues to strive to meet ongoing compliance with the Customer Service Standard.

Training

- Trained all Council Members and Staff on 2016 Accessibility Legislative Updates, including the following:
 - Corporate Accessibility Policy (2017)
 - Accessibility Training Procedure
 - Accessibility Feedback Procedure
 - Support Person Procedure
 - Request for Accessible Formats and Communication Supports Procedure
 - Service Animals in the Workplace Procedure
 - Temporary Service Disruption Procedure
- Accessibility training, including Ontario Human Rights Code, is provided on an on-going basis when new employees are hired.
- On-going training of volunteers (committee members) will be provided as they come on board.
- On-going training is provided to staff on creating accessible documents.

Feedback Process

- Updated Accessibility Feedback Form and posted on website.

Accessible formats and communication supports

- Created Request for Accessible Information or Communications Form and posted on website.

Accessible Websites and web content

- Started process to move forward with updating website and content.

Report to the Accessibility Directorate of Ontario (2015, 2017, 2019, 2021)

- Submitted Compliance Report to Accessibility Directorate of Ontario in 2017.

Design of Public Spaces Regulation

- Established Accessible Maintenance Practices to ensure that any newly constructed or redeveloped elements will have procedures for preventative and emergency maintenance of the accessible elements in public space. These practices were adopted by Council at its regular meeting held on February 6, 2017 and attached as Appendix “1” to the Municipality’s Multi-Year Accessibility Plan.
- Established Accessible Playground Consultation and Exterior Paths of Travel – Rest Area Consultation documents. The documents were approved by Council at its regular meeting held on October 16, 2017.

Availability of the Plan and Status Report

The Multi-Year Accessibility Plan and Annual Accessibility Status Report can be accessed through the Municipality of Thames Centre’s website:

<https://www.thamescentre.on.ca/index.php/joomla-overview/departments/administration/clerk#accessibility>

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Accessible formats and communication supports available upon request.