



Annual Accessibility Status Report

DECEMBER 31, 2018

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 2018 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 2018

Policies/Procedures

- Council adopted 2018 Municipal Election Accessibility Plan on June 11, 2018.
- The Municipality continues to strive to meet ongoing compliance with the Customer Service Standard.

Training

- Accessibility training, including Ontario Human Rights Code, is provided on an on-going basis when new employees are hired.
- Accessibility training of volunteers (committee members) is provided on an on-going bases new volunteers are accepted/appointed.
- On-going training is provided to staff on creating accessible documents.

Feedback Process

- Accessibility Feedback Form is posted on the Municipality's website and on the Bulletin Board located in the front entrance of the Municipal Office.

Accessible Formats and Communication Supports

- Request for Accessible Information or Communications Form is posted on the Municipality's website and on the Bulletin Board located in the front entrance of the Municipal Office.

Accessible Websites and Web Content

- Still in process with updating website and content.

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

- Compliance Report to Accessibility Directorate of Ontario is due 2019.

Surveys

- Posted the Middlesex County Resident Life Survey! Prepared by Middlesex County The purpose of this survey is to learn more about current residents of Middlesex County. This will enable community groups, such as volunteer organizations and municipal government, to better assist with policy and resources.

Accessibility - Office

- In process of having the front lobby reception counter made accessible.

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.