



Town of Aylmer
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Town of Aylmer
Multi-Year Accessibility Plan
2015-2021

Accessibility Plan and Policies for the Town of Aylmer

The purpose of this updated 2015-2021 accessibility plan is to make the public aware of the Town's progress with accessibility implementation and to prevent and remove barriers and meet requirements under the AODA. The Town of Aylmer is committed to provide an inclusive workplace, environment and community.

Compliance Reporting

The Town of Aylmer filed its fifth Accessibility Compliance Report in 2019 with the Accessibility Directorate of Ontario under the Ministry for Seniors and Accessibility.

Statement of Commitment

The Town of Aylmer is committed to removing barriers that prevent people with disabilities from accessing our goods, services and facilities. The Town of Aylmer recognizes the diverse needs of all our residents and customers and will respond by striving to provide goods, services and facilities that are accessible to all. The Town is committed to being responsive to the needs of all residents and employees. The Town's Corporate Accessibility Policy (HR 2.14) was updated on June 5, 2017 and Accessibility Procedures were developed and adopted (HR 2.14, A, B, C, D, E, F and G) to reflect changes made to the Integrated Accessibility Standards. Accessibility Election Procedures were developed and adopted (HR 2.14, H) to integrate an accessible election procedures and plans to the Town of Aylmer main accessibility plan. Further Accessibility Procedures were developed in 2019.

Accessible Trails Construction/Redevelopment and Consultation Document (HR 2.14, I) as well as Accessible Taxi Survey Document and Procedure (HR 2.14, J)

In order to meet the needs of people with disabilities the Town will:

- Ensure policies address dignity, independence, integration and provide for equal opportunity for people with disabilities.
- Allow people with disabilities to use their own personal devices to obtain, use or benefit from the services offered by the Town.
- Accommodate the accessibility needs of people with disabilities to ensure they can obtain, use or benefit from the Town's goods, services, programs and facilities.
- Communicate with people with disabilities in a manner that considers the person's disability.

The Town will promote accessibility by ensuring that compliance is met for all regulations made under the Accessibility or Ontarians with Disabilities Act, 2005. Timelines for compliance vary and to ensure timelines are met, the Town will establish, implement and maintain a multi-year accessibility plan. The plan outlines the Town's strategy to prevent and remove barriers to people with disabilities. There are several other categories of barriers to consider such as:

Environmental Barriers

Features, buildings or spaces that restrict or impede physical access. The Town will focus on removing barriers which may exist in our buildings and facilities and will ensure that new buildings, leases and renovations do not create any new barriers. The Town of Aylmer continues to make application for grants that upgrade and improve physical features within Town owned facilities.

Communication and Information Barriers

Obstacles with processing, transmitting or interpreting information. The Town will continue to ensure that communications are available to all residents in our community. Town of Aylmer is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. The Town monitors and tests the web page annually to ensure it conforms with WCAG 2.0 standards.

Town of Aylmer ensures contact information on our web page is available for providing feedback and provides staff contact information to assist people with disabilities obtain information they require in accessible format best individually suited. A form is provided on the website to request desired information and a notice is posted on the website that accessible formats are provided upon request. Staff have developed and utilized reports that go to

Council in accessible format to ensure information continues to be provided in accessible format.

Town of Aylmer will require to convert internal documents posted to the web site (reports, By-Laws, etc.) from 2012 to present. Resources will be required in coming budget years to undergo the conversion process.

Attitudinal Barriers

Prejudgments or assumptions that directly or indirectly discriminate. The Town will continue to promote accessibility standards to ensure attitudes promote access to services to all residents.

Technological Barriers

Occur when technology cannot or is not modified to support various assistive devices and/or software. Communications and the Town's web site will continue to be in accessible format and made available in a format that is accessible when requested.

Systematic Barriers

Occurs when barriers within an organization's policies, practices and procedures do not consider accessibility. The Town will continue to develop and review policies and procedures that consider accessibility in our community.

Accessible Emergency Information

The Town of Aylmer is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

The Town of Aylmer provides training to employees and volunteers on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees and volunteers. On-going compliance with the Customer Service Standard and training for staff on the Customer Service Standard continues. Training materials are available on the Town's web page and has become a part of the Town's orientation process for new employees and volunteers. Town staff and Council received updated Human Rights code, code of conduct and respectful workplace and violence in the workplace training in 2016. Training for volunteers and staff has been provided to explain the updates to Integrated Accessibility Standards Regulation (O. Reg 191/11) in 2017. Training for new staff and volunteers is on-going through the employee orientation package and the

Town hosted a training session for Council and Committee members on January 16, 2019.

Staff are training to continue to produce documents in accessible formats for use on the Town's web site as well as other media.

Employment

Town of Aylmer is committed to fair and accessible employment practices. An Accommodation Policy has been developed for the purpose of ensuring the Town of Aylmer provides an inclusive workplace.

The Town notifies the public and staff that, when requested, Town of Aylmer will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. The Town will work with an applicant to ensure they are included in the recruitment process and will provide accessible formats and communications support when requested.

The Town is committed and has policies in place for developing individual accommodation plans and return-to-work policies (temporary or permanent) for employees that have been absent due to a disability.

The Town trains Council and staff on accessibility requirements and responsibilities and strives to develop opportunities to employees with disabilities when available.

The Town consults with the public regarding accessibility barriers and ensures that purchases include structural and technical features to assist people with disabilities where possible.

Transportation

The Town has notified owners and operators of municipal taxicabs that they are prohibited from charging a higher fare for persons with disabilities or for the storage of assistive devices. Taxicab owners and operators have been notified of the requirement that their vehicle registration and identification information must be displayed on the back bumper of vehicles and have the same information available in an accessible format upon request. Procedure HR 2.14, J was developed in 2019 to document the consultation and survey completed by Aylmer Police Service in 2013.

Design of Public Spaces

The Town of Aylmer will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes.
- Outdoor public eating areas like rest stops or picnic areas.
- Outdoor play spaces, like playgrounds.
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals.
- Accessible off-street parking.
- Service-related elements like service counters, fixed queuing lines and waiting areas.
- Accessible Trails Construction/Redevelopment and Consultation Document

Town of Aylmer will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

- In the event of a service disruption, we will notify the public of the service disruption and alternatives available on our web site.

Contact Information

For more information on this accessibility plan, please contact:

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Accessible formats of this document are available upon request from:

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