

2023 UPDATE TO THE MULTI-YEAR ACCESSIBILITY PLAN

<http://www.mapleton.ca/Accessibility>



Commitment

The Township of Mapleton is committed to being responsive to the needs of its residents and to recognize the diverse needs of all residents. The Township of Mapleton strives to provide services and facilities that are accessible.

This Multi-Year Accessibility Plan outlines our approach to ensuring an inclusive workplace and ensuring that our services are provided in an accessible manner for the public.

Our goal is to ensure accessibility for our employees and the public in our services and facilities.

Obligations

The Multi-Year Plan is based upon requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). The AODA sets out the roadmap for an accessible Ontario by 2025. The requirements under the Integrated Accessibility Standards Regulation are being phased-in over several years to allow organizations time to incorporate accessibility into their regular business practices.

The Township's multi-year accessibility plan celebrates our accomplishments and documents the short and long-term requirements. The multi-year plan lays out how the Township will accomplish the following:

- Meet accessibility requirements within required timelines specified in the Integrated Accessibility Standards Regulation,
- Address any current accessibility barriers
- Prevent and remove future barriers.
- Communications and awareness.
- Design of Public Spaces.
- Technology.
- Infrastructure.

Multi-Year Accessibility Plan Timeline and Deliverables Outcomes

The Township of Mapleton's Multi-Year Accessibility Plan sets out how our organization will further our accessibility goals over the next several years. As a minimum, the Township will review this plan every three years, or when updates or legislation changes become available.

The Township will focus on the following areas:

Key Outcomes

1. People with disabilities will have access to goods and services in a timely manner
2. People with disabilities will have access to information and communications in alternative formats.
3. People with disabilities can participate fully in services and employment with the Township, including a barrier-free recruitment process.
4. Removing barriers on recreational trails, outdoor play spaces, parking, along sidewalks and at pedestrian crossing areas will make public spaces easier to navigate, allowing people with disabilities to enjoy outdoor spaces.
5. People with disabilities experience greater accessibility in Township-owned facilities.
6. Considering the needs of people with disabilities from the earliest stages when designing, planning and constructing will result in a more accessible and livable community.

Our Approach

1. Revising human resources policies and procedures as required.
2. Continuous training to existing and new staff.
3. Continue to identify and remove barriers to employment
4. Continue to make municipal facilities accessible in accordance with the County of Wellington's Facility Accessibility Design Manual (FADM).
5. Maintain accessible website, including accessible web content.
6. Engage the public and receive feedback.
7. Ensure there is access to information and communications.
8. Adopt the revised County of Wellington Facility Accessibility Design Manual
9. (FADM) for construction projects.
10. Publish Annual Accessibility report.
11. Continue to partner with the County of Wellington Accessibility Advisory Committee.

Key Accomplishments in 2019/20/21/22/23

PMD Arena

- Accessible ramp to banquet hall; 2019
- Accessible doorway to banquet hall; 2019
- Addition of new accessible washroom facility; 2021

Moorefield Community Centre

- Install accessible ramp from upper hall to lower hall
- Improve front entrance; addition of accessible ramp and covered entrance outside; upgrade front entrance and interior foyer door to current AODA standards, including push plate automation opener.
- Installed new accessible washroom.
- Upgraded all interior doors to comply to barrier free requirements, including push plate automation opener

General; Drayton/Moorefield/Rothsay/Alma

- Various CIP related accessibility grants to local businesses (Drayton Pharmasave, Drayton Theatre)
- Additional disability parking spaces added at Township office.
- Relocated the Building department at Township office from the basement to main floor to provide easier access.
- Replaced customer service counter to accommodate wheelchair accessibility.
- Replaced ramp and railings at PMD and Medical Centre.
- Washroom water taps are now motion sensed at Township office.
- Installing tactile plates at various intersections in conjunction with wheelchair ramp construction.
- Performed traffic sign reflectivity testing to ensure visibility in compliance with legislated requirements.
- Replaced access ramp railing at Drayton Medical Centre; 2021.
- Installed accessible swing set in Wallace Cumming Park
- Installed accessible woodchips in playgrounds (2023)
- Installed high visibility solar lighting on walking trail in Alma.
- Trail improvements throughout Mapleton to ensure barrier free accessibility by pedestrians and users of scooters and walkers.
- Inspect all sidewalks throughout to ensure attention given to identified trip hazards 20mm or greater, removed or replaced.
 - Implemented yearly program to address minor sidewalk defects through removal or repair of identified trip hazards.
- Implemented standard operating procedure to apply winter materials, (sand and salt or ice melter), following sidewalk plowing activities.
- Implemented routine sidewalk inspections (daily), in winter to monitor for ice buildup resultant from freeze thaw of adjacent areas in between precipitation events to ensure sidewalks are safe for pedestrian use.
- Implemented sidewalk capital program to address sidewalk issues identified throughout the township
 - Wheelchair ramps
 - Substandard width walks; upgrade to 1.5m width
 - 402 metres installed (2022), 456 metres installed (2023)
 - Installation of tactile plates to assist visually impaired
 - 2022 - 12 plates installed, 2023 – 26 plates installed

- Enhanced snow removal activities in the downtown of urban centres, Alma, Moorefield and Drayton, to ensure safe clear passage is provided from roadway to sidewalk over curb area where snow from plowing (windrows) accumulates between storms.
- Yearly implementation of “Ice Melter Program” to downtown businesses; Provision for free ice melter to be provided to downtown businesses in Moorefield, Drayton and Alma.
- Annual road sweeping program ensures pedestrian safety while traversing roadways.
- Installed barrier free crosswalk (full illumination) at Andrews Drive and Wellington Road 10 in Drayton; 2019.
- Installed barrier free crosswalk at John Street and Wellington Road 8 in Drayton; 2019.
- Routine Road Patrol program provides cyclic inspections to identify road hazards which could affect pedestrian walkability and access to sidewalks.
- Ongoing conversion of Township wide streetlighting to LED, to improve visibility at night.

Accessible Customer Service

The Accessibility Standard for Customer Service was the first standard to become law. The Township of Mapleton is committed to ensuring all customers receive services in a timely and accessible manner. Members of the public will receive customer service in a manner that will meet their needs and ensures integration, independence, dignity, and equal opportunity. The Township will continue to:

- Review customer feedback and take appropriate action.
- Comply with the requirements of the Customer Service Standard, including the Accessibility policy and ongoing training for existing and new staff.

Service Animals

The Township welcomes services animals into our facilities in areas that are open to the public.

General Requirements

The next four standards – Information and Communications, Employment, Transportation and Design of Public Spaces – have been combined under one regulation, the Integrated Accessibility Standards Regulation (IASR). This regulation is now law and the requirements are being phased in between 2001 and 2021. The Township is committed to developing, implementing and maintaining policies governing how we achieve or will achieve accessibility through meeting our requirements under the accessibility standards referred to in this Regulation.

What we are doing:

- Ongoing development of the Township’s Multi-year Accessibility Plan in consultation with the County-wide Accessibility Advisory Committee and posted status updates of the plan on the Township’s website in accordance with AODA requirements.
- Continue to incorporate accessibility features into our procurement or acquisition of goods, services and facilities wherever practicable.
- Continue to train all staff, volunteers and third parties on the IASR and on the Ontario Human Rights Code as it pertains to people with disabilities.
- Consideration for planning and organizing events that are inclusive and accessible.
- Increasing our Understanding of Mental Health in the Workplace and training staff in preventing and identifying mental health concerns in the workplace.

Information and Communications

Information and communications are an important part of the Township of Mapleton operations and service provision. It is important to the Township that information and communications are created in a way that considers accessibility.

The Township will follow universal design principles and best practices when developing, implementing and maintaining information and communications strategies and products. This will include websites, intranet sites, print communications materials as well as face-to-face interactions.

The Township is committed to ensuring information and communications are available and accessible to people with disabilities. We will continue to:

- Comply with the Web Content Accessibility Guidelines with respect to the Township's website to make certain both internal and external websites are accessible to people with disabilities.
- Develop and improve resource materials for creating accessible documents for common software programs such as MS Word, Excel and PowerPoint.
- To ensure staff have the knowledge, tools and technical advice to create accessible materials.
- Provide accessible Council and Committee minutes and agendas and live streaming of meetings with the assistance of Icompass software system.
- Provide information in alternative formats Alternate formats of any document that the Township creates, will be provided in an alternate format, upon request. If you would like to request an alternate format, please contact the [Accessibility Clerk](#) or the department responsible.
- Communication supports are available for meetings or appointments, upon request. If you need a communication support, such as an American Sign Language (ASL) interpreter, please contact the [Accessibility Clerk](#). Requests need to be made as far in advance as possible.

Our Progress

1. (Ongoing) Create Accessible Documents Training (Word and PDF)
 - Provide resource material to staff
 - Ensure resource material is readily available to staff
 - Training specific staff on how to verify and repair PDF's
2. (Ongoing) compliance of website in accordance with WCAG 2.0
3. (On-going) Ensure documents are available in an alternate format, upon request.
4. (On-going) Review information and communications processes and products to improve accessibility.
5. (Ongoing) Making sure emergency information, procedures, plans and public safety information is available in alternative formats when requested through our partnership with the County of Wellington.

Employment

The Township of Mapleton is committed to ensuring the process of providing a job that is as inclusive as possible in order to build an effective workforce. Staff will receive training to meet compliance under the Integrated Accessibility Regulation. It is expected training will cover a variety of topics, including:

- Understanding employer obligations to provide employment accommodations.
- How to identify and remove barriers in the workplace.
- Enhancing workplace emergency responses through individualized emergency response information and assistance as required.
- Revising individual work plans and developing a manager's guide, tools and templates to remove barriers from the recruitment process

Accommodations will be provided during the recruitment process to candidates who make their needs known in advance. If an accommodation is required for a job interview with the Township, the candidate should contact the Human Resources Department to make arrangements.

Our Progress

1. (Ongoing review) of Workplace Accommodations for Disabilities Policy
2. (Ongoing review) of Hiring and Selection Policies
3. (Ongoing review) of Recruitment process to remove barriers from the hiring process.
 - Reviewed job advertisements and descriptions on a go-forward basis.
 - Removed barriers from the selection process. All applicants invited to interviews are asked if they require accommodations in order to participate.
4. (Ongoing) Inform employees of policies to support employees with disabilities, current employees are advised of policies through the Township's Intranet site
5. (Ongoing) Provide or arrange for accessible formats and communication supports when it is requested by an employee with a disability and the information or device is needed to perform the employee's job
6. (Ongoing) Written process for the development of documented individual accommodation plans for employees with disabilities.
7. (Ongoing) Return to work process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work.
8. (Ongoing) Job advertisements are currently posted in a variety of newspapers and websites. Job advertisements and descriptions are available in an alternate format upon request.

Transportation

The majority of the Transportation standard does not apply to the Township of Mapleton, as the Township does not have public transit systems.

The County of Wellington has initiated a process to help determine the proportion of on-demand accessible taxis required by the participating area municipalities. Currently Ride Well on demand public transit service is available to all Mapleton residents. Download the RIDE WELL app from the APP store or Google Play store or visit www.ridewell.ca/book or phone 1833 900 RIDE (7433) to register or book a trip.

Design of Public Spaces

Ontario is making public spaces accessible through the Design of Public Spaces. The Design of Public Spaces Standard builds on accessibility design practices already emerging in our communities when new public spaces are built, and when major changes are made to existing buildings.

Accessible public spaces provide important links between places to work, travel, shop and play and they make it easier for people with disabilities to move through, use and enjoy what the community has to offer.

The requirements of the standard are divided into seven sections:

- Recreational 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

Contact Information

The Township of Mapleton is committed to removing barriers for people with disabilities and providing accessible services for our residents. As we strive to be more accessible, we would like your input. Do you have any thoughts or feedback on what we have accomplished so far? Or do you have ideas on how our projects or policies could be improved?

Please contact us with your questions and ideas.

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This document is available in alternative formats.