

**The Corporation of the
Township of Mapleton**

Multi-Year Accessibility Plan

Adopted December 10, 2013

Commitment

The Township of Mapleton continues to remove barriers that prevent people with disabilities from accessing our facilities and services.

This Multi-Year Accessibility Plan outlines our approach to ensuring an inclusive workplace and an accessible service provider.

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

Obligations

The Multi-Year Plan is based upon requirements under the Accessibility for Ontarians with Disabilities Act (AODA). The AODA sets out the roadmap for an accessible Ontario by 2025. It contains standards in the following five areas:

- Customer Service
- Information and Communications
- Employment
- Transportation and;
- Built Environment

The Accessible Customer Service Standard came into effect in 2008. In 2011, under the Integrated Accessibility Regulation, the Province combined Information and Communications, Employment and Transportation.

Timeline and Deliverables

Outcomes	Approach	Deliverables and Timelines		
		2011	2012-2013	2014-2016
<p>People with disabilities will have access to accessible services.</p> <p>People with disabilities will have access to alternate formats and communication supports.</p> <p>A barrier-free recruitment process.</p> <p>Greater accessibility in Township-owned facilities.</p>	<p>The Township of Mapleton will:</p> <ul style="list-style-type: none"> ▪ Develop policies and procedures as required. ▪ Incorporate accessibility into planning processes. ▪ Train staff ▪ Engage the public in feedback. ▪ Work to remove barriers to employment. ▪ Continue to make facilities accessible and; ▪ Ensure there is access to information and communications. 	<p>Accessibility Policy – Customer Service</p> <p>Accommodations Policy</p>	<p>Accessibility Policy – Communications (draft stage – final document to be presented to Council in Jan. 2014)</p>	<p>Review Township policies with accessibility lens.</p> <p>Develop staff guidelines for employment.</p> <p>Staff training on accommodations.</p> <p>General staff training.</p>
		<p>Policy to ensure that Information available in alternate formats.</p>	<p>Web compliance</p> <p>Information available in alternate formats.</p> <p>Accessible Web content available.</p> <p>Communication supports available.</p> <p>Training on accessible documents</p>	<p>Continued Web compliance</p> <p>Accessibility logo on all print publications.</p> <p>Create accessible communications booklet as staff resource</p> <p>Information available in alternate formats such as large print</p> <p>Communication supports available.</p> <p>Develop guidelines for staff on how to incorporate accessibility into the purchasing process</p>

	Continue to use FADM for construction projects.	Increased awareness of barrier-free guidelines for construction projects.		
	Integrate Employment Standards Requirements			Develop a barrier-free recruitment process Remove barriers from selection process Job advertisements to be in variety of newspapers and accessible websites

Accessible Customer Service

The Township of Mapleton is committed to ensuring that all customers receive accessible services in a timely manner. Members of the public will receive an equitable customer service experience that meets their needs. The Township will achieve this by:

- Reviewing and updating policies to ensure high quality, accessible service.
- Embedding accessibility requirements into staff training and orientation materials.
- Reviewing customer feedback and taking appropriate action.

Progress

- Accessible Customer Service Policy (2009) – meets and exceeds the regulation.
- Set up internal processes for staff to request a communication support or alternate format.
- Alternate formats are available through the Township Clerk
- Customer Service Training to all staff.
- Customer Service Training to volunteers
- Diversity and Inclusion training for staff.

- Continually reviewing and updating policies to ensure consideration of people with disabilities.
- Accessible Customer Service Training to new employees – to be offered semi-annually or as part of employee orientation program.
- Reviewing current processes to receive feedback from the public.
- Reviewing current processes on how public can request an alternate format.
- Amended purchasing procedure to ensure that third party contractors are familiar with the AODA and the Township's Accessible Customer Service Policy.
- Update Accessible Customer Service Policy to include requirements under the Integrated Accessibility Regulation. (2013) (Accessibility Policy)

Information and Communications

Information and communications are a large part of the Township's daily business. It is because of this that it so important to ensure 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 includes websites, intranet sites, print communications materials as well as face-to-face interactions.

The Township is committed to ensuring that information and communications are available and accessible to people with disabilities. We will do this by:

- Achieving compliance with the Web Content Accessibility Guidelines to ensure that both internal and external websites are accessible to people with disabilities.
- Developing resource materials for creating accessible documents for common software programs such as MS Word, Excel and PowerPoint.
- Ensuring that emergency information, procedures, plans and public safety information is available in alternate formats, when requested.
- Developing a training strategy to ensure that staff have the knowledge, tools and technical advice to create accessible materials.

Progress

- Communications Policy (draft stage, to be presented in 2013)
- Corporate templates (use of accessible font size)
- Creating Accessible Documents Training (Word and PDF)
 - Provide resource material to staff
 - Ensure resource material is located on Intranet

- Training specific staff on how to verify and repair PDF's
- Website Redesign in accordance with WCAG 2.0 (2011-2012)
- Documents are available in an alternate format, upon request.

Employment

The Township of Mapleton is committed to providing ensuring that the process of finding, getting and keeping a job is as inclusive as possible in order to build an effective workforce. Human Resources staff will receive training in order to meet compliance under the Integrated Accessibility Regulation. It is expected that 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.

Progress

- Continue to develop a barrier-free recruitment process to remove barriers from the hiring process.
 - Reviewing job advertisements and descriptions on a go-forward basis.
 - Remove barriers from the selection process. All applicants invited to interviews are asked if they require accommodations in order to participate.
- Job advertisements to be 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.

Accessible Built Environment

In 2005, the County of Wellington approved a Facility Accessibility Design Manual (FADM). The FADM exceeds the Barrier-Free section of the Ontario Building Code.

The township of Mapleton adopted the FADM in 2006 and incorporates the design into Township owned facilities for both new buildings and renovations to existing buildings.

The Township will continue to ensure that facilities are designed and built in accordance with the FADM. Once the Accessible Built Environment Standard has been enacted by the Province of Ontario, the County will review the standard to ensure that compliance is met or exceeded.

The FADM has been implemented in the following Township-owned facilities:

- Mapleton Community Health Centre
- Alma Community Centre
- PMD Arena Dressing Room Expansion
- Maryborough Community Centre

All renovation and construction projects moving forward will comply with the FADM.

Contact Information

The Township of Mapleton is committed to ensuring accessibility is a reality throughout all facilities and business operations. There is still so much to accomplish, and as we progress, we would like to hear from you. Do you have any thoughts or feedback on what has been accomplished so far? Or ideas on how to plan or how projects could be improved?

Please contact us with your questions and ideas.

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