

| Integrated Accessibility Standards Regulation Workplan – Draft - |   |            |  |   |
|--|---|------------|--|---|
| Sec  | Requirement                             | Timeline : | Action   | Next steps  |
| <b>GENERAL</b>   |   |            |  |   |
|  | Establishment of Accessibility Policies | 2014       | Make policy publicly available<br>Alternate format upon request  | <ul style="list-style-type: none"> <li>• By the last Council meeting in April have the policy reviewed by Council and approved.</li> <li>• Post on-line by end of April including the notation that alternate formats are available on request.</li> <li>• Research/train on providing alternate document formats by October, 2014.</li> <li>• Have staff review current customer service policy by the end of June.</li> </ul>   |
|  | Accessibility Plans                     | 2014       | Develop multi-year plan<br>Post plan on website<br>Consult with the public<br>Alternate format upon request<br>Review/update at least every five years | <ul style="list-style-type: none"> <li>• In May create a separate Newsletter specific to Accessibility to complete a survey and to advertise for members interested in working on an Accessibility committee. (Majority must have some type of disability.)</li> <li>• Complete a draft of this plan by the end of May, 2013.</li> <li>• Arrange with Bruce McIntyre by the end of May, 2013 to see if the County's committee would review it for changes and recommendations.</li> <li>• Have a review completed by October 31, 2013.</li> <li>• By December 2013 have the plan posted on-line.</li> </ul> |
|  |   |            | Include accessibility criteria when procuring goods and services   | <ul style="list-style-type: none"> <li>• By mid-November 2013, develop criteria and/or processes to use when</li> </ul>   |

|                                      |   |      |  |  |
|--------------------------------------|---|------|--|--|
|                                      |   |      |  | procuring goods and services.  |
|                                      | Self-Service Kiosks                           | 2014 | Include accessibility features for self service kiosks   | n/a except for the Library Book Checkout. Alternate processes exist in that staff and/or volunteers can assist.  |
|                                      | Training                                      | 2015 | Ensure Training on requirements of the IASR and HRC<br>Records Kept  | <ul style="list-style-type: none"> <li>• Clerk to attend training within the County on Train the Trainer before January 2014.</li> <li>• Provide Training to all volunteers, staff and Council/Board members by the end of May 2014.</li> <li>• Records kept of all training and updated annually.</li> </ul>  |
| <b>INFORMATION AND COMMUNICATION</b> |   |      |  |  |
|                                      | Feedback                                      | 2015 | Accessible Feedback process including accessible formats and communication supports upon request<br>Notify the public of the availability of accessible formats and communication supports | <ul style="list-style-type: none"> <li>• The current Accessible Customer Service includes requirements and processes for Feedback and alternate formats. 2009</li> <li>• Posters are in the Municipal Office. 2009</li> <li>• Updates are required on the website, newsletters and all other print materials. By the end of 2013</li> <li>• Staff need to research the creation of alternate formats and utilize those templates (available in Word 2010) in creating all new print materials. By the end of June 2013.</li> <li>• Update the current notification process by adding the message to all communications materials. By the end of June 2013</li> </ul> |
|                                      | Accessible Formats and Communication supports | 2016 | Provision of accessible formats and communication supports   | <ul style="list-style-type: none"> <li>• The AODA, (Accessibility for Ontarian's with Disabilities Act)</li> </ul>   |

|                   |  |                         |  |  |
|-------------------|--|-------------------------|--|--|
|                   |  |                         | <p>Provided in a timely manner at a cost no greater than the cost to others</p> <p>Consult with the person in determining the suitability of an alternative format or communication support.</p> <p>Notify the public of the availability of accessible formats and communication supports</p> | <p>already had a provision for providing accessible customer service which was met by this municipality in 2009.</p> <ul style="list-style-type: none"> <li>• Staff need to be more diligent in advertising the availability of accessible formats and communication supports.</li> <li>• Begin to insert that notice in all written communications by the end of June 2013.</li> </ul>  |
|                   | <p>Accessible websites and web content</p> <ul style="list-style-type: none"> <li>• WCAG 2.0 Level A</li> <li>• WCAG 2.0 Level AA</li> </ul> | <p>2014</p> <p>2021</p> | <p>New websites and web content on those sites must conform with WCAG 2.0A</p> <p>All website and content on those sites must conform with WCAG 2.0AA</p>  | <ul style="list-style-type: none"> <li>• Council has discussed having the website updated.</li> <li>• Although funds have not been dedicated there is funding in IT Reserves which may be used for this purpose.</li> <li>• This requirement might put this issue higher on the Municipal to do list.</li> <li>• An update would be ideal if completed by the end of November 2013 – of course depending on provider schedules.</li> </ul> |
| <b>EMPLOYMENT</b> |  |                         |  |  |
|                   | Recruitment  | 2015                    | Notify public and employees about availability of accommodation during recruitment   | <ul style="list-style-type: none"> <li>• The AODA required policy in this respect and was met by this municipality in 2009.</li> <li>• Staff need to make sure that the notice is printed on all advertisements and the website. – Immediately.</li> </ul>   |
|                   | Recruitment, assessment or selection process   | 2015                    | <p>During recruitment employer to notify applicant at assessment stage that accommodation is available on request.</p> <p>Consultation regarding provision of accommodation.</p>   | <ul style="list-style-type: none"> <li>• Policy exists – staff need to include a notice in any advertisements. – Immediately.</li> <li>• Staff to consult with applicants prior to interviews being granted to</li> </ul>  |

|  |   |      |  |  |
|--|---|------|--|--|
|  |   |      |  | accommodate. – Immediately.  |
|  | Notice to successful applicants                             | 2015 | Notify successful candidates of accommodation policies   | <ul style="list-style-type: none"> <li>• Specific employee policies are to be detailed. To be completed by September 2014.</li> </ul>  |
|  | Informing Employees of supports                             | 2015 | Inform employees of policies that support employees with disabilities, including job accommodations  | <ul style="list-style-type: none"> <li>• A policy needs to be created – by September of 2014.</li> <li>• At that point, all employees will be provided with a copy of the policy as well as a review at annual employee meetings.</li> </ul>   |
|  | Accessible formats and communication supports for employees | 2015 | <p>Provide accessible formats and communication supports for:<br/>Information that is needed to perform the job<br/>Information that is generally available to all employees in the workplace</p> <p>Employee must consult with the employee in determining the suitability of the accessible format or communication support.</p> | <ul style="list-style-type: none"> <li>• Will be provided immediately if required. 2009</li> <li>• Consultation with employees will occur immediately if required.</li> <li>• Availability of accessible formats and communication supports has been reviewed – April 2013.</li> <li>• Policy P&amp;G159/ADMIN/Policy on accommodation/Oct-2009 already exists.</li> </ul> |
|  | Workplace emergency response information                    | 2012 | <p>Provide individual workplace emergency response information to employees, as necessary<br/>If assistance is necessary in the event of an emergency it will be arranged<br/>Emergency response information must be reviewed</p>  | <ul style="list-style-type: none"> <li>• Will be provided immediately if requested. 2009</li> </ul>  |
|  | Documented Individual accommodation plans                   | 2015 | <p>Written process for developing individual accommodation plans.</p> <p>There are 8 elements in the process.<br/>1. 1. The manner in which an employee requesting accommodation can participate in</p>  | <ul style="list-style-type: none"> <li>• A plan will be created by October of 2014 utilizing the 8 elements outlined adjacent.</li> <li>• A policy currently exists to consult and provide accommodations. - 2009</li> </ul>   |

|  |  |  |   |  |
|--|--|--|---|--|
|  |  |  | <p>the development of the individual accommodation plan.</p> <ol style="list-style-type: none"><li>2. The means by which the employee is assessed on an individual basis.</li><li>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.</li><li>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</li><li>5. The steps taken to protect the privacy of the employee's personal information.</li><li>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li><li>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</li></ol> |  |
|--|--|--|---|--|

|                                |                                    |      |   |   |
|--------------------------------|------------------------------------|------|---|---|
|                                |                                    |      | <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p> <p>Individual accommodation plans shall include, as required</p> <ul style="list-style-type: none"> <li>• information on Accessible format</li> <li>• Workplace emergency response information</li> <li>• other accommodation</li> </ul> |   |
|                                | Return to work                     | 2015 | Develop and have in place a documented return to work process for employees with disabilities.  | <ul style="list-style-type: none"> <li>• Will be completed by October 2014.</li> </ul>  |
|                                | Performance Management             | 2015 | If performance management is used, the employer must take into consideration the accessibility needs of the employee, and individual accommodation plans when using the process.  | <ul style="list-style-type: none"> <li>• Is already being considered however; will be formally document by October 2014.</li> </ul>   |
|                                | Career Development and advancement | 2015 | If career development provides career development and advancement, the employer must take into consideration the accessibility needs of the employee, and individual accommodation plans when using the process.  | <ul style="list-style-type: none"> <li>• Not applicable as we do not provide these services due to the size of our operation.</li> </ul>  |
|                                | Redeployment                       | 2015 | If redeployment is used, the employer must take into consideration the accessibility needs of the employee, and individual accommodation plans when using the process.  | <ul style="list-style-type: none"> <li>• Not applicable as we do not provide these services due to the size of our operation.</li> </ul>  |
| <b>Design of Public Spaces</b> |                                    |      |   |   |
|                                | Design Criteria                    | 2016 | Use the design criteria for the design of public spaces   | <ul style="list-style-type: none"> <li>• Consideration will be given in all new builds, construction and renovation to accessible design criteria for all public spaces.</li> </ul> |