



**TOWNSHIP OF  
BRUDENELL, LYNDOCH AND RAGLAN**

**ACCESSIBILITY PROGRESS REPORT**

**2019**

## **Accessibility Status Report**

Ontario Regulation 191/11 – Integrated Accessibility Standards (IASR) requires that municipalities create a written multi-year accessibility plan that outlines the steps a municipality will take to prevent and remove barriers to accessibility. The IASR also requires that annual status reports on the progress of measures taken to implement the plan be prepared.

This accessibility status report provides an update on actions the Township of Brudenell, Lyndoch and Raglan has taken to implement the Municipal multi-year accessibility plan, which details our strategy for meeting AODA and IASR requirements. This report will be posted on the Township website and will be made available in an accessible format or with communication supports, upon request.

## **Municipal Commitment**

The Township of Brudenell, Lyndoch and Raglan is committed to being responsive to the needs of all its residents. To do this, we must recognize the diverse needs of all of our residents and respond by striving to provide services and facilities that are accessible to all. As an employer and a provider of services, the Township of Brudenell, Lyndoch and Raglan is committed to ensuring its services are provided in an accessible manner.

The Township of Brudenell, Lyndoch and Raglan will promote accessibility through the development of policies, procedures and practices and by ensuring they consider people with disabilities. To do this we must ensure the policies, procedures and practices address **integration, Independence, dignity and equal opportunity.**

## **PROGRESS REPORT**

### **Integrated Accessibility Standards Regulations (IASR)**

The Ontario Regulation 191/11: Integrated Accessibility Standards is a grouping of five standards that the Accessibility for Ontarians with Disabilities Act (AODA) developed.

The IASR includes five standards in the areas of:

- Customer Service
- Transportation
- Information and communication
- Employment
- Design of Public Spaces

### **Customer Service Standard**

The Customer Service Standard mandates that service providers must find ways to break down barriers that prevent customers with disabilities from accessing the services they need. Barriers may be due to:

- Physical obstacles
- Technology
- Information and communications
- An organization's practices or procedures
- Attitudes of staff

<b>Our Progress</b>
<b>The Municipality is in compliance for the Customer Service Accessibility Standard that became effective January 1, 2010.</b>
<b>Our Future Activities</b>
<b>We will review our policies and training in 2020 to ensure that we continue to stay in compliance with the regulation.</b>

## **Transportation Standard**

The transportation standard sets out the requirements for transportation service providers.

<b>Our Progress</b>
The Transportation Standard does not apply to the Township of Brudenell, Lyndoch and Raglan as we do not have any transit services or licence taxicabs.
<b>Our Future Activities</b>
No future activities are planned.

## **Information and Communications Standard**

The standard outlines requirements for organizations to create, provide and receive information and communications that are accessible for people with disabilities. For example, organizations must provide information and communications in an accessible format to people with disabilities upon request and in a timely manner.

<b>Our Progress</b>
Staff has received required training under the Integrated Accessibility Regulation. Multi-Year Accessibility Plan posted on website. Website designed in accordance with WCAG 2.0 level A. Alternative format request form posted on website. Customer feedback form posted on website.
<b>Our Future Activities</b>
Update Multi-Year Accessibility Plan in 2020. Website redesign to WCAG 2.0 level AA by 2021.

## **Employment Standard**

The standard requires that employers must make their workplace and employment practices accessible to potential or current employees with disabilities.

<b>Our Progress</b>
Job advertisements specify that accommodation is available for job applicants with disabilities if applicable.
<b>Our Future Activities</b>
Keep employees up to date on changes to policies. Develop individual accommodation plan template for employees. Develop emergency response plan template for employees.

## **Design of Public Spaces Standard**

The design of public spaces standard outlines the need for newly constructed or redeveloped public spaces to be accessible for people with disabilities.

<b>Our Progress</b>
New automatic door opener installed at BLR Community Centre.
<b>Our Future Activities</b>
Have adopted the standard for all future public space development.