



**Corporation of the  
Township of Brudenell, Lyndoch and Raglan  
1999-2025**

**Multi-Year Accessibility Plan**

### **Accessibility Multi-Year Plan; Township of Brudenell, Lyndoch and Raglan**

This policy is intended to provide a framework to guide the review and development of the Township of Brudenell, Lyndoch and Raglan's policies, standards, procedures, by-laws and guidelines to comply with the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) developed under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, C11 (the AODA). Under the Accessibility for Ontarians with Disabilities Act, 2005 all public and private sector organizations must meet the requirements of accessibility standards established by the regulation. This accessibility multi-year plan outlines the policies and actions that the Township of Brudenell, Lyndoch and Raglan will put in place to improve opportunities for people with disabilities.

### **Statement of Commitment**

The Township of Brudenell, Lyndoch and Raglan is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act. We are committed to providing services, programs, goods and facilities to people with disabilities in a manner that

- ✓ is free from discrimination
- ✓ provides accessible formats and communication supports where possible
- ✓ seeks to provide integrated services
- ✓ provides opportunities equitable to others to obtain, use and benefit from the goods or services we offer and;
- ✓ takes into consideration a person's disability.

The Township of Brudenell, Lyndoch and Raglan's vision and commitment to building inclusive environments continuously grows strong. Our goal is to make our workplaces and customer service departments accessible, welcoming environments – places where both employees and customers are accommodated according to their needs.

### **Legislative Authority**

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA), which requires that Ontario be an accessible province by 2025. Public, private and not-for-profit organizations must create a multiyear accessibility plan and accessibility policies. To assist in identifying, preventing and removing barriers to accessibility; the AODA requires organizations to have in place accessibility standards in the following areas;

- ✓ Customer Service
- ✓ Information and Communications
- ✓ Employment
- ✓ Transportation
- ✓ The Built Environment

### **Our Accessibility Compliance Objectives**

To meet and sustain accessibility compliance, the Township of Brudenell, Lyndoch and Raglan will revise existing policies and or develop new ones with accessibility in mind. Policies and guiding principles assist staff integrate accessibility objectives into everyday activities and ensure that objectives are communicated and delivered in a consistent way. The Township of Brudenell, Lyndoch and Raglan is

committed to ensuring accessibility is considered first in all aspects of business we provide. We will provide staff training on accessibility, accessible formats, and communications guidelines will be produced. We will increase awareness of accessibility best practices in customer service and the workplace and we will conduct management reviews on accommodation for employees with disabilities. The Township of Brudenell, Lyndoch and Raglan is committed to the increased awareness of barrier-free guidelines for new builds, major retrofits and lease agreements. We will continue to develop strategies for addressing these infrastructure barriers.

### **Our Development and Goals for the Future**

The Township of Brudenell, Lyndoch and Raglan is committed to meeting AODA Accessibility Standards through the following;

#### **General Requirements**

##### **Accessibility Policies**

The Township of Brudenell, Lyndoch and Raglan is committed to developing policies, including a statement of organizational commitment, on how to meet the integrated standards requirements, make them available to the public, and provide them in an accessible format, upon request.

##### **Accessibility Plans**

In accordance with the requirements of the regulations set out in the AODA, the Township of Brudenell, Lyndoch and Raglan shall update its Multi-Year Accessibility Plan which will outline the strategies we will use to prevent and remove barriers to accessibility. The municipality will report annually on the progress and implementation of the plan, post the information on the municipal website and will provide it in accessible formats upon request. The plan will be reviewed and updated at least once every five years.

##### **Training**

The Township of Brudenell, Lyndoch and Raglan will provide training to all employees, volunteers, contractors and any other people who interact with the public or other third parties on their behalf 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, volunteers, contractors and any other people who interact with the public or other third parties. Training shall take place as soon as it is practicable and upon completion the Municipality shall keep a record of the training provided including the dates on which accessibility training took place.

##### **Self Service Kiosks**

The Township of Brudenell, Lyndoch and Raglan does not offer self-service kiosks. If considered at another time we will take all the necessary steps to make them accessible to people with disabilities so they can be used independently and securely.

##### **Customer Service**

The Township of Brudenell, Lyndoch and Raglan is committed to providing services in an accommodating environment and receive accessible goods and services in a timely matter.

##### **Procurement**

The Township of Brudenell, Lyndoch and Raglan is committed to incorporating accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not possible to do so.

**Information and Communication**

The Township of Brudenell, Lyndoch and Raglan will create, provide and receive information and communications in ways that are accessible for people with disabilities.

**Accessible Formats and Communication Supports**

The Township of Brudenell, Lyndoch and Raglan is committed to providing accessible formats and communications supports for persons with disabilities in a timely manner and cost that is no more than the regular cost charged to other persons, upon request. We will also notify the public about availability of accessible formats and communication supports. This does not apply to products and product labels, unconvertible information or communications and information that the municipality does not control directly or indirectly through a contractual relationship. If it is determined that information or communications are unconvertible, the department shall provide the person requesting the information or communication with:

- An explanation as to why the information or communication is unconvertible;
- A summary of the unconvertible information or communications.

**Emergency Procedure, Plans or Public Safety Information**

The Township of Brudenell, Lyndoch and Raglan is committed to providing emergency procedures, plans or public safety information which is publicly available in an accessible format or with appropriate communication supports, upon request.

**Accessible Websites and Web Content**

The Township of Brudenell, Lyndoch and Raglan is committed to ensuring that all new internet websites and web content conforms with Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially and increasing to Level AA. By January 1, 2014, any new web content will conform to WCAG 2.0 Level A and by January 1, 2021 all internet website and web content will conform to WCAG 2.0 Level AA. In 2022 The Township of Brudenell, Lyndoch and Raglan launched the accessible website.

**Employment**

The Township of Brudenell, Lyndoch and Raglan is committed to creating employment practices and its workplace more accessible to potential and existing employees.

**Recruitment**

The Township of Brudenell, Lyndoch and Raglan will notify employees and the public about availability of accommodation for applicants with disabilities during the recruitment processes. If a selected applicant requests an accommodation, the municipality shall consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability. The municipality will notify successful applicants of the policies for accommodating employees with disabilities when making offers of employment.

**Informing Employees of Supports**

The Township of Brudenell, Lyndoch and Raglan is committed to informing new and existing employees of policies for supporting employees with disabilities, including providing employment-related accommodations for disabilities.

**Accessible Formats and Communication Supports for Employees**

The Township of Brudenell, Lyndoch and Raglan is committed to consulting with their employees who have a disability in order to provide them with the accessible formats and communications support they require to do their jobs effectively and to be informed of information that is generally available to all employees in the workplace.

**Workplace Emergency Response**

The Township of Brudenell, Lyndoch and Raglan is committed to preparing for the specific needs that employees with disabilities may have in emergency situations. If an employee's disability is such that workplace emergency response information is necessary and the Municipality is aware of the need for accommodation, this information shall be provided to employees. In addition, this information shall be provided, with the employee's consent, to the person designated to provide assistance. The information shall undergo review when the employee moves to a different location, when the employee's overall accommodation needs or plans are reviewed and when the Municipality reviews its general emergency response plan.

**Documented Individual Accommodation Plans**

The Township of Brudenell, Lyndoch and Raglan is committed to develop, implement and maintain a written process for documentation of individual accommodation plans for employees with disabilities. If requested these plans shall include information regarding accessible formats and communications supports and/or individualized workplace emergency response information.

**Return-to-Work Process**

The Township of Brudenell, Lyndoch and Raglan is committed to developing a 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.

**Performance Management**

The Township of Brudenell, Lyndoch and Raglan will consider accessibility needs of employees with disabilities and individual accommodation plans during the performance management process.

**Career Development and Advancement**

The Township of Brudenell, Lyndoch and Raglan shall take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans, when providing career development and advancement.

**Transportation**

The Township of Brudenell, Lyndoch and Raglan does not provide transportation nor does it regulate taxis. If considered at another time, the Municipality will adhere to AODA regulation.

**Design of Public Spaces**

The Township of Brudenell, Lyndoch and Raglan will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Public Beaches
- Arena and Community Center
- Outdoor play spaces
- Service-related elements like service counters, fixed queuing lines and waiting areas

The Township of Brudenell, Lyndoch and Raglan is committed to greater accessibility into, out and around our facilities. We will consider the design criteria for the design of public spaces by incorporating accessibility when renovations are undertaken.

#### **Procedures for Preventative and Emergency Maintenance of Accessible Elements**

The Township of Brudenell, Lyndoch and Raglan takes a proactive approach by routine inspections on maintenance of accessible elements such as the following but not limited to:

- Inspections of emergency signage and lighting
- Ramps/accessible access means are in working order
- Automatic door openers are in working order

#### **Procedures for Dealing with Temporary Disruptions when Accessible Elements are Not in Working Order**

The Township of Brudenell, Lyndoch and Raglan will notify any temporary disruption to the public. This may include signage that provides alternative measures available, posting on the Township website and social media or any other such method as is reasonable in the circumstances. Notice of disruption is to include the reason for the disruption, length of the disruption. In the event of a temporary disruption documents shall be prepared setting out the steps that be taken in connection with the disruption and upon request provided to any person.

#### **Our Commitment**

The Township of Brudenell, Lyndoch and Raglan is committed to making accessibility throughout the Municipality a reality. Our multi-year plan is our pledge that our accessibility goals are/will be met. We will use reasonable efforts to ensure that policies, programs and services, procedures and practices are established to provide accessible service to persons with disabilities.

#### **We Would Like to Hear from You**

Do you have any thoughts on what has been accomplished so far? Requiring additional information regarding our Multi-Year Accessibility Plan? Please contact us with your questions and or ideas;

Phone: 613-758-2061

Fax: 613-758-2235

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This document is available on the Municipal Website in the following formats; Accessible formats of this document are available, upon request by contacting the above.