



**DORION TOWNSHIP**

*Canyon Country*

## **MULTI-YEAR ACCESSIBILITY PLAN 2020-2025**

### **COMMITMENT**

The Township of Dorion's Multi-Year Accessibility Plan outlines the policies, achievements and actions that the Township of Dorion has put in place to remove barriers and improve opportunities for persons with disabilities. The plan details the Township's approach to building an inclusive organization for all who live, work and visit the Township of Dorion.

Dorion's 2014-2016 Multi-Year Accessibility Plan was the Township's first multi-year accessibility plan which outlined the Township of Dorion's commitment to treating all people in a way that allows them to maintain their dignity and independence. The Plan aligned with objectives outlined in the 2014-2018 Strategic Plan, as such, the Township will continue to align the 2020-2025 Multi-Year Accessibility Plan with the Strategic Plan priorities and objectives. This Multi-Year Accessibility plan will be posted to the Township's website and will be provided in an accessible format upon request; and will be reviewed and updated at least once every five years.

### **ACCESSIBILITY LEGISLATION**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) which became law in 2005, builds on the progress made under the ODA. The AODA is made up of five Standards, and a number of General Requirements.

The Standards include:

- Customer Service Standard;
- Information and Communications Standard;
- Employment Standard;
- Transportation Standard;
- Design of Public Spaces Standard.

The AODA standards are part of the Integrated accessibility Standards Regulation (IASR). The IASR includes, in addition to requirements specific to each standard, the following General Requirements:

- Accessibility training for staff and volunteers;
- Developing an accessibility policy;
- Creating a multi-year accessibility plan updating it every five years;
- Considering accessibility in procurement and designing.



## **REVIEW OF 2014-2018 and 2019 ACHIEVEMENTS**

### **Township of Dorion's Multi-Year Accessibility Plan**

The AODA's accessibility standards establish timelines and rules that organizations and businesses in the province of Ontario must follow to effectively identify, prevent and remove barriers for persons with disabilities.

Council passed By-law No. 835-14 adopting the Township of Dorion's first Multi-Year Accessibility Plan which provided guidance for how Dorion would meet the obligations set out in the Integrated accessibility Standards Regulation (IASR).

Several steps have been taken over the past several years and the following milestones have been achieved up to the period ending 2019:

### **GENERAL REQUIREMENTS**

- Accessibility Policies are in place to compliment the Township's commitment in achieving the Accessible Customer Service Standard and Integrated Accessibility Standard Regulation.
- Developed a multi-year accessibility plan to identify, prevent and remove existing barriers for persons with disabilities.
- Accessibility features, services and facilities are more adapted for persons with disabilities.
- All Township employees, summer students and volunteers were trained on the requirements of the Integrated accessibility Standards Regulation (IASR) and the relevant portions of the Ontario Human Rights Code. This is an ongoing process and forms part of the list of mandated training to be completed when starting work for the Township of Dorion.

### **CUSTOMER SERVICE STANDARDS**

- Continued awareness of the Accessible Customer Service Standard ensuring that all residents and visitors with disabilities are treated with respect, dignity, inclusion and independence and are welcome to all of our facilities and municipal programs. The township continues to provide upgrades to our facilities to ensure that persons with disabilities are accommodated.
- Staff is better equipped to assist customers with disabilities with resources that are available to them.
- The Township ensures that the Accessible Customer Service Policy provides improvements in the day-to-day procedures incorporating accessibility in various functions of the municipality.



## INFORMATION AND COMMUNICATION STANDARDS

- The Township of Dorion continues its commitment to meeting the communication needs of people with disabilities. The township will follow design principles and best practices when developing, implementing and maintaining information and communication strategies. This includes websites, print communication materials as well as consulting with people with disabilities to determine their information and communication needs.
- In 2017 the Township of Dorion website was designed to be accessible to all viewers and is consistent with the Web Content Accessibility Guidelines (WCAG) 2.0.
- Staff whose roles and responsibilities for the provision of accessible formats and communication supports were trained on creating accessible documents including the use of plain language in their writing whenever possible, so as to limit potential barriers in information sharing.

## EMPLOYMENT STANDARDS

The Township of Dorion continues to commit to fair and accessible employment practices.

- The Township of Dorion has reviewed its Hiring Policy which endorses a policy which provides equality of opportunity for employment without discrimination, consistent with the requirements of the Ontario Human Rights Code. Disabled persons will be considered for employment on the basis of their capability to fulfill the requirements of the job position.

## DESIGN OF PUBLIC SPACES STANDARDS

The Township of Dorion has incorporated accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable for feasible to do so.

- Successful renovations of the Centennial Building provided accessible washroom upgrades including barrier free washroom facilities and doors; installation of an outdoor cement ramp to provide barrier free access to the Centennial Room and the installation of an automated door opener.

## **LOOKING FORWARD: 2020-2025**

### **Township of Dorion's Multi-Year Accessibility Plan**

The Township of Dorion continues to be proactive in identifying, preventing and removing barriers to ensure that everyone can participate fully in the activities of the community.



## **GENERAL REQUIREMENT OBJECTIVES:**

- Monitor and update the Township of Dorion's accessibility policies and statement of commitment, as necessary.
- Monitor and update the Township of Dorion's multi-year accessibility plan, as required.
- Consult with people with disabilities when establishing, reviewing or updating the Township of Dorion multi-year accessibility plan.
- Provide appropriate training on the Integrated Accessibility Standards Regulation (IASR) and the Human Rights Code as it relates to persons with disabilities.
- Review the progress of strategies outlines in the multi-year accessibility plan and file an accessibility compliance report as required.

## **CUSTOMER SERVICE STANDARD OBJECTIVES:**

- To ensure staff remain up-to-date on accessibility legislation and requirements, develop and implement a training cycle.
- Review policies, procedures and practices on a regular basis to ensure accessibility.
- Continue to ensure that Community Groups such as the Senior's Group are provided with spaces that are fully accessible to enable the inclusion of persons and families with disabilities.

## **INFORMATION AND COMMUNICATION STANDARD OBJECTIVES:**

- The Township of Dorion will ensure that the township website and web content meet Web Content Accessibility Guidelines (WCAG) 2.0.
- To ensure that the public is aware that documents are available in an accessible format upon request, implement a notice or statement, which will be added to the township's website.
- Educate and support staff on creating accessible documents.
- Ensure that all documents and content posted online, via all social media platforms, are in accessible formats when possible.

## **EMPLOYMENT STANDARD OBJECTIVES:**

- Ongoing review of current employment policies and practices to ensure that applicants and employees with disabilities receive the supports required.
- Address any ergonomics needs in the workplace by developing a self-assessment tool that will help employees adjust their workstations to address any accommodation or accessibility needs that they may have.
- Consider accessibility means when completing Emergency Management Preparedness Tabletop Exercises.

## **TRANSPORTATION STANDARD OBJECTIVES:**

- Continue to monitor potential partnerships with neighbouring municipalities for on-demand accessible transportation services for persons with disabilities.



## DESIGN OF PUBLIC SPACES STANDARD OBJECTIVES:

The Township of Dorion is committed to giving people with disabilities the same opportunity to access Township goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

- Incorporate public consultation into existing process wherever possible, as consultation with the public will assist Council and staff in identifying and breaking down barriers.
- Incorporate accessibility and design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable or feasible to do so.

## CONCLUSION:

The 2020-2025 Multi-Year Accessibility Plan provides guidance to help ensure that persons of all abilities can actively participate in a community that is barrier-free by reducing and eliminating barriers. The Township continues to focus on ensuring the quality of life that community residents and visitors have come to expect and enjoy.

It is the policy of the Corporation of the Township of Dorion that citizens with disabilities achieve accessibility in the provision of goods and services by the Township to the community, consistent with the principles of independence, dignity, integration and equal opportunity as set out in the AODA regulations. Ensuring an accessible Dorion will be a team effort of Council, employees and those providing a good, service or program within the municipality.

## FOR MORE INFORMATION

For more information on this accessibility plan, please contact;

**Phone:** 807-857-2289

**Fax:** 807-857-2203

**Mail:** Mavis Harris, Clerk-Treasurer  
Township of Dorion  
170 Dorion Loop Road  
Dorion, ON  
P0T 1K0

**Email:** [mavis@doriontownship.ca](mailto:mavis@doriontownship.ca)

*This document is available in alternate formats.*