

Town of Gananoque



MULTI-YEAR ACCESSIBILITY PLAN

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SECTION 1 - INTRODUCTION

This multi-year plan is one piece of the ongoing commitment of the Town of Gananoque to making our services more accessible for all. The plan establishes clear directions for how the Town will implement accessibility improvements, as well as the timelines by which we will do so.

The Town of Gananoque

The Town of Gananoque is a separated Town with a population of approximately 5,200. The Town consists of mainly a residential, commercial and industrial mix.

The Town's corporate structure is comprised of a number of departments led by the Chief Administrative Officer/Human Resources Manager (CAO) and they include:

- Public Works (including Transportation and Water and Sewer);
- Clerks/Administration;
- Finance;
- Planning, Building and Development;
- Human Resources;
- Parks, Recreation and Marina;
- Economic Development. Communication Services and Visitors Centre.
- Emergency Services consists of a Fire Department which consists of approximately 30 volunteer fire firefighters with a full time Fire Chief and 3 Permanent Full Time fire personnel; and
- The Police Department with approximately 19 police personnel.

Ambulance services are provided through the United Counties of Leeds and Grenville; and the Town shares a Home for the Aged with the County at the privately run Carveth Care Centre where twelve beds are reserved for Town residents.

SECTION 2: EXECUTIVE SUMMARY

a) Mission Statement:

To maximize the independence and dignity of all individuals in our community and to create a user-friendly community with opportunities for everyone's participation in the live work play atmosphere of the Town of Gananoque.

b) Statement of Commitment:

The Town is committed to ensuring that the goods and services it provides and makes available to its residents and visitors are accessible to all. Over the years the Town has maintained a proactive approach to addressing barriers to its buildings, facilities, programs, practices, and services by implementing positive changes geared towards improved accessibility for all.

The Town in conjunction with the Provincial Government, as set out in *The Ontarians with Disabilities Act (ODA), 2001*, has developed this Multi-Year Accessibility Plan which it will use as a tool to assist in identifying and eliminating barriers that inhibit full accessibility to its goods, services and facilities. This plan describes the measures the Town has and will be taking during the current and subsequent years to identify, remove, and prevent barriers to people with disabilities who use the facilities and services of the Town, including employees and members of the community at large.

The plan is reviewed annually in consultation with the Town's annual budgetary review.

c) Background:

In 2005, the Province introduced legislation through *The Accessibility for Ontarians with Disabilities Act (AODA)*. Unlike the ODA which is specific to government bodies, the AODA established mandatory accessibility standards for both public and private businesses and organizations including specific compliance timelines. The objective of the regulatory standards established under the authority of the AODA is to make Ontario fully accessible by 2025 in the following areas:

- Customer service;
- Transportation;
- Information and communications;
- Employment; and
- Built environment.

The Province of Ontario is committed to a universally accessible Ontario. For that reason, organizations that do not comply with the regulatory standards within the timeframes allotted may be required to pay an administrative penalty to a maximum of \$100,000, based on the impact of the contravention. Compliance reports will be required annually and must be available to the public. In addition, an inspector may carry out an inspection to determine if the organization has met its compliance requirements. During the inspection, an organization will be required to produce, on demand, any documents or reports requested by the inspector.

Although the AODA is in place, until all accessibility standards have been enacted, the ODA will remain in force and municipalities will be obligated to comply with both pieces of legislation.

SECTION 3: CUSTOMER SERVICE STANDARDS REGULATION

The Customer Service Standards Regulation that came into effect January 1, 2008, established standards that mandated every provider of goods or services to establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities.

As required by the Regulation, the Town of Gananoque's Accessible Customer Service Policy, aims to ensure that service to those with disabilities is provided in a manner that promotes independence, dignity, integration and equal opportunity. Accessible customer service training has been provided to all staff members. Training is ongoing and continues to be provided to all new employees during orientation; and a periodic refresher for long term employees.

The Accessible Customer Service Policy is made available to the public through the Town's website, or in an accessible format upon request from the Municipal Administration.

SECTION 4: INTEGRATED ACCESSIBILITY STANDARDS REGULATION

The Integrated Accessibility Standards Regulation (IASR) that came into effect July 1, 2011, established mandatory accessibility standards in four areas: information and communications, employment, transportation and design of public spaces.

Information and Communications

The purpose of the Information and Communications Standard is to facilitate access for people with disabilities to sources of information and communications that those without disabilities depend on daily. The requirements stipulated under this standard provide the framework necessary to assist both public and private businesses in achieving full accessibility in the areas of Information and Communication by 2025.

Employment

The requirements set out under the Employment Standard apply to paid employees. Through this Standard employers are mandated to provide for accessibility throughout the entire employment lifecycle. Incorporating accessibility into all facets of the employment process benefits everyone by broadening the talent pool and assisting employers in supporting and maintaining a skilled workforce.

While not required to do so, the Town of Gananoque believes it makes good business sense to apply the requirements of the Standard to unpaid staff and volunteers where applicable.

Transportation

Unlike the other mandatory requirements established under the AODA, the Transportation Standard is sector specific and is applicable to transportation modes falling under the jurisdiction of local government, i.e. buses and taxis.

By making public services and vehicles accessible, people with disabilities, whether a resident or visitor, are afforded the convenience of accessible transportation enabling them the opportunity to live, work and participate in communities throughout Ontario.

Design of Public Spaces

The goal of the Accessibility Standards for the Built Environment is to remove barriers in public spaces and buildings. This will make it easier for all Ontarians — including people with disabilities, seniors and families — to access the places where they work, travel, shop and play.

The standards for public spaces will **only** apply to new construction and planned redevelopment.

Enhancements to accessibility in buildings will happen at a later date through Ontario's Building Code, which governs new construction and renovations in buildings.

The Design of Public Spaces covers:

- Recreational trails/beach access routes;
- Outdoor public-use eating areas like rest stops or picnic areas;
- Outdoor play spaces, like playgrounds in parks;
- Exterior paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals;
- Accessible parking (on and off street);
- Service-related elements like service counters, fixed queuing lines and waiting areas; Maintenance which includes procedures for preventative and emergency maintenance of the accessible elements in public spaces and procedures for dealing with temporary disruptions.

SECTION 5: AIM OF THE MULTI-YEAR ACCESSIBILITY PLAN

The aim of this Multi-Year Accessibility Plan is to identify the specific requirements applicable to the Town of Gananoque, as mandated by the Province of Ontario through the Integrated Accessibility Standards Regulation, and the measures that have been taken or will be undertaken from 2014-2021 to ensure compliance with the regulation.

SECTION 6: OBJECTIVES OF THE MULTI-YEAR ACCESSIBILITY PLAN

This plan:

1. Identifies the specific regulatory accessibility standards that the Town must eliminate to achieve compliance with the IASR.
2. Describes the process and measures the Town of Gananoque will undertake to fulfill the requirements within the mandated timelines.
3. Highlights accomplishments.
4. Makes a commitment to prepare an annual status report on the progress of the measures taken to complete the requirements, as required by the IASR.
5. Makes a commitment to review and update the accessibility plan at least once every 5 years.
6. Describes how the Plan will be made available to the public.

SECTION 7: CONTACT INFORMATION

The Town of Gananoque Administration Office is located at 30 King St E., PO Box 100, Gananoque, ON K7G 2T6

Any questions regarding the Accessibility Plan may be directed to the Director of Corporate Services/Clerk's office at 613-382-2149 Ext. 1115 or clerk@gananoque.ca.

SECTION 8: COMMUNICATION OF PLAN

The Town of Gananoque's Multi-Year Accessibility Plan will be available on the Town's web site at www.gananoque.ca. Copies of the plan will also be available from the Town Hall.

The Town of Gananoque will make every attempt to make this plan available to those with disabilities for their perusal, review and input.

SECTION 9: GENERAL REQUIREMENTS

January, 2013	Deliverable	Status
Accessibility Policies s.3	Prepare and make available to the public in an accessible format upon request.	Each Department will develop policies on how best to meet the accessibility standards.
Accessibility Plan s.4	Prepare a multi-year document which outlines the municipality's strategy to prevent and remove barriers and meet its requirements. Prepare an annual status report on the progress of measures taken to implement the strategy. Post the Accessibility Multi Year Plan on Town's website and provide an accessible format upon request.	This Plan was developed in conjunction with the Sr. Management Team and subsequently adopted by Council on December 16, 2014.
Procurement of goods and services. s.5	Incorporate accessibility criteria and features when procuring or acquiring goods and services, except where not practicable. Where not practicable – explanation must be provided upon request.	Accessibility criteria have been implemented in the procurement process.
January 1, 2014	Deliverable	Status
Training s.5	Training of all employees and volunteers, persons who develop policies, and those that provide goods and services on behalf of the organization on the requirements of the Integrated Accessibility Standards Regulation and on the Human Rights Code.	All new employees are required to complete the Accessible Customer Service Training with existing employees receiving a refresher at least once every two years.
January 1, 2014	Deliverable	Status
Service Kiosks s.6	Incorporate accessibility features when designing, procuring or acquiring self-service kiosks. This includes municipal election touch screens/kiosks.	Election voting kiosks be installed for the 2014 municipal election and subsequent elections thereafter.

SECTION 9: GENERAL REQUIREMENTS

January 1, 2012	Deliverable	Status
Workplace Emergency Response Information s.27	Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability. With the employee's consent, provide workplace emergency response information to the person designated to provide assistance to the employee. Review individualized workplace emergency response information when employee moves to different location, when overall accommodations, needs or plans are reviewed, and when reviewing general emergency response policies.	Established and communicated to staff Communication was sent to all staff to identify process and appropriate contracts should support be required in the event of an emergency. Also posted on all staff bulletin boards. Individual plans developed for some employees as requested.
January 1, 2014	Deliverable	Status
Recruitment Process s.22	Notify employees and the public about the availability of accommodation for applicants with disabilities	Notification is standard on all internal and external employment job postings. Included in the Recruitment policy.
Recruitment, Assessment or Selection Process s.23	Notify job applicants, when they are individually selected to participate in an assessment of selection process that accommodations are available upon request in relation to materials and processes to be used.	Notification is verbally provided to candidates when selected for an interview of Town's accommodation options.
Notice of successful applicants s.24	When making an offer of employment, notify the successful applicant of policies for accommodating employees with disabilities.	New staff are provided with copies of the Accessibility Standards Policies.
Informing employees of supports. s.25	Inform employees of policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that consider an employee's accessibility needs due to disability, and provide information required under this section to new employees as soon as practicable after they begin employment.	Policies adopted by Council November 2014 Questionnaire to existing staff encouraging them to share any barriers they may have.

SECTION 9: GENERAL REQUIREMENTS

<p>Accessible formats and communication supports. s.26</p>	<p>Where an employee with a disability so requests, consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information needed in order to perform job and information generally available to employees in the workplace</p>	<p>Process will be in place by January 1, 2014.</p>
<p>Documented individual accommodation plans s.28</p>	<p>Where an employee with a disability so requests, consult with employee to provide or arrange for the provision of accessible formats and communication supports for information needed in order to perform job and information generally available to employees in the workplace.</p>	<p>Process will be in place by January 1, 2014.</p>
<p>Return to work s.29</p>	<p>Develop and have in place return to work process for employees who have been absent from work due to a disability and required disability-related accommodations in order to return to work.</p>	<p>The Town has a Return to Work Procedure which includes this requirement and is implemented whenever an employee returns to work with a disability.</p>
<p>Performance Management s.30</p>	<p>Performance Management process shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans.</p>	<p>This is included in the policy and has been implemented.</p>
<p>Career development and advancement s.31</p>	<p>Consider the accessibility needs of employees with disabilities and any individual accommodation plans, when providing career development and advancement to employees with disabilities.</p>	<p>This is included in the policy and has been implemented</p>
<p>Redeployment s.32</p>	<p>Consider the accessibility needs of employees with disabilities and individual accommodation plans when redeploying employees with disabilities.</p>	<p>This is included in the policy and has been implemented</p>

SECTION 9: GENERAL REQUIREMENTS

January 1, 2012	Deliverable	Status
Emergency procedure, plans or public safety information s.13	Ensure information is available to the public in accessible format or provide appropriate communication supports as soon as practicable, upon request.	Established in 2012
January 1, 2012	Deliverable	Status
Feedback s.11	Where processes for receiving and responding to feedback are in place, ensure that they are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request. Must notify the public about the availability of same.	Policies for receipt of feedback are in place.
New Internet websites and web content s.14	Conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 – Level A.	The Town's new website which will be up and running in 2013 complies with or exceeds the IASR requirements.
Accessible formats and communication supports s.12	Upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner taking into account person's disability at a cost no more than the regular cost charged to other persons. Consult with person making request to determine suitable format or communication support. Notify public about availability of accessible formats and communication supports.	Currently in practice.
January 1, 2021	Deliverable	Status
All Internet websites and web content s.14	Conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 – Level AA	The Town's website and Tourism new website currently meets the WSAG 2.0 Level AA The Tourism website – new in 2014 currently meets the WSAG 2.0 Level AA requirement

SECTION 9: GENERAL REQUIREMENTS

TRANSPORTATION STANDARD REQUIREMENTS AND GUIDELINES

January 1, 2012	Deliverable	Status
Duties of Municipalities – Taxicabs s.80	Ensure that owners and operators of taxicabs do not charge a higher fare or additional fee for persons with disabilities than for persons without for the same trip, or charge a fee for storage of mobility aid/assistive device.	By-law 2014-032
Duties of Municipalities – Taxicabs s.79	Vehicle registration and identification must be displayed on the rear bumper of the taxicab. Vehicle registration and identification information must be made available in an accessible format to persons with disabilities who are passengers.	By-law 2014-032

DESIGN OF PUBLIC SPACES REQUIREMENTS AND TIMELINES

January 1, 2016	Deliverable	Status
Recreational Trails and Beach Access Routes s.80.8	The Town of Gananoque shall consult on various specifications as outlined in the standard before they construct new or redevelop existing recreational trails.	January 1, 2016
s.80.9	The Town of Gananoque shall ensure that any recreational trails that they construct or redevelop and that they intend to maintain, meet the technical requirements as outlines in the standard.	January 1, 2016
January 1, 2016	Deliverable	Status
s.80.10	The Town of Gananoque shall ensure that beach access routes that they construct or redevelop, and that they intend to maintain, meet the technical requirements as outlined in the standard	January 1, 2016

SECTION 9: GENERAL REQUIREMENTS

Outdoor Public Use Eating Areas s80.17	The Town of Gananoque shall ensure that where they construct or redevelop outdoor public use eating areas that they intend to maintain, the outdoor public use eating areas meet the requirements as outlined in the standard.	January 1, 2016
Outdoor Play Spaces s80.19	When constructing new or redeveloping existing outdoor play spaces The Town of Gananoque shall consult on the needs of children and caregivers with various disabilities.	January 1, 2016
Outdoor Play Spaces s80.20	When constructing new or redeveloping existing play spaces that they intend to maintain, The Town of Gananoque shall follow the requirements of the standard	January 1, 2016
Exterior Paths of Travel s80.23	When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, The Town of Gananoque, shall ensure that new and redeveloped exterior paths of travel meet the requirements of the standard, including requirements for ramps, stairs, curb ramps, depressed curbs, accessible pedestrian signals, and rest areas.	January 1, 2016
Accessible Parking s80.32	The Town of Gananoque shall ensure that when constructing new or redeveloping off-street and on-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements of the standard.	January 1, 2016
Obtaining Services s80.40	The Town of Gananoque shall ensure they meet the requirements set out in the standard with respect to all newly constructed service counters and fixed queuing guides and all newly constructed or redeveloped waiting areas.	January 1, 2016.

SECTION 9: GENERAL REQUIREMENTS

MAINTENANCE

January 1, 2016	Deliverable	Status
Maintenance s80.44	The Town of Gananoque shall ensure that their multi-use accessibility plans include procedures for preventative and emergency maintenance of the accessible elements in public spaces as required by the standard.	January 1, 2016
Maintenance s80.44	The Town of Gananoque shall ensure that their multi-use accessibility plans include procedures for dealing with temporary disruptions when accessible elements required under the standard are not in working order.	January 1, 2016
Reporting s86.1	The Town of Gananoque shall file an accessibility report with a director in accordance with subsection 14(1) of the Act. At a minimum a municipality must report their accessibility achievements to the Ministry every three years.	Every Year at Budget time the Town will review their multi-year accessible plan to determine monetary needs to meet that year's goals.