

TOWNSHIP OF NIPISSING ACCESSIBILITY POLICIES

The Township of Nipissing is committed to improving accessibility. We will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act (AODA).

The Township is committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Initiative:

Council and Staff of the Township of Nipissing will review the current status of all buildings owned and operated by the municipality and general policies and procedures of the municipality and identify, remove and prevent barriers for people with disabilities. The Township of Nipissing updated its Strategic Plan in 2013. At that time there were no concerns regarding accessibility concerns brought forward.

During all Official Plan reviews the following objectives will be considered:

- To build awareness of and sensitivity to accessibility issues and barriers and to provide support efforts to improve accessibility.
- To review and develop policies to ensure the prevention of and removal of existing barriers.
- To create and build on public awareness of accessibility programs and services available.

ACCESSIBLE CUSTOMER SERVICE POLICY

The Township of Nipissing is committed to excellence in serving all customers including people with disabilities. We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services. We will communicate with people with disabilities in ways that take into account their disability.

The Township of Nipissing welcomes guide animals to all Township buildings, parks, cemeteries and municipal events held within the Township with the sole exception of kitchen facilities where restricted by health regulations.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Entry fees for individual events

will not be charged for support persons. We will notify customers of this through a notice posted on our premises and on our website.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities including the Township Office, Community Centre, Fitness Centre or Museum, the Township of Nipissing will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at the affected location(s) and on the Township website.

The Township of Nipissing will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services. All municipal employees, including the Volunteer Fire Department, will be trained as soon as possible after starting employment.

Training will include the Township of Nipissing's Accessibility Plan, how to interact and communicate with individuals with various types of disabilities and updates to the Accessibility Plan as they are made.

Customers who wish to provide feedback on the way the Township of Nipissing provides goods and services to people with disabilities can provide a written submission by mail, fax or email or visit the Township Office in person or by telephone to discuss the matter with a member of Staff. An individual may also provide a written request to the Office to be placed on the Agenda of the next regularly scheduled Council meeting to address Council.

All feedback, suggestions, complaints and ideas shall be reviewed by Staff and corrected if possible or brought forward to Council for consideration supported by a report by Staff on options to correct or improve situations as they arise.

EMERGENCY PREPAREDNESS PROCEDURES

Upon request, the Township of Nipissing will provide The Corporation of the Township of Nipissing Community Emergency Plan in an accessible format. We are able to order the document in braille or modify font size to accommodate visual impairment. We also have a resource to convert the document to a Screen Reader to allow for appropriate communication support.

INTEGRATED ACCESSIBILITY STANDARDS REGULATION

Under the AODA, 2005, all public and private sector organizations must meet the requirements of accessibility standards established by regulation. This policy establishes the Integrated Accessibility Standards Regulation in the areas of Information and Communications Standard, Employment Standard and the Design of Public Spaces Standard for the Township of Nipissing.

Information and Communications Standard

The Township of Nipissing is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information.

The Township will consult with people with disabilities to determine their information and communication needs.

Employment Standard

The Township of Nipissing will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability.

Design of Public Spaces

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

- Recreational trails/beach access routes
- Accessible off street parking
- Service-related elements like service counters and waiting areas

PROCURING OR ACQUIRING GOODS, SERVICES OR FACILITIES

The Township of Nipissing will use accessibility criteria and features when procuring or acquiring goods, services or facilities except where it is not practicable to do so. In which case, if required, an explanation will be provided.

TRAINING

The Township of Nipissing will provide all employees and new employees as required, a copy of the Accessibility Policies for the Township of Nipissing. Training will also include a fact sheet on how to approach people with varying disabilities. These items will be provided to employees to own and refer to.

Training on the Accessibility Policies will be provided to all employees, focusing on the Township Policies and the Ontario Human Rights Code. When required, updates and refresher sessions will be provided during the regularly scheduled monthly staff meetings. Training on current policies will be provided to all employees before January 1, 2014.

MODIFICATIONS TO THIS OR OTHER POLICIES

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Updated to October 17, 2013.