



**Town of Prescott
2016-2019 Multi-Year Accessibility Plan**

Updated April 22, 2016

Accessible Format

If you require this document to be in an accessible format, please contact the Clerk at info@prescott.ca or call 613 925 2812 extension 6225

Background

In December 2001 the *Ontarians with Disabilities Act* (ODA) was passed by the provincial government to improve access and opportunities for persons with disabilities. The ODA stipulates the following municipal obligations to the act:

- Municipalities are required to prepare annual accessibility plans
- Municipalities shall have regard to the accessibility of persons with disabilities when purchasing goods and services
- Municipalities will improve access to municipal elections by giving greater consideration to accessible voting locations
- Municipalities with a population greater than 10,000 are required to establish an accessibility advisory committee. The Town of Prescott is exempt from this requirement.

In June 2005, the *Accessibility for Ontarians with Disabilities Act 2005* (AODA) was enacted. The act is more comprehensive and prescriptive than the (ODA). The AODA has requirements for public, private, and not for profit organizations. With requirements for the development of accessibility standards, compliance deadlines and administrative penalties for non-compliance established.

The fundamental purpose of the AODA is to ensure that Ontario is universally accessible by 2025.

July 2011, the Ontario government enacted the Integrated Accessibility Standards (Ontario Regulation 191/11 under the AODA as amended.) to encompass Information and Communication, Employment, Transportation and the Design of Public Spaces.

Commitment Statement of the Town of Prescott

The Town of Prescott is committed to enriching the quality of life for persons with disabilities. The Town recognizes that it is a long-term process and that communication is important for moving to full accessibility. The Town will continue to strive to remove barriers that limit inclusion in the community.

Accomplishments

2001 to 2015

- In consultation with the Chief Building Official a barrier free check list for each municipal building was developed.
- Customer service training was completed for all employees and volunteers.
- Entrance ramp to the Town Hall was improved and automated doors were installed.
- A handicap parking space was designated in the Town Hall parking lot.
- The Town's Accessible Customer Service Policy was updated with changing requirements.
- The Town's emergency plan was reviewed with a provision added to accommodate a request for alternative format when one is received
- A new Town website was developed and an ongoing contract was signed with a website developer to ensure that the website meets accessibility standards.
- The Town engaged the services of an HR Consultant to ensure that accommodation for disabilities was reflected within the Human resources practices including job advertising, recruitment processes and return to work processes.
- Any recruitment or procurements prior to policy change will include requirements of IAS Ont. Reg. 191/11 as amended

- Review our current Accessible Customer Service Policy to include a process to ensure that receiving and responding to feedback is accessible upon request.
- Re inspect our Facilities with a barrier free check list last one completed (2004)
- A revised new human resources records procedure was adopted to ensure that all employee training was documented.
- The Town implemented a new complaints and comments form and process to encourage feedback on all concerns including accessibility issues.
- The Town adopted an accessible format for its meeting agendas, minutes and correspondence.
- The Town initiated corrective measures resulting from the facilities inspection.

Plan for the Future

2016

- Continue with identified corrective measures as required.
- A number of current policies have been reviewed and updated for accessibility compliance and will be implemented in early 2016 including the Human Resources Policies and Procurement Policy.
- A revised in-house online accessibility training program was developed and all current employees and volunteers will be required to take the course as a refresher in early 2016.
- Training as required of all persons defined in Ont. Reg. 191/11 (all employees , volunteers and all persons who participate in developing the organization's policies) on the requirements of the accessibility standards and on the Human Rights Code will be a requirement for all new employees and volunteers from 2016 and moving forward.
- Continued enhancements to the Town's website to ensure compliance and increase availability of information in accessible and alternate formats.
- The Town will conduct another review of all of its facilities for accessibility compliance including exterior paths of travel such as sidewalks, service counters or waiting areas, off street parking, washrooms.
- Review any requests for accessible formats or other accommodations

- Review any feedback/ complaints etc.
- Make any necessary changes upon review of the recommendations.

2017

- Provide any training required to new employees or volunteers
- Comply with any new requirements or policy changes
- Conduct an annual review of feedback etc.
- Make any necessary changes upon review of the recommendations

2018-2019

- Review multi-year plan policies and procedures and implement recommendations.