

**The Corporation
of the
Municipality of Red Lake**



**Multi-Year
Accessibility Plan**

Submitted to:

Mayor and Council
Municipality of Red Lake

Submitted by:

Kristina Grondin
By-Law Enforcement Officer

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The following documents have been attached to the Multi-Year Accessibility Plan for information purposes only. These documents are not part of this Plan and may be amended from time to time.

Appendix A: Integrated Accessibility Plan

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Accessibility in the Municipality of Red Lake

To meet the needs of our growing and changing community the Municipality of Red Lake has committed itself to the continual improvement of access to Municipal facilities and services by identifying, removing, and preventing barriers. Accessibility is about providing access and services to meet diverse needs that is flexible to individuals whenever possible, and makes a satisfying experience our primary focus.

The Municipality of Red Lake Multi-Year Accessibility Plan describes the measures the Municipality of Red Lake has taken in the past, and the measures the Municipality of Red Lake will take in the future to identify, remove and prevent barriers to people with disabilities, who use the facilities and services of the Municipality of Red Lake, including staff and members of the community at large.

In this plan you will find the following:

- 1. Accessibility for Ontarians with Disabilities Act (AODA):** Requirements of the Act.
- 2. Accessibility Policies:** Accessibility Policies adopted by the Municipality of Red Lake.
- 3. Accountable Governance:** Planning principles.
- 4. Accessibility Improvement Plans:** A plan outlining ways we will meet our goals.
- 5. Annual Review:** The Multi-Year Accessibility Plan will be reviewed annually and revised as necessary.
- 6. Progress for Each Year:** Highlights of successes in accessibility.

Accessibility for Ontarians with Disabilities Act (AODA)

The Accessibility for Ontarians with Disabilities Act (AODA) was passed in 2005 with the vision of creating a fully accessible Ontario by 2025. The AODA gave the Province the mandate to create sets of standards in accessibility, which will apply to both public and private sector organizations. The Province has since committed to developing and implementing standards in the following areas:

- Customer Service
- Information and Communication
- Employment
- Transportation
- Design of Public Spaces
- Built Environment

The Accessibility Standards for Customer Service (Ontario Regulation 429/07) was passed in January 2008. The Municipality of Red Lake has been required to comply with the Standards for Customer Service since January 1st, 2010.

Information and Communication, Employment, Transportation, and Design of Public Spaces have been combined into the Integrated Accessibility Standards Regulation (IASR). The IASR came into effect on July 1, 2011, with requirements that are to be phased in over time.

The last accessibility standards identified under the AODA, are the standards for the built environment. These standards are currently in development and are to be addressed at a later date and incorporated into future revisions of the Ontario Building Code.

There are many different types of barriers faced by people with disabilities. Some of these include:

- Physical barriers, such as lack of access to ramps, or inaccessible transportation.
- Attitudinal barriers, which includes people who may make judgements and assumptions about what people with disabilities can and cannot do.
- Technology barriers, as when certain technologies are not useful for people with disabilities, such as a website that does not support screen reading software.
- Information and communication barriers, as when certain formats of information are not useful for people with disabilities, such as print that is too small to read.

Having an understanding of who is in our community and the types of barriers encountered by people with disabilities helps the Municipal Staff of the Municipality of Red Lake to plan for and take into account the many needs of people with disabilities.

Accessibility Policies

The Municipality of Red Lake adopted an Accessible Customer Service Policy, Integrated Accessibility Policy. These policies demonstrate the Municipality's commitment to inclusion and understanding and meeting the needs of all those we serve, in a way that is free from discrimination, protects the dignity and independence of all people, and provides equal opportunity and integrated services for people with disabilities.

Barriers to people with disabilities were identified through a survey in 2003. In 2008 the Municipality of Red Lake hired a consultant to train employees on accessibility and accessibility audits. Accessibility audits have been completed on the Municipal Office, Cochenour Arena, Cochenour Hall, Red Lake Community Centre and Rahill Beach. An advertisement is placed annually in the Municipal Newsletter allowing the public to inform the Municipality of Red Lake on barriers regarding Municipal facilities, properties, programs or services.

Accountable Governance

All Accessibility planning is based on the following Planning Principles:

- The Municipality of Red Lake and the public will participate in the development and implementation of the accessibility plan under the provincial legislation.
- Accessibility plans will consider the different impacts on both the public and Municipal employees.
- Accessibility plans will coordinate with and serve to enhance other community initiatives.
- Actions to improve accessibility will take into consideration the principles of Universal Design, which allow for the design of productions and environments that will be useable by all people, to the greatest extent possible, without the need for adaptation or specialized design.

All employees have a role in creating and enhancing the accessibility of programs and services, and key individuals and groups are responsible for ensuring goals are met.

- Council provides oversight on accessibility activities and approves policies and plans required by the legislation.
- Senior Management monitors accessibility activities, reviews accessibility policies and plans, and are responsible for compliance in the Municipality of Red Lake.
- Accessibility Coordinator provides strategic direction and advice and monitors progress on meeting the AODA standards.
- Public provides input on implementation plans, reports, and policies, and provides connections to activities.

Accessibility Improvement Plan

To create an accessible and inclusive community, we are committed to meeting the AODA standards and to identifying, removing, and preventing barriers for people with disabilities. With these priorities in mind, over the next five years the Municipality of Red Lake will implement the AODA standards in Customer Service, Information and Communication, Employment, Transportation, Design of Public Spaces, and the Built Environment.

Every plan and deliverable will contribute to key outcomes, all of which works toward our common vision of an accessible and inclusive community.

1. CUSTOMER SERVICE

1.1 Our commitment

The Municipality of Red Lake is committed to inclusion and understanding and meeting the needs of people with disabilities in a manner that is free from discrimination, and protects dignity, independence, integration, and equal opportunity.

1.2 How we will achieve accessible customer service

Polices, Guidelines, and Standards

- Review and update policies to ensure high quality customer service.

Tasks

- Embed accessibility requirements into staff training and orientation materials.

Public Awareness

- Consult with the public on emerging and changing requirements.
- Review customer feedback and take appropriate action.

1.3 Our progress

The Municipality of Red Lake developed and implemented an Accessible Customer Service Policy, outlining how staff is to work with customers that have a disability.

The Municipality of Red Lake developed and implemented a Multi-Year Accessibility Plan outlining the Municipality's strategy to prevent and remove barriers and meet the requirements under the AODA.

Staff and volunteers were trained on accessible customer service and completed a pamphlet on accessible customer service.

1.4 Outcomes

The Municipality of Red Lake customers will receive services appropriate to their needs.

People with disabilities are engaged for feedback and advice on Municipal programs, services, and facilities.

Staff can identify, prevent, and remove barriers for people with disabilities.

2. PROCUREMENT

2.1 Our Commitment

The Municipality of Red Lake is committed to integrating accessibility into procurement policies and procedures.

2.2 How we will achieve accessible procurement

Polices, Guidelines, and Standards

- Develop and implement accessible procurement practices and procedures.

Tasks

- Include accessible procurement practices in training material.

Technology

- Incorporate website accessibility guidelines into accessible procurement procedures.

2.3 Our Progress

The Municipality of Red Lake developed and implemented an Integrated Accessibility Plan which states accessibility criteria and features are incorporated when it procures or acquires goods, services or facilities, except where it is not practical to do so.

The Municipality of Red Lake developed and implemented Procurement Policies, to incorporate accessibility features and criteria when procuring or acquiring goods, services, and facilities.

2.4 Outcomes

The Municipality of Red Lake customers will receive services appropriate to their needs.

Staff can identify, prevent, and remove barriers for people with disabilities.

3. INFORMATION and COMMUNICATION

3.1 Our Commitment

The Municipality of Red Lake is committed to ensuring information and communications are available and accessible to people with disabilities.

3.2 How we will achieve accessible information and communication

Policies, Guidelines, and Standards

- Develop guidelines and best practices for creating accessible documents.
- Ensure website accessibility guidelines are incorporated into website style guides.

Tasks

- Develop and implement training on accessible electronic documents.
- Develop tools and resources to create accessible material for Municipal Staff.
- Develop a series of instructional resources on ensuring Microsoft Office applications and PDF documents are accessible to most screen readers.
- Develop and implement training on the Human Rights Code as it pertains to disabilities.
- Post information on availability of accessible materials to the website.

Public Awareness

- Update website and information in Municipal Newsletters notifying customers of the availability of accessible materials.

Technology

- Achieve compliance with the Web Content Accessibility Guidelines (WCAG) to ensure that websites and web content are accessible to people with disabilities.
- Continue to expand knowledge and use of accessible devices such as text-to-audio and video captioning.

3.3 Our Progress

The Municipality of Red Lake has an Integrated Accessibility Plan and Policy in place which outlines how the Municipality of Red Lake will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities.

Emergency information, procedures, plans, and public safety information is available in alternate formats when requested.

Agendas and minutes are completed in an accessible format.

Some forms placed on the Municipal website are in an accessible format.

3.4 Outcomes

The Municipality of Red Lake customers will receive services appropriate to their needs.

People with disabilities are engaged for feedback and advice on Municipal programs, services, and facilities.

Staff can identify, prevent and remove barriers for people with disabilities.

4. DUTIES OF MUNICIPALITIES AND TAXICABS

4.1 Our Commitment

The Municipality of Red Lake is committed to ensuring that people with disabilities will have access to accessible transportation if required.

4.2 How we will achieve accessible transportation

Policies, Guidelines, and Standards

- The Municipality of Red Lake will follow the standards outlined in Sections 78 to 80 of Regulation 191/11 (Integrated Accessibility Standards)

Tasks

- Annually inspect and provide taxi companies with rates and information to be posted in their taxicabs.
- Respond to any feedback received from the public.

Public Awareness

- Rates and information posted in taxicabs and made available in accessible formats if required.

Technology

- Provide accessible formats and communication to the public.
- Taxi By-Law and rates posted on the Municipal website.

4.3 Our Progress

The Municipality of Red Lake held public meetings in regards to the demand of accessible taxicabs.

The Municipality of Red Lake reviewed and made the appropriate changes to the Taxi By-Law to ensure compliance with Regulation 191/11.

4.4 Outcomes

Taxicab information is available in an accessible format.

Feedback provides the Municipality of Red Lake with the needs of the community.

5. EMPLOYMENT

5.1 Our Commitment

The Municipality of Red Lake is committed to inclusive employment practices that ensure the processes of recruiting, hiring, communicating, and retaining employees with disabilities fulfills the intent of the Ontario's Human Rights Code.

5.2 How we will achieve accessible employment

Policies, Guidelines, and Standards

- Create a process for developing individual accommodation plans.
- Update documented return to work procedures to take into account employees with disabilities.
- Review and revise processes for performance management, career development, and redeployment.
- Review interview questions ensuring inclusivity and use of plain language.
- Ensure that any policy, procedures, or practice at the Municipality of Red Lake respects and promotes the dignity and independence of people with disabilities.

Tasks

- Train recruitment staff and managers to support the intent and goals of the AODA.
- Train staff and volunteers on accessibility and the Ontario Human Rights Code.
- Promote understanding of employer obligations to provide employee accommodations.
- Identify and remove barriers in the workplace.

Public Awareness

- Notify successful applicants, new and existing employees of policies supporting people with disabilities.

Technology

- Provide accessible formats and communication supports for employees with disabilities.

5.3 Our Progress

The Municipality of Red Lake created individual emergency workplace response plan policy and form for staff with a disability.

The Municipality of Red Lake revised employment advertisements to include a statement regarding providing accommodations under the Human Rights Code in all aspects of the hiring process.

The Municipality of Red Lake adopted an Integrated Accessibility Policy which includes accessible procedures during the hiring process.

5.4 Outcomes

Employees with disabilities are supported throughout the employment cycle.

Staff can identify, prevent, and remove barriers for people with disabilities.

6. DESIGN OF PUBLIC SPACES

6.1 Our Commitment

The Municipality of Red Lake is committed to indentifying, removing, and preventing barriers in accessibility in all Municipal public spaces.

6.2 How we will achieve accessible design of public spaces

Policies, Guidelines, and Standards

- Create compliance guidelines and standards to address the Design of Public Spaces standards.

Tasks

- Respond to feedback from staff and public on the accessibility of facilities.

Public Awareness

- Seek feedback and advice from the public and consultants on site plans and other physical spaces.

Infrastructure

- Incorporate the Design of Public Spaces standards in the design of Municipal spaces and service counters.

6.3 Our Progress

Operations Superintendent, Facilities Manager, and Accessibility Coordinator actively reviews site plans for municipal plans.

6.4 Outcomes

People with disabilities are engaged for feedback and advice on Municipal programs, services and facilities.

New projects and renovations take into account the needs of people with disabilities.

7. BUILT ENVIRONMENT

The following accessibility actions to address barriers in the built environment are based on a preliminary review of a draft copy the Built Environment Standards to be place in Building Code Act.

7.1 Our Commitment

The Municipality of Red Lake is committed to indentifying, removing, and preventing barriers in accessibility in all Municipal built environments.

7.2 How we will achieve accessible design of public spaces

Policies, Guidelines, and Standards

- Comply with the Built Environment Standards when they are in place.
- Create a policy to address the Built Environment Standards.

Tasks

- Identify and remove barriers in built environments.
- Respond to feedback from staff and public on the accessibility of facilities.

Public Awareness

- Seek feedback and advice from the public and consultants on built environments.

Infrastructure

- Once the Built Environment standards are passed, incorporate the standards into the development of built environments.

7.3 Our Progress

The Chief Building Official and the Planning Administrator actively reviews site plans for all municipal plans.

7.4 Outcomes

People with disabilities are engaged for feedback and advice on Municipal built environments.

New buildings and renovations take into account the needs of people with disabilities.

Accountability and Reporting Compliance

The Municipality of Red Lake will develop an Action Plan that will be used to direct actions and support departments to fully meet the AODA standards. Each department will receive resources and guidance from the Accessibility Coordinator on how to meet and often exceed the expectations under the AODA standards.

The Accessibility Coordinator will collect each department's report on compliance. The Accessibility Coordinator annually submits a comprehensive compliance report to Council. The compliance report will be filled with the Accessibility Directorate of Ontario at their request.

The Municipality of Red Lake Multi-Year Accessibility Plan will be updated at least once every five years. An Annual Status Report will be completed to document the progress and measures taken to implement the Municipality of Red Lake's strategy and meet the requirements of the Provincial regulations.

Feedback

The Municipality of Red Lake welcomes feedback on the Multi-Year Accessibility Plan, and on the accessibility of our programs, services, and facilities. If you have any ideas or suggestions, please contact us.

Telephone: (807) 735-2096

Mail: Accessibility Coordinator
Municipality of Red Lake
P.O. Box 1000
Balmertown, Ontario
P0V 1C0

E-Mail: Municipality@redlake.ca

Availability of the Multi-Year Accessibility Plan

The Multi-Year Accessibility Plan is available online www.redlake.ca

Alternate formats including paper copies of the Multi-Year Accessibility Plan are available upon request.

Overview of AODA Requirements

Timeline for compliance with the Accessibility for Ontarians with Disabilities Act

* Large Designated Public Sector Organization with 50+ employees.

Standards Currently in Place

Multi-Year Accessibility Plan (reviewed annually)

Customer Service Standards

- All requirements under the Customer Service Standard

Integrated Accessibility Standards

- Employment Standards
 - Workplace emergency response information
 - Recruitment
 - Information for employees
 - Processes to accommodate employees
- Information and Communication Standards
 - Emergency Information
 - Feedback
 - Accessible Formats and Communication Supports
 - Accessible Websites and Web Content (WCAG 2.0, Level AA, except where it is impracticable)
- Duties of Municipalities and Taxicabs
 - Taxicabs (fares, support person, taxi plate location, information)

By January 1st, 2013

General Requirements

- Procuring or acquiring goods, services or facilities
(Integrated Accessibility Policy refers to accessible criteria when procuring goods, services and facilities. Procurement By-Law requires updating.)

By January 1st, 2014

Training

- Train employees and volunteers on the sections of the Human Rights Code which pertain to disabilities.
- New websites and web content met WCAG, 2.0, Level AA

By January 1st, 2015

Information and Communication Standards

- Accessible Formats and Communication supports.

By January 1st, 2016

Design of Public Spaces Standards (New or Renovations)

- Recreational trails and beach access routes
- Outdoor public use eating areas
- Outdoor play spaces
- Exterior paths of travel
- Parking
- Obtaining service
- Maintenance

By January 1st, 2021

Information and Communication Standards


- All accessible websites and web content met WCAG, 2.0, Level AA

Proposed Standards

Built Environment (New or Renovations)

- 24 months after the regulation comes into force all new and renovated built environments will have to comply with the Built Environment Standards.

Appendix B: Accessibility Action Plan

 <h1 style="text-align: center;">ACTION PLAN</h1>		Date: August 12 th , 2013		Approved by: Council	
		Update: August 2014		Distribution: Council (Agenda): _____ Other: _____	
GOAL: The Municipality of Red Lake to be in compliance with the Provincial Accessibility Standards.			INDICATORS OF SUCCESS: Compliance with Provincial Standards.		
Strategy	Specific Action	Timelines	Responsibility	Status	Resources
1. Procurement By-Law	Include Accessibility criteria when purchasing goods, services and facilities.	January 1 st , 2013	Treasury Department	COMPLETE	Integrated Accessibility Standard & Human Rights Code
2. Accessible Websites and Web Content	New internet and intranet websites and web content on those sites must conform with WCAG 2.0 Level AA.	January 1 st , 2014	IT Manager	COMPLETE	Integrated Accessibility Standards
3. Human Rights Code	Train employees and volunteers on accessibility through the Human Rights Code.	January 1 st , 2014	Human Resource Manager	COMPLETE	Integrated Accessibility Standard & Human Rights Code
4. Information and Communication	Train employees on accessible formats.	January 1 st , 2015	IT Manager & Accessibility Coordinator	IN PROGRESS	Integrated Accessibility Standard & WCAG standards
5. Design of Public Spaces	Integrated Accessibility Standards – Update to include Design of Public Spaces.	January 1 st , 2016	Accessibility Coordinator		Integrated Accessibility Standards
6. Accessible Website and Web Content	All of the Municipal website and web content up to the WCAG 2.0 Level AA standards.	January 1 st , 2021	IT Manager		Integrated Accessibility Standard & WCAG standards

Appendix “A”

Integrated Accessibility Plan

**The Corporation
of the
Municipality of Red Lake**



Integrated Accessibility Plan

January 1st, 2013

Submitted to:

Mayor and Council
Municipality of Red Lake

Submitted by:

Kristina Grondin
By-Law Enforcement Officer

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1. Introduction

Under the *Accessibility for Ontarians with Disabilities Act, 2005*, and specifically Regulation 191/11 “Integrated Accessibility Standards” (IAS), the Government of Ontario, Legislative Assembly, designated public sector organizations and large organizations, including the Municipality of Red Lake, are to develop multi-year accessibility plans outlining their strategy to prevent and remove barriers, and to meet requirements under the IAS.

The Municipality of Red Lake Integrated Accessibility Plan sets out time frames for action, where appropriate, and in accordance with the IAS.

This Plan will be posted on the Municipality of Red Lake website (www.redlake.ca) and will also be available at the Municipal Office, 2 Fifth Street, Balmertown, Ontario.

The Municipality of Red Lake has always strived to provide accessible service, endeavored to remove barriers, and accommodated those requiring assistance. This Plan will assist the Municipality of Red Lake in going forward in coordinating these efforts in meeting the needs of persons with disabilities.

2. Procuring or Acquiring Goods, Services or Facilities

The Municipality of Red Lake shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities except where it is impracticable.

Planned Action:

The Municipality of Red Lake will review current policies, practices and procedures relating to procuring or acquiring goods, services or facilities and incorporate accessibility criteria and features, where they do not already exist and where practicable.

If it is impracticable to incorporate accessibility criteria and features with respect to a specific procurement or acquisition, an explanation will be recorded and provided on request.

Responsibility:

The Treasury Department will take the lead in implementing this action.

Implementation Timeframe:

January 1st, 2013 and on-going.

3. Training

The Municipality of Red Lake will train:

- Employees;
- Volunteers;
- All persons who participate in developing the Municipality's policies; and
- All other persons who provide goods, services, or facilities on behalf of the Municipality,

on the requirements of the accessibility standards referred to in the IAS and on the *Human Rights Code* as it pertains to persons with disabilities as well as any changes to the Municipality's accessibility policies. The training shall include information on the availability of accommodation for applicants with disabilities in the Municipality's recruitment process.

The training shall be appropriate to the duties of the employees, volunteers and other persons.

Planned Action:

In order to ensure the Municipality of Red Lake is in full compliance with the IAS, the Municipality will provide training to employees, volunteers and other persons as required by the IAS and will keep training records. The training records will include training dates and the number of individuals that received training.

Responsibility:

The By-Law Department and the Human Resources Department will take the lead in implementing this action.

Implementation Timeframe:

By January 1st, 2014 and on-going.

4. Information and Communications

i) Feedback

The Municipality of Red Lake will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities.

Planned Action:

The Municipality of Red Lake will review its feedback process set out in its Accessibility Standards for Customer Service policy to ensure that it is accessible to persons with disabilities by providing, or arranging for the provision of accessible formats and communication supports, upon request.

Responsibility:

The By-Law Department and the IT Department will take the lead in implementing this action.

Implementation Timeframe:

By January 1st, 2014.

ii) Accessible Formats and Communication Supports

Upon request, the Municipality of Red Lake will provide or arrange for the provision of, accessible formats and communication supports for persons with disabilities in a timely manner that take into account the person's accessibility needs due to disability.

The Municipality of Red Lake will consult with the person making the request.

The Municipality of Red Lake will notify the public about the availability of accessible formats and communication supports.

Planned Action:

The Municipality of Red Lake will develop a procedure relating to accessible formats and communication supports for persons with disabilities and notify the public about the availability of accessible formats and communication supports.

Responsibility:

The By-Law Department and the IT Department will take the lead in implementing this action.

Implementation Timeframe:

By January 1st, 2014.

iii) Emergency Plans and Public Safety

The Municipality of Red Lake will ensure that the Municipality of Red Lake Emergency Plan and any other public safety information are available to the public in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Planned Action:

The Municipality of Red Lake will review the Municipality of Red Lake Emergency Plan and all other public safety information to ensure it is accessible to persons with disabilities by providing, or arranging for the provision of accessible formats and communication supports, upon request.

The Municipality of Red Lake currently posts the Municipality of Red Lake Emergency Plan on the Municipal Website and is available at the Municipal Office in accessible formats, upon request.

Responsibility:

The Fire Department will take the lead in implementing this action.

Implementation Timeframe:

Completed and on-going.

iv) Accessible Websites and Web Content

The Municipality of Red Lake's website, including web content, will conform to the World Wide Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where impracticable.

Planned Action:

The Municipality of Red Lake will ensure that its website is developed in accordance with the WCAG as required by the IAS.

The Municipality of Red Lake will ensure all new material posted to its website conforms to WCAG as required by the IAS.

Responsibility:

The IT Department will take the lead in implementing this action.

Implementation Timeframe:

The Municipality of Red Lake's website and web content will conform to WCAG Level A by January 1st, 2014, unless it is impracticable.

The Municipality of Red Lake's website and web content will conform to WCAG Level AA by January 1st, 2016, except where impracticable.

5. Employment

i) Recruitment Process

The Municipality of Red Lake will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

The Municipality of Red Lake will notify job applicants, when they are individually selected to participate in an assessment or selection program that accommodations are available upon request in relation to the materials or processes to be used.

The Municipality of Red Lake will consult with applicants requesting accommodation, and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's accessibility needs due to disability.

When making offers of employment, the Municipality of Red Lake shall notify the successful applicant about its policies for accommodating employees with disabilities.

Planned Action:

Notice about available accommodations will be set out in internal and external communications relating to recruitment.

The Municipality of Red Lake will continue to advise job applicants when they are selected to participate in an assessment or selection process, about the availability of accommodations.

Applicants requesting accommodation will continue to be consulted about their needs and appropriate accommodation will be provided.

All offers of employment shall include reference to the Municipality of Red Lake accommodation policies.

Responsibility:

The Human Resources Department will take the lead in implementing this action.

Implementation Timeframe:

By January 1st, 2014.

ii) Informing Employees of Supports

The Municipality of Red Lake will inform its employees of its policies, or changes to its policies, used to support its employees with disabilities, including job accommodation policies.

The Municipality of Red Lake will provide this information to new employees as soon as practicable.

The Municipality of Red Lake will provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

In consultation with an employee requesting accommodation, the Municipality of Red Lake will provide accommodation supports, including accessible formats, and communication supports needed for the employee to perform their job and that are generally available to employees in the workplace.

Planned Action:

The Municipality of Red Lake will review its existing accessibility policies and make any necessary changes to ensure full compliance with the IASR.

The Municipality of Red Lake will continue to inform employees of relevant policies and policy changes.

The Municipality of Red Lake will continue to respond to individual accommodation requests.

Responsibility:

The Human Resources Department will take the lead in implementing this action.

Implementation Timeframe:

By January 1st, 2014, and on-going.

iii) Workplace Emergency Response Information

If the Municipality of Red Lake is aware that an employee needs accommodation with respect to workplace emergencies, individualized workplace emergency response information will be provided to the employee as soon as practicable.

If the employee requires assistance in an emergency, with the employee's consent the Municipality of Red Lake will provide the workplace emergency response information to a person designated to provide assistance to the employee.

Individualized workplace emergency response information will be updated when the employee moves to a different location, and when overall accommodation needs or plans or general emergency response policies are reviewed.

Planned Action:

The Municipality of Red Lake will ensure a process for workplace emergency plans are in place for employees with disabilities requiring assistance during emergencies.

The Municipality of Red Lake will advise employees to provide notice of any accommodation needs with respect to workplace emergencies.

If appropriate and in consultation with employees needing accommodation, the Municipality of Red Lake will continue to prepare and provide employees with individualized workplace emergency response information.

The Municipality of Red Lake will keep a confidential record of individualized workplace emergency response information requests and responses.

The Municipality of Red Lake will designate individuals to assist employees needing accommodation during workplace emergencies and, with the consent of the affected employee, may provide the individualized workplace emergency response information to the designated individual.

Responsibility:

The Human Resources Department will take the lead in implementing this action.

Implementation Timeframe:

By January 1st, 2012 and on-going.

iv) Individualized Accommodation Plans

The Municipality of Red Lake will establish a written process for the development of documented individual accommodation plans for employees with disabilities.

Planned Action:

The Municipality of Red Lake will review its current Reasonable Accommodation Policy, which provides for accommodation plans for employees with disabilities, to ensure full compliance with the IAS. The elements of the Policy relating to individual accommodation plans shall include:

1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
2. The means by which the employee is assessed on an individual accommodation plan.
3. The manner in which the Municipality of Red Lake can request an evaluation by an outside medical or other expert, at the Municipality of Red Lake's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
5. The steps taken to protect the privacy of the employee's personal information, consistent with the current requirement for confidentiality with respect to accommodation.
6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Individual accommodation plans will,

- If requested, include relevant information regarding accessible formats and communication supports to be provided;
- If required, include individualized workplace emergency response information; and
- Identify any other accommodation that is to be provided.

Responsibility:

The Human Resources Department will take the lead in implement this action.

Implementation Timeframe:

By January 1st, 2014.

v. Return to Work

The Municipality of Red Lake will review its current Return to Work Program for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The Return to Work Program outlines the steps the Municipality of Red Lake will take to facilitate the return to work, and will include documented individual accommodation plans (referred to as Safe Return to Work Plans) as part of the process.

Planned Action:

The Municipality of Red Lake return to work program for employees who have been absent from work due to disability and who require disability-related accommodations to return to work is currently set out in its Reasonable Accommodations Policy and its Return to Work Program.

The Municipality of Red Lake will review and amend its existing policies relating to employees with disabilities returning to work to ensure full compliance with this Plan and the IAS.

Responsibility:

The Human Resources Department will take the lead in implementing this action.

Implementation Timeframe:

By January 1st, 2014.

vi) Performance Management and Career Development and Advancement

The Municipality of Red Lake will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, and providing career development and advancement to employees.

Proposed Action:

The Municipality of Red Lake will ensure that managers are aware of their responsibility to take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, and providing career development and advancement to employees.

Responsibility:

The Human Resources Department will take the lead in implementing this action.

Implementation Timeframe:

By January 1st, 2014 and on-going.

6. Transportation

i) Duties of Municipalities, Accessible Taxicabs

The Municipality of Red Lake shall consult with the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community.

Planned Action:

The Municipality of Red Lake consulted with the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required for the Municipality of Red Lake.

The Municipality of Red Lake determined that at this time no on-demand accessible taxicabs were required for the Municipality of Red Lake.

Responsibility:

Not applicable.

Implementation Timeframe:

This section was completed in December 2011.

ii) Duties of Municipalities, Taxicabs

The Municipality of Red Lake shall ensure that owners and operators of taxicabs are prohibited from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip.

The Municipality of Red Lake shall ensure that owners and operators of taxicabs are prohibited from charging a fee for the storage of mobility aids or mobility assistive devices.

The Municipality of Red Lake shall ensure that owners and operators of licensed taxicabs place vehicle registration and identification information on the rear bumper of the taxicab.

The Municipality of Red Lake shall ensure that owners and operators of licensed taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers.

Planned Action:

The Municipality of Red Lake amended the Municipality of Red Lake Taxi By-Law (No. 533-04) on August 15th, 2011, to ensure that owners and operators of licensed taxicabs are prohibited from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip.

The Municipality of Red Lake amended the Municipality of Red Lake Taxi By-Law (No. 533-04) on August 15th, 2011, to ensure the owners and operators of licensed taxicabs are prohibited from charging a fee for the storage of mobility aids or mobility assistive devices.

The Municipality of Red Lake will amend the Municipality of Red Lake Taxi By-Law (No. 533-04) to ensure that owners and operators of licensed taxicabs place vehicle registration and identification information on the rear bumper of the taxicab.

The Municipality of Red Lake will amend the Municipality of Red Lake Taxi By-Law (No. 533-04) to ensure that owners and operators of licensed taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers.

Responsibility:

The By-Law Department will take the lead in implementing the remaining actions.

Implementation Timeframe:

The first two requirements are completed. The remaining two requirements will be completed by January 1st, 2013.

7. Annual Status Reports

The Municipality of Red Lake will prepare annual status reports on the progress of measures taken to implement the actions set out in this Plan.

Annual status reports will be posted to the Municipality of Red Lake's website and will be made available in an accessible format upon request.

Planned Action:

The Municipality of Red Lake will prepare and post annual status reports, and make them available in an accessible format upon request.

Responsibility:

The By-Law Department will take the lead in implementing this action.

Implementation Timeframe:

On-going.

8. Accessibility Reports

The Municipality of Red Lake will continue to complete and file accessibility reports annually or as otherwise required under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

The Municipality of Red Lake will make all accessibility reports public.

Planned Action:

Accessibility reports will continue to be completed as provided for under the AODA.

The Municipality of Red Lake will ensure all accessibility reports are posted to the Municipality of Red Lake's website.

Responsibility:

The By-Law Department will take the lead in implementing this action.

Implementation Timeframe:

On-going.

9. Review of Integrated Accessibility Plan

The Municipality of Red Lake will review and update this Plan by January 1st, 2017, in consultation with persons who have disabilities.

Planned Action:

The Municipality of Red Lake will consult with the public when updating this Plan.

Responsibility:

The By-Law Department will be responsible for implementing this action.

Implementation Timeframe:

By January 1st, 2017.

Appendix “B”

Integrated Accessibility Policy



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3.12 PURPOSE

The following policy has been established by the Municipality of Red Lake (Municipality) to govern the provision of its services in accordance with Regulation 191/11, "Integrated Accessibility Stands" (Regulation) under the *Accessibility for Ontarians with Disabilities Act, 2005*. These standards are developed to break down barriers and increase accessibility for people with disabilities in the areas of information and communications, employment and transportation.

1. ACCESSIBILITY PLAN

The Municipality has developed and will maintain an Integrated Accessibility Plan (Plan) outlining the strategies to prevent and remove barriers from its workplace and to meet its requirements under the Regulation.

The Plan will be reviewed and updated in consultation with persons with disabilities at least once every five years, and will be posted on the Municipality's website. Upon request, the Municipality will provide a copy of the Plan in an accessible format.

In addition, the Municipality will prepare annual status reports on the progress of measures taken to implement the Municipality's strategies outlined in its Plan. The status reports will be posted on the Municipal website and upon request, the Municipality will provide a copy of the status reports in an accessible format.

2. PROCURING OR ACQUIRING GOODS, SERVICES OR FACILITIES

The Municipality will ensure that accessibility criteria and features are incorporated when it procure or acquires goods, services or facilities, except where it is not practicable to do so. Where it is impracticable to incorporate accessibility criteria and features, the Municipality will provide an explanation upon request.

The above will be carried out through the Tender/Request for Proposal/Quotation Process found in the Financial Services and Control Policy.

3. TRAINING EMPLOYEES AND VOLUNTEERS

The Municipality will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the *Human Rights Code* as it pertains to persons with disabilities.



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The following will be trained:

- All employees and volunteers;
- All persons who participate in developing the Municipality's policies; and
- All other persons who provide goods, services or facilities on behalf of the Municipality.

The training will be appropriate to the duties of the employees, volunteers and other persons.

Staff will be trained when changes are made to the accessibility policy. New staff will be trained upon commencement of employment.

The Municipality will keep a record of the training it provides.

4. INFORMATION AND COMMUNICATION STANDARDS

4.1 Feedback

The Municipality will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of accessible formats and communication supports, upon request.

Also see the Accessible Customer Service Policy found in the Employee Policy Manual for additional feedback information.

4.2 Accessible Formats and Communication Supports

Upon request, the Municipality will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost that is no more than the regular cost charged to other persons.

4.3 Accessible Formats and Communication Supports

The Municipality will consult with the person making the request in determining the suitability of an accessible format or communication support.

The Municipality will also notify the public about the availability of accessible formats and communication supports.



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Also see the Accessible Customer Service Policy found in the Employee Policy Manual for additional feedback information.

4.4 Accessible Websites and Web Content

The Municipality will ensure that its internet website, including web content, conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A except where this is impracticable.

5. EMPLOYMENT STANDARDS

5.1 Recruitment

The Municipal will maintain an accessible recruitment process. This will be done through the Hiring Policy found in the Employee Policy Manual.

5.2 Informing Employees of Supports

The Municipality will inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

5.3 Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, the Municipality will provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication supports, the Municipality will consult with the employee making the request.

5.4 Individualized Workplace Emergency Response Information

The Municipality will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if the Municipality is aware of the need for accommodation due to the employee's disability. Schedule "A" attached



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hereto and forming a part of this policy is an 'Individual Workplace Emergency Response Plan' that is to be completed as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, the Municipality will, with the consent of the employee, provide the individualized workplace emergency response information to the person designated by the Municipality to provide assistance to the employee.

The Municipality will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodation needs or plans are reviewed, and when the Municipality reviews its general emergency plan.

5.5 Documented Individual Accommodation Plans

The Municipality will maintain a written process, through its Reasonable Accommodation Policy, for the development of documented individual accommodation plans for employees with disabilities.

If required, information regarding accessible formats and communication supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

5.6 Return to Work Process

The Municipality will maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability related accommodations in order to return to work.

The return to work process will outline the steps the Municipality will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

The return to work process will be completed through the Municipality's Return to Work Program found in the Employee Policy Manual.



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5.7 Performance Management, Career Development and Advancement

The Municipality will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees.

The above will be carried out through the Performance Evaluation Summary found in the Employee Policy Manual.

Appendix A
INDIVIDUALIZED WORKPLACE EMERGENCY RESPONSE PLAN
(Page 1 of 2)

Name: _____ Date: _____

Position: _____

Department and Location: _____

Managers Name: _____

Restrictions: _____

The purpose of this letter is to inform you that the Municipality is aware of the need for accommodation regarding an individualized emergency response plan. All participants are in agreement that your permanent or temporary health condition can currently be accommodated within your position. Below is your individualized workplace emergency response plan as agreed upon on _____.

(date)

Please describe the individualized emergency response plan below and include details such as a meeting location and name person(s) providing assistance.

This individualized emergency response plan must be reviewed when;

- The employee moves to a different location or starts working on different shift.
- The employee's overall accommodation needs are changed;
- The employee or the department have an issue with the ability to accommodate; or
- It is determined that there is a need for review.

The employee is to report to their supervisor if they experience any changes in their permanent or temporary health condition so that the existing accommodation and the plan could be reassessed and modified as appropriate.

The employee consents that this information can be shared with anyone designated to provide assistance in an emergency.

Appendix A
INDIVIDUALIZED WORKPLACE EMERGENCY RESPONSE PLAN
(Page 2 of 2)

A copy of this plan will be provided to all parties involved.

The signatures below reflect all participants involved in the approval of this accommodation and emergency response plan.

Employee's Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____

Assistant's Signature (if applicable): _____ Date: _____

Human Resource Manager's Signature: _____ Date: _____

Appendix “C”

Accessible Customer Service Policy



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3.13 ACCESSIBLE CUSTOMER SERVICE POLICY

1. INTRODUCTION

Under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Ontario Regulation 429/07 entitled "Accessibility Standards for Customer Service" came into force on January 1, 2008. That Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties.

This policy is drafted in accordance with the Accessibility Standards for Customer Service and addresses the following:

- the provision of goods and services to persons with disabilities;
- the use of assistive devices by persons with disabilities;
- the use of service animals by persons with disabilities;
- the use of support persons by persons with disabilities;
- notice of temporary disruptions in services and facilities;
- training;
- customer feedback regarding the provision of goods and services to persons with disabilities; and
- notice of availability and format of documents.

2. APPLICATION

This policy applies to all persons who deal with members of the public or other third parties on behalf of the Municipality, whether the person does so as an employee, member of Council, agent, volunteer, student on placement, or otherwise and all persons who participate in developing the Municipality's policies, practices and procedures governing the provision of goods and services to members of the public or other third parties.

3. DEFINITIONS

"Assistive Devices" means a device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard.

"Municipality" means the Corporation of the Municipality of Red Lake, excluding boards and commissions.



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"Disability" means the following:

- a) a degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or other physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

"Guide Dog" means a guide dog as defined in section 1 of the Blind Persons' Act is a dog trained as a guide for a blind person and having qualifications prescribed by the regulations under the Blind Persons' Rights Act.

"Nurse" means a Registered Nurse or Registered Practical Nurse who is a registered member in good standing with the College of Nurses of Ontario.

"Physician" means a physician who is a registered member, in good standing, with the College of Physicians and Surgeons in Ontario.

"Service Animal" means any animal used by a person with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

"Support Person" means a person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to goods or services.

4. POLICY STATEMENT

The Corporation of the Municipality of Red Lake is committed to providing quality goods and services that are accessible to all persons that we serve.



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5. GENERAL PRINCIPLES

5.1 The Provisions of Goods and Services to Persons with Disabilities

The Municipality of Red Lake will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- the Municipality's goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- the provision of the Municipality's goods and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from the Municipality's goods or services; and
- persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from the Municipality's goods and services.

5.2 Communication with Persons with Disabilities

When communicating with a person with a disability, the Municipality will do so in a manner that takes into account the person's disability.

5.3 Notice of Temporary Disruption in Services and Facilities

The Municipality is aware that the operation of its services and facilities is important to the public. However, temporary disruptions in the Municipality's services and facilities may occur due to reasons that may or may not be within the Municipality's control or knowledge.

The Municipality will make reasonable effort to provide notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that may be available. The Municipality will make reasonable effort to provide prior notice of planned disruption if possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruption, advance notice will not be possible. In such cases, the Municipality will provide notice as soon as possible.

When temporary disruptions occur to the Municipality's services of facilities, the Municipality will provide notice by posting the information in visible places, or on



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the Municipality's website, or by any other method that may be reasonable under the circumstances as soon as reasonably possible.

5.4 Assistive Devices and other Measures that Assist with Accessibility

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the Municipality's goods and services. Exceptions may occur in situations where the Municipality has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises.

In these situations and others, the Municipality may offer a person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from the Municipality's goods and services, where the Municipality has such other measures available.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

5.5 Service Animals

Persons with a disability may enter premises owned and operated, or operated, by the Municipality accompanied by a service animal and keep the animal with them if the public has access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, the Municipality will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from the Municipality's goods and services.

If it is not readily apparent that the animal is a service animal, the Municipality may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability. The Municipality may also, or instead, ask for a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.



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5.6 Support Persons

A person with a disability may enter premises owned and operated, or operated by the Municipality with a support person and have access to the support person while on the premises.

The Municipality may require a person with a disability to be accompanied by a support person while on Municipal premises in situations where it is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises.

A support person, when assisting a person with a disability to obtain, use or benefit from the Municipality's goods and services, will be permitted to attend at no charge where an admission fee is applicable.

5.7 Feedback

The Municipality of Red Lake is committed to providing high quality goods and services to all members of the public it serves. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods.

Information about the feedback process will be readily available to the public and notice of the process will be posted on the Municipality's website and/or in other appropriate locations.

5.8 Training

The Municipality will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. The amount and format of training given will be tailored to suit each person's interactions with the public and his or her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.

1. The content of the training will include:

- A review of the purposes of the AODA;



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- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07)
- Instruction on the Municipality's policies, procedures and practices pertaining to the provision of goods and services to persons with disabilities; how to interact and communicate with persons with various types of disabilities;
- What to do if a person with a particular type of disability is having difficulty accessing the Municipality's goods or services;
- How to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal; and
- Information about the equipment or devices available on the Municipality's premises that may help with the provision of goods or services to persons with disabilities.

2. Timeline for Training

- Training will be provided as soon as practicable upon an individual being assigned the applicable duties as well as on an ongoing basis as changes occur to the Municipality's policies, procedures and practices governing the provision of goods or services to persons with disabilities.

3. Records of Training

- The Municipality will keep records of the training, including the date on which training is provided and the number of individuals trained will be recorded for training administration purposes, subject to the Municipal Freedom of Information and Protection of Privacy Act ("MFIPPA").

5.9 Availability and Format of Documents Required by the Accessibility Standards for Customer Service (Ontario Regulation 429/07)

All Documents required by the Accessibility Standards for Customer Service, including the Municipality's Accessible Customer Service policies, procedures and practices, notices of temporary disruptions, training records, and written feedback process are available upon request, subject to MFIPPA.

When providing a document to a person with a disability, the Municipality will provide the document, or the information contained in the document, in a format that takes the person's disability into account.



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5.10 Notice of the Availability of Documents

Notice of the availability of all documents required by the Accessibility Standards for Customer Service will be posted on the Municipality's website, and available through the Municipal Clerk's Office and the Municipality's public library branches.