

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



**Multi-Year
Accessibility Plan
2021-2026
Calendar Year**

Submitted to:

Mayor and Council
Municipality of Red Lake

Submitted by:

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Contents of Plan

Accessibility in the Municipality of Red Lake..... 1

Accessibility for Ontarians with Disabilities Act (AODA)..... 2

Accessibility Policies..... 3

Accountable Governance..... 3

Accessibility Improvement Plan..... 4

- Customer Service..... 4
- Procurement..... 5
- Information and Communication..... 6
- Duties of Municipalities and Taxicabs..... 7
- Employment..... 8
- Design of Public Spaces..... 9
- Built Environment..... 10

Accountability and Report Compliance 11

Feedback 12

Availability of the Multi Year Accessibility Plan..... 12

Overview of AODA Requirements..... 13

Accessibility Action Plan..... 14

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) passed in 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, and 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 and social media allowing the public to provide feedback 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 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.
- The Senior Management monitors accessibility activities, reviews accessibility policies and plans, and are responsible for compliance in the Municipality of Red Lake.
- The Accessibility Coordinator provides strategic direction and advice and monitors progress on meeting the AODA standards.
- The 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 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 an 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 Ontario 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 identifying, 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

Infrastructure Development Coordinator, Recreation and Facilities Supervisor, 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 of the Built Environment Standards to be placed in the Ontario Building Code Act.

7.1 Our Commitment

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

7.2 How we will achieve accessible Built Environment

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 Department actively review 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 filed 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 Multi-Year Accessibility Plan 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.

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Balmertown, Ontario
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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, 2021

Information and Communication Standards

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



ACTION PLAN

GOAL: The Municipality of Red Lake to be in compliance with the Provincial Accessibility Standards.

Integrated Accessibility Standards Regulation	Specific Action	Timelines	Status
General Requirements	<ul style="list-style-type: none"> Continue to respond to feedback with respect to accessibility within the Municipality of Red Lake through the Accessibility Feedback Form. 	2021-2026	ON- GOING
Information and Communications Standards	<ul style="list-style-type: none"> Use scanner to highlight any accessibility issues on Municipal website. Fire Permits available online Emergency Alert System – register online Social media page accessible on Municipal website Continue to make all websites and web content accessible to WCAG 2.0 Level AA standards. 	2021-2026	ON-GOING
		April 1, 2020	ON-GOING
		October 1, 2020	ON-GOING
		October 9, 2020	COMPLETED
		January 1, 2021	ON-GOING
Employment Standards	<ul style="list-style-type: none"> Continue to train staff on Accessible Customer Service Policy. Continue to review AODA requirements 	2021-2026	ON-GOING
		2021-2026	ON-GOING
Transportation Standards	<ul style="list-style-type: none"> Continue to ensure compliance with the accessibility legislation. 	2021-2026	ON- GOING

Design of Public Spaces Standards	<ul style="list-style-type: none"> • Crosswalk will be erected on Highway 105 by Ministry of Transportation 	2021	IN-PROGRESS
	<u>Recreation/ Facilities</u>		
	<ul style="list-style-type: none"> • Transfer Station – paved the common area, created quick drop off for materials within a contained facility 	2018	COMPLETED
	<ul style="list-style-type: none"> • Red Lake ball-field access ground leveled 	End 2020	IN-PROGRESS
	<ul style="list-style-type: none"> • Cochenour arena ramp repair 	2021	ON GOING
	<u>Public Works/ Operations</u>		
	<ul style="list-style-type: none"> • Curbs and gutters replaced and added 1.1km of accessible sidewalks in Red Lake. 	2018	COMPLETED
	<ul style="list-style-type: none"> • Splash Pad – even surfaces, wheelchair accessible 	2018	COMPLETED
	<ul style="list-style-type: none"> • Paved sidewalks Downtown Red Lake 	2019	COMPLETED
	<ul style="list-style-type: none"> • Paved Downtown Red Lake parking lot to provide access to the facility adjacent as well as the sidewalk. 	2019	COMPLETED
	<ul style="list-style-type: none"> • Market Pavilion was erected with accessible even surfaces 	2019	COMPLETED
	<ul style="list-style-type: none"> • Sidewalks from the Market Pavilion located in Red Lake connect to the baseball field and Phillip Thomas Vinet Centennial Park. 	2020	COMPLETED
	<ul style="list-style-type: none"> • Sidewalks down opposite side of Howey Street 	2021	IN- PROGRESS
<ul style="list-style-type: none"> • Walking trail from Red Lake District High School to Harry’s Corner 	2021	IN- PROGRESS	

