



The Corporation of the Township of Bonfield  
Multi-year Accessibility Plan

2018-2022

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# **Township of Bonfield's Commitment to Accessibility**

Township of Bonfield's statement of commitment establishes the vision and goals for the township to meet the legislated accessibility requirements. The Township's statement of commitment is publicly available on the Township website as well as posted in administration buildings and Township of Bonfield Public Library.

The Corporation of the Township of Bonfield is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity.

The Township of Bonfield recognizes the diverse needs of all our residents and customers and will respond by striving to provide services and facilities that are accessible to all. The Township of Bonfield is committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

The Township will promote accessibility by ensuring that compliance is met for all regulations made under the Accessibility for Ontarians with Disabilities Act, 2005. Timelines for compliance vary. To ensure that timelines are met, the Township will establish, implement and maintain a multi-year accessibility plan. The plan will outline the Township's strategy to prevent and remove barriers to people with disabilities.

# About the Township of Bonfield's Multi-Year Accessibility Plan

This is Township of Bonfield's Multi-Year Accessibility Plans. The Plan outlines the Township of Bonfield's strategy to prevent and remove barriers and meet the requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (O. Reg. 191/11).

## Consultation

Consultation on the plan was conducted with Township staff, CNIB.....

## Implementation Strategy

The Township of Bonfield supports the spirit and goals of the AODA to make the Province of Ontario accessible by 2025. The Township is striving to become more accessible and inclusive to people with disabilities by ensuring accessibility is a reality throughout all facilities and business operations. Ensuring accessibility is integrated into all Township initiatives, business practices, boards, committees, departments and divisions. The Township of Bonfield Council, Senior staff, Department Heads, are all committed to fulfilling the requirements.

## Structure and Governance

Accountability for the various clauses within the Integrated Accessibility Standards Regulation is a shared responsibility with departments. Senior Staff is responsible for ensuring compliance at the corporate level and is the focal point for legislative analysis and subject matter expertise. Departments retain the accountability for ensuring that their respective clauses are executed according to legislative requirements pertaining to the service delivery.

## Senior Staff

Senior Staff Team has supported the creation of accessible goods, services and facilities to improve inclusion to benefit all residents, visitors and employees. Senior Staff reviewed and provided comments on the Multi-Year Accessibility Plan throughout the development of the plan.

## Township of Bonfield Council

The Township of Bonfield Council has committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity. The Township of Bonfield Council allocates funds each year for accessibility upgrades for Bonfield Township's goods, service and facilities. In September 2018, Council approved updates to the Township of Bonfield Accessibility Policy.

## Legislative Background

### **Ontarians with Disabilities Act, 2001 (ODA)**

The *Ontarians with Disabilities Act (ODA)*, was enacted in 2001. The Act requires municipalities to develop an annual accessibility plan aimed at identifying, removing and preventing barriers to accessibility.

### **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**

The *Accessibility for Ontarians with Disabilities Act (AODA)* was enacted in 2005. The purpose of the Act is to develop, implement and enforce accessibility standards to remove barriers for Ontarians with disabilities in relation to goods, services, facilities, accommodations, employment, structures and premises.

Integrated Accessibility Standards Regulation (O. Reg. 191/11):

The IASR establishes accessibility standards and introduces requirements for:

- Accessible Customer Service Standard
- Information and Communications Standard
- Employment Standard
- Transportation Standard
- Design of Public Spaces Standard

## **Canadians with Disabilities Act**

The Government of Canada is planning new legislation known as the *Canadians with Disabilities Act*. Employment and Social Development Canada consulted with Canadians on planned accessibility legislation from July 2016 to February 2017.

## **Ontario Building Code**

The Ontario Building Code outlines accessibility / barrier-free design requirements in newly constructed buildings and existing buildings that are to be extensively renovated.

The Ontario Ministry of Municipal Affairs outlines a New Edition of the Building Code proposed in-effect date of January 2019 with proposals to include accessibility updates.

## **Ontario Human Rights Code**

The Ontario Human Rights Code is an individual, complaints-based legislation that addresses discrimination. The Ontario Human Rights Code requires organizations to accommodate people with disabilities to the point of undue hardship.

# **Progress on the AODA / IASR**

## **Accessible Outdoor Play Spaces**

The Township of Bonfield have consulted with an architectural firm to prepare a design for the Waterfront Project, to prepare the ground work for constructing new, redeveloping existing and maintaining outdoor play spaces. When completing a major reconstruction or new outdoor play space the Township will consult on each specific project prior to finalizing procurement.

Consultation for new outdoor play spaces - Rest Areas are ongoing.

## **Maintenance of Accessibility Elements**

The Township of Bonfield will develop procedures for dealing with preventative and emergency maintenance of accessible elements in public spaces and when dealing with temporary disruptions when accessible elements are not in working order for:

- Beach Access Routes
- Outdoor Public Use Eating Areas

- Outdoor Play Spaces
- Accessible Parking

The Township of Bonfield Public Works Department:

- Shall apply best practices in the preventative maintenance of accessible elements with periodic checks such as;
  - Annual inspections, or more frequently as per the Minimum Maintenance Standards.
  - After storms or events that might affect accessible elements
  - As part of any reports of vandalism or complaints
- Shall apply best practices in the emergency maintenance of accessible elements with active response once notified.
- Shall continue to provide public notification of temporary disruptions in keeping with compliance requirements under the Integrated Accessibility Standard Regulation (O. Reg. 191/11) and the Municipality's Corporate Notice of Service Disruption Process:
  - Notice of the disruption will include: the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any that are available.
  - Notice will be given by posting the information in a conspicuous place as well as by posting the information on the Municipal website.
- Repair as soon as practicable

## **2018-2021 Priorities and Commitment**

The five-year accessibility plan includes both new and continuing priorities and commitments that will assist with the Township of Bonfield's commitment towards identifying removing and preventing barriers to accessibility.

### **General Requirements**

- Continue to review and update policies/procedures/forms to reflect legislation changes.
- File Accessibility Compliance Report to the Ministry bi-annually.
- Prepare Annual Accessibility Status Reports.
- Establish a 2022-2026 Multi-Year Accessibility Plan.
- Continue to consult the public and people with disabilities for Accessibility Plans.
- Continue to implement accessibility design, criteria and features when procuring or acquiring goods, services or facilities. Document where it is not possible to do so. Develop accessible procurement training for staff.
- Ensure that all employees continue to complete mandatory accessibility training.
- Continue to ensure all Volunteers and Contractors complete AODA training and complete and submit the AODA Compliance Form.

- Update Staff, Contractor and Volunteer training resources
- Review requirements under the General Requirements pending update in 2019/2020 (under review in 2018).

### **Customer Service Standard**

- Continue to fulfill the needs of residents and customers under the Accessible Customer Service Standard.
- Continue to receive and respond to feedback and ensure processes are accessible for persons with disabilities.
- Continue to post service disruptions on site and online.

### **Employment Standard**

- Regularly review our human resources policies to prevent or remove systemic employment barriers, ensure they are compliant with legislation and reflect best practices.
- Offer mental health training for all staff.
- Notify about the availability of accommodation for persons with disabilities.
- Consult with employees to provide or arrange for accessible formats and communications supports.
- Comply with the legislated requirements for:
  - Recruitment
  - Workplace Emergency Response Information
  - Return to Work Process
  - Performance Management
  - Career Development and Advancement
- Review requirements under the Employment Standard pending update in 2018/2019 (under review in 2017).

### **Information and Communications Standard**

- educate staff on the need for accessible documents.
- Develop a strategy of how to ensure existing documents are accessible or available upon request.
- Staff to ensure that “accessible formats available upon request” logo or written text is on all printed documents.



- Review websites to determine next steps for website and web content.
- Continue to monitor accessible website and web content compliance.
- Ensure all websites and web content conforms with the Information and Communications Standard / WCAG 2.0 Level AA by 2021.
- Continue to receive and respond to feedback and ensure processes are accessible for persons with disabilities.
- Continue to consult with persons who make requests for accessible formats and communication supports to determine the suitability of the request.
- Review requirements under the Information and Communications Standard pending update in 2018/2019 (under review in 2017).
- Continue to provide access to or arrange for accessible materials at the Bonfield Township Public Library.
- Continue to prepare emergency procedures, plans and public safety information and make the information available to the public as well as provide accessible formats and communication supports.

### **Transportation Standard**

- follow the intent and spirit of the AODA legislation.
- At such time as the Township of Bonfield will have public transportation, taxicabs and the likes the Township of Bonfield will continue to endeavour to attract and encourage owners and operators to make their vehicle registration and identification information in accessible formats.
  - Will continue to encourage taxicab owners to add accessible taxicabs to the community.
  - Will continue to consult the public and people with disabilities in the following areas
  - Accessibility Plans
- Annually hold at least one public meeting involving people with disabilities to ensure that they have the opportunity to participate in a review of the accessibility plan and that they are given the opportunity to provide feedback on the accessibility plan.
- Ensure that the Contractor and taxicab owners meet compliance requirements outlined in the AODA and the Integrated Accessibility Standards Regulation.
- Identify planning for accessible bus stops and shelters.

- Review requirements under the Transportation Standard pending update in 2018/2019 (under review in 2017).

### **Design of Public Spaces Standard / Built Environment**

- Continue to consult the public and people with disabilities in the following areas:
  - Recreational Trails
  - Outdoor Play Spaces
  - Exterior Paths of Travel – Rest Areas
- Continue to implement maintenance of accessible elements as outlined in our Multi-Year Accessibility Plan
- Incorporate accessibility retrofits during renovation project and new constructions for Township of Bonfield facilities and public spaces
- Engage/consult during project planning, design and implementation stages.
- Continue to comply with the legislated requirements for:
  - Recreational Trails and Beach Access
  - Outdoor Public Eating Areas
  - Outdoor Play Spaces
  - Exterior Paths of Travel – Ramps, Stairs, Rest Areas
  - Accessible Parking
  - Obtaining Services – Service Counters, Fixed Queuing Guides, Waiting Areas
- Continue to comply with the Barrier-Free Design of the Ontario Building Code for new construction and major renovations.
- Review requirements under the Design of Public Spaces Standard pending update in 2019/2020 (under review in 2018).
- Review requirements under the Ontario Building Code pending updates for 2019.

### **Procurement Note:**

Under the law, only public sector organizations have this requirement.

We will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-serve kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

## Review and Monitoring

The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years. An annual status report will be completed to document the progress and measures taken to implement the Township of Bonfield's strategy and meet the requirements of the Integrated Accessibility Standards Regulation.

## AODA Training

The Township of Bonfield is committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We will train our employees and volunteers on accessibility as it relates to their specific roles.

As part of our commitment to demonstrate leadership for accessibility in the community, the Township of Bonfield provides AODA Training to employees, summer students and volunteers on the requirements of the IASR AND THE RELEVANT PORTIONS OF THE Ontario Human Rights Code. This requirement is ongoing and forms part of the list of mandated training that must be completed when starting work or volunteering for the Township of Bonfield.

### **Education, Awareness and Training:**

The accessibility training for staff, volunteers and persons who provide goods and services on behalf of the Township of Bonfield will be reviewed and revised to reflect the most current and best information on supporting persons with different abilities.

1. **Training for an Accessible Ontario** - <https://accessforward.ca>
2. **Human Rights Code Training** - <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>

## Feedback

The Township of Bonfield welcomes public input as feedback helps to identify areas where changes need to be considered and ways in which we can improve facilities, goods and services. Should a member of the public wish to provide general feedback, comments or suggestion on how to improve accessibility in our facilities, goods or services please contact the CAO, Accessibility Compliance and Customer Communications or complete a Customer Service Feedback/Comment Form.

## Availability of the Plan

The Multi-Year Accessibility Plan will be made available through a number of efforts:

**Website:** The Plan can be accessed through Township's website.  
[www.bonfieldtownship.org](http://www.bonfieldtownship.org)

**Hard Copy:** The Plan may be accessed at the Township of Bonfield Municipal Office:

- **Municipal Office**  
365 Highway 531, Bonfield P0H 1E0

- **Bonfield Public Library**  
365 Highway 531, Bonfield P0H 1E0

## Contact Information

For more information contact –

Township of Bonfield CAO,

Phone: 705.776.2641 | 705.205.3701

Email: [cao.clerk@bonfieldtownship.org](mailto:cao.clerk@bonfieldtownship.org)

Mail: CAO/Clerk

Corporation of the Township of Bonfield

365 Highway 531, BONFIELD ON P0H 1E0





## Accessibility Customer Service Feedback Form

Thank you for visiting a Township of Bonfield Facility and/or website. We value all of our customers and strive to meet everyone's needs.

Let us know how we did in serving you.

**Please indicate which Township of Bonfield facility you visited.**

- Municipal Office**
- Public Library**
- Medical Centre**
- Fire Department**
- Parks \_\_ Centennial \_\_ Kaibuskong \_\_ Rutherglen \_\_ Covered Rink Building**
- Public Works**
- Website**

**Please tell us the date and time of your visit (yyyy-mm-dd) (hh:mm)**

**Did we respond to your customer service needs?**

- Yes**
- No**

**Was customer service provided to you in an accessible manner?**

- Yes**
- No**
- Somewhat**

**If you answered somewhat or no, please explain below.**

**Contact Information: Name and telephone number**

**Email Address**



## Schedule E

### Document for Addressing Customer Feedback

Date feedback received: Name of customer [optional]:

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Contact information (if appropriate):

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Details:

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Follow-up:

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Action to be taken:

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Staff member: \_\_\_\_\_

Date: \_\_\_\_\_