



TOWN OF MINTO
MULTI-YEAR ACCESSIBILITY PLAN
2022-2026

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Commitment

The Town of Minto remains committed to providing a barrier-free environment for all stakeholders including our ratepayers, employees, applicants, suppliers, and any visitors who may enter our premises, access our information or use our services. As an organization, we respect and support the goal of an accessible Province by 2025 by implementing the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

The Town of Minto understands that we have a responsibility to ensure a safe, dignified, and welcoming environment for everyone, and will strive to uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act, and its associated standards and regulations.

This Multi-Year Accessibility Plan outlines our plan to make sure we have an inclusive workplace and are an accessible service provider.

Obligations

The Accessibility for Ontarians with Disabilities Act (AODA) requires public sector organizations to have an Accessibility Advisory Committee and develop an accessibility plan each year.

Under the AODA, municipalities must:

- Prepare an accessibility plan each year.
- Include people with disabilities in the planning process.
- Remove barriers over time.

The Accessibility for Ontarians with Disabilities Act (AODA) is the first law of its kind in Canada. Under the AODA, the Province is developing, implementing and enforcing accessibility standards. The goal of the act and the standards is to make the province accessible for all people with disabilities by 2025.

The Multi-Year Plan is based upon requirements under the AODA. The AODA sets out the roadmap for an accessible Ontario by 2025. Under the AODA, the Integrated Accessibility Standards Regulation (IASR) contains standards in the following five (5) areas:

1. Information & Communications
2. Employment
3. Transportation
4. Design of Public Spaces
5. Customer Service

The Town of Minto's Strategy

The Town of Minto's 2022-2026 Multi-Year Accessibility Plan describes how we will continue working towards becoming an inclusive workplace and ensuring that all Town services and facilities are accessible to everyone, using the base created by the 2014-2016 and 2017 – 2021 plans. Over the next five years, we will continue to focus on the following areas:

- Policies, Processes & Practices
- Communications & Awareness
- Technology
- Infrastructure
- People

Key Outcomes

- People with disabilities have access to quality goods and services in a timely manner.
- People with disabilities have access to information and communications in alternate formats.
- People with disabilities can participate fully in services and employment with the Town.
- People with disabilities experience greater accessibility in Town-owned facilities.

Monitoring & Annual Reporting

The Town of Minto's Multi-Year Accessibility Plan is reviewed and updated every five (5) years. The next update will occur in 2026.

Each year, The Accessibility Coordinator will prepare a status update report to be presented to the Town of Minto Council, outlining the actions taken throughout the year to achieve the goals outlined in the Multi-Year Accessibility Plan, and highlight the Town of Minto's progression towards becoming an accessible organization. This report will inform Council of how the Town of Minto is meeting the requirements under the AODA and IASR.

This report, along with the Multi-Year Accessibility Plan will be posted on the Town of Minto website, at www.town.minto.on.ca/government/accessibility

Feedback & Contact Information

The Town of Minto welcomes feedback on the Multi-Year Accessibility Plan, and on the accessibility of our services and facilities. If you have any ideas or suggestions as to how we can improve our accessibility efforts, please contact the Accessibility Coordinator.

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2022-2026 Goals & Priorities

Accessibility Standard: Customer Service

Goals & Priorities	Timeline
Develop, implement and maintain policies regarding the provision of goods, services or facilities to persons with disabilities.	2022-2023
Prepare documents describing the accessible customer service policies, provide on request, and notify that the documents are available upon request.	2022-2023
Ensure that persons with disabilities are permitted to enter all Town-owned premises with their service animal, and to keep the animal with them, unless the animal is otherwise excluded by law from the premises.	Ongoing
Ensure that alternative measures are available to enable persons with disabilities to obtain, use or benefit from the Town of Minto's services or facilities if the person's service animal is excluded from the premises.	Ongoing
Ensure that persons with disabilities and their support persons are permitted to enter all Town-owned premises together and that the person with a disability is not prevented from having access to the support person while on the premises.	Ongoing
Provide advance notice if there is an admission charge for a support person BUT make every effort possible to waive the admission charge when a support person is required to accompany a person with a disability.	Ongoing
Provide notice of any temporary disruption to services that may affect persons with disabilities.	Ongoing
Prepare a document on temporary disruption of services, notify that the document is available, and provide that document on request.	2023
Provide accessible customer service training to all staff annually.	Ongoing
Provide training on policy changes to staff on an ongoing basis and keep records of said training.	Ongoing

Goals & Priorities	Timeline
Prepare a document on the training policy, notify that the document is available on request, and provide a copy of the document on request.	2023
Establish a feedback process for providing services, or facilities to persons with disabilities.	2023
Prepare a document on the feedback process, notify that the document is available on request, and provide a copy of the document on request.	2023
Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support.	Ongoing

Accessibility Standard: Information and Communications

Goals & Priorities	Timeline
Establish a feedback process for providing services, or facilities to persons with disabilities.	2023
Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support.	Ongoing
Ensure that all Emergency Procedures, Plans and Public Safety Information are available to the public, and are offered in an accessible format upon request.	Ongoing
Conduct accessibility audit of Town of Minto website to ensure that all content meets the internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.	2023-2024
Incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities. The only exception is in cases where it is impracticable to do so.	Ongoing
Provide training on the IASR accessibility requirements and Ontario's Human Rights Code as they pertain to individuals with disabilities. This applies to all employees, volunteers, individuals who participate in developing policies, and all other persons who provide goods, services, or facilities on the Town of Minto's behalf.	Ongoing

**The Information and Communications Standards do not apply to:

- Products and product labels;
- Unconvertible information or communications; or
- Information that the organization does not control either directly or indirectly through a contractual relationship.
 - If it is determined in consultation with the requesting party that information or communications are unconvertible, Town of Minto will ensure that the individual who made the request is provided with an explanation and a summary of the information.
 - Town of Minto will classify information or communications as unconvertible where:
 - It is not technically practicable to convert; or
 - The technology required to make the conversion is not readily available.

Accessibility Standard: Employment

Goals & Priorities	Timeline
Town of Minto will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available upon request for the interview process and for other candidate selection methods. Where an accommodation is requested, Town of Minto will consult with the applicant and provide or arrange for suitable accommodation.	Ongoing
Successful applicants will be made aware of Town of Minto's policies and supports for accommodating people with disabilities.	Ongoing
The Town of Minto will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.	Ongoing
<p>If an employee with a disability requests it, Town of Minto will provide or arrange for the provision of accessible formats and communication supports for the following:</p> <ul style="list-style-type: none"> • Information needed in order to perform their job; and • Information that is generally available to all employees in the workplace. <p>The Town of Minto will consult with the employee making the request to determine the best way to provide the accessible format or communication support.</p>	Ongoing
Where required, Town of Minto will create individual workplace emergency response information for employees with disabilities. This information will account for the unique challenges created by the individual's disability and the physical nature of the workplace and will be created in consultation with the employee.	Ongoing
Town of Minto must also develop and have in place written processes for documenting individual accommodation plans for employees with disabilities.	Ongoing
Town of Minto will develop and implement return-to-work processes for employees who are absent from work due to a disability and require disability-related accommodations in order to return to work.	2022-2023

Goals & Priorities	Timeline
The Town of Minto will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.	Ongoing
Provide training on the IASR accessibility requirements and Ontario's Human Rights Code as they pertain to individuals with disabilities. This applies to all employees, volunteers, individuals who participate in developing policies, and all other persons who provide goods, services, or facilities on the Town of Minto's behalf.	Ongoing
The accessibility needs of employees with disabilities will be considered in the event of redeployment.	Ongoing

Accessibility Standard: Transportation

The Town of Minto does not offer transportation services; therefore, the majority of the Transportation Standard does not apply to this organization. In 2009, the Town of Minto entered into an agreement with the County of Wellington to delegate authority for licensing taxicabs within the Town of Minto. In 2011, the County of Wellington ensured that By-law 5266-11 met the requirements of the Integrated Accessibility Regulations as they relate to the Transportation Standard.

Accessibility Standard: Design of Public Spaces

**This standard applies to public spaces that are newly constructed or redeveloped on and after the timelines established in legislation. Unplanned changes to existing public spaces to meet the standard are not required (includes emergency repairs or forced changes that were not anticipated or planned for in advance).

Goals & Priorities	Timeline
Incorporate accessible design features in accordance with public space accessibility requirements of the Ontario Building Code, and the County of Wellington's Facility Accessibility Design Manual into future renovations/additions to all municipal buildings	Ongoing
Upgrades at the Palmerston Arena	2022
Temporary ramp built for use in the Council Chambers at the Municipal Office to make Council desk more accessible.	2022
*Purchase of new accessible tables to be used in outdoor rest/eating areas.	2022-2026

***Projects marked with an asterisk "*" are contingent upon available funding opportunities.