



**ANNUAL ACCESSIBILITY PLAN  
2020-2022**

**The Municipality of Brooke-Alvinston**

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**Submitted to:  
Mayor Ferguson and Members of Council**

**Submitted by:  
Janet Denkers, Clerk-Administrator**

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**Table of Contents  
Municipality of Brooke-Alvinston  
Annual Accessibility Plan – 2020-2022**

<b>Executive Summary</b>	<b>Page 3</b>
<b>Aim</b>	<b>Page 3</b>
<b>Objectives</b>	<b>Page 3</b>
<b>Description of Municipality of Brooke-Alvinston</b>	<b>Page 4</b>
<b>Brooke-Alvinston commitment to accessibility planning</b>	<b>Page 4</b>
<b>Recent and past barrier removal initiatives</b>	<b>Page 5</b>
<b>Consultation</b>	<b>Page 6</b>
<b>Review and monitoring process</b>	<b>Page 7</b>
<b>Goals for the Municipality</b>	<b>Page 7</b>
<b>Communication of Plan</b>	<b>Page 7</b>
<b>Appendix A - Accessibility Plan-Notice-website</b>	<b>Page 9</b>
<b>Appendix B - Accessibility Plan-Timeline of Requirements</b>	<b>Page 10</b>
<b>Appendix C- Accessibility Plan-Customer Service Policy</b>	<b>Page 11</b>
<b>Appendix D - Accessibility Plan-Customer Service Policy</b>	<b>Page 12</b>

## **EXECUTIVE SUMMARY**

The purpose of the Accessibility for Ontarians with Disabilities Act, 2001 (AODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the province of Ontario. To this end, the AODA mandates that each municipality prepare an annual accessibility plan.

### **AIM**

This report describes the measures that the Municipality of Brooke-Alvinston has taken in the past and the measures to identify, remove and prevent barriers to people with disabilities who use the facilities and services of the municipality including staff and other members of the community.

The municipality meets the Accessibility for Ontarians with Disabilities Act, (AODA) Customer Service Standard. The municipality must continue staff training for new staff, volunteers and contractors, respond to requests for documents in alternate formats, accept and request feedback on the accessibility of municipal facilities and continue to post any notices for the disruption of services. The AODA includes standards for Employment, Information and Communication, Built Environment and Transportation.

The Integrated Accessibility Standards Regulation (IASR) is now law. It is the newest of the standards under the Accessibility for Ontarians Disability Act (AODA). Municipalities must comply with the IASR, which requires the development and implementation of policies, procedures and practices to enhance accessibility for employees and potential employees with disabilities. In addition, improve information and communications (e.g. web sites, brochures, mailings etc.) so that they are accessible for persons with disabilities. Finally, there are requirements that must be met with respect to transportation. The requirements of the municipality to meet these regulations will be phased in.

### **OBJECTIVES**

This report:

- 1) Describes the process by which the municipality will identify, remove and prevent barriers to people with disabilities.
- 2) Lists the facilities, policies, programs, practices and services that the municipality will review in the coming years to identify barriers to people with disabilities.

- 3) Describe the measures the municipality will take in the coming year to identify, remove and prevent barriers to people with disabilities.
- 4) Describe how the municipality will make this accessibility plan available to the public.

### **DESCRIPTION OF THE MUNICIPALITY OF BROOKE-ALVINSTON**

The Municipality of Brooke-Alvinston is a restructured municipality (2001) comprised of the former municipalities of Brooke and the Village of Alvinston. The municipality has a population of approximately 2411 residents, according to the 2016 census.

The municipality is responsible for the provision of municipal services through the municipality including (1) arena/community complex, two (2) libraries, three (3) ball diamonds, one (1) fire hall, one (1) works depots, one (1) municipal office.

### **The Municipality of Brooke-Alvinston is committed to Accessibility by:**

- i. Updating its Municipal Accessibility Plan annually as required.
- ii. Ensuring municipal facilities, publications, websites, meetings and services are accessible to people with disabilities.
- iii. Providing staff with customer service training with respect to interaction with and understanding issues concerning people with disabilities
- iv. Having an official plan that promotes a barrier free municipality.
- v. Ensuring barrier free designs are incorporated into new construction projects and redevelopments in outdoor spaces.
- vi. Providing information in alternative formats to people with disabilities as requested.
- vii. Constant improvements to the municipal webpage to make it easier for persons with disabilities to access the information.
- viii. Annual Grant submissions under the Enabling Accessibility Fund – small project component for future improvements of municipally owned property
- ix. The provision of quality services to all ratepayers and members of the community with disabilities.
- x. Review of municipal by-laws, policies, programs, practices and services to ensure accessibility is maintained.

The Municipality of Brooke-Alvinston accessibility plan by has been created by:

1. Conducting research on barriers to people with disabilities and determining how it relates to the facilities, regulations, policies, programs, practices and services offered by the Municipality of Brooke-Alvinston.
2. Listing facilities, regulations, policies programs, practices and services that or may cause barriers to people with disabilities.
3. Identifying barriers that will be removed or prevented in the coming years.

### Recent barrier-removal initiatives

During the last several years, there have been informal initiatives to identify, remove and prevent barriers to people with disabilities. They are identified as:

Barrier & Type	Location	Strategy Used
Election	Municipality	<u>Vote by Mail</u> The vote by mail process allows residents who may have difficulty attending polling stations to execute their electoral rights via mail-in ballots. Regulations provide that visually impaired voters may seek the assistance of a family member.
Physical	Administration Building	The municipal office was completely renovated beyond the requirements of the Ontario Building Code to fully accommodate the public and / or employees with disabilities
Physical	Municipality	Clearly marked signage for handicapped parking
Information	Municipality	Procedures for delivering information in alternate formats e.g. minutes printed in a 16 font or electronic format if requested
Planning	Municipality	Zoning by-law review (2012) ensures

		consistency with accessibility standards
Transportation	Municipality	Sidewalk construction is done with accessibility in mind, taking into account width and contour to enable easier access onto and off of the sidewalks
Rest Areas	Municipality	Street furniture / benches have been installed in new park developments (on River Street) for a rest area.
Emergency Plan	Municipality	A total re-write of the plan is currently being done in an accessible format and includes a section on dealing with persons with disabilities in a potential emergency situation
Accessibility	BAICC	The Arena Complex has been equipped in recent years with various items to accommodate persons with disabilities to include an automatic entrance, elevator to the second floor and an elevated platform for wheel chairs to watch sports games.

### **Consultation Activities**

The target group to review this plan is the general public.

A review of legislative & regulatory amendments and any other relevant documentation and local requirements is conducted annually before producing this report.

*Appendix A*, attached to this document, shows the website advertisement for comment into the Municipality's accessibility plan.

The Clerk regularly invites staff to voice concerns and help identify barriers in municipal facilities, services, policies and regulations and suggest ways to improve them.

### **REVIEW AND MONITORING PROCESS**

Targets are established based on what is achievable in a 12 month period. Since a Municipal Accessibility Plan is required on an annual basis, reviews will occur mid year to review progress. Attempts to consult with individuals with disabilities will proceed in the annual re-evaluation of the accessibility plan.

The timing of submission of this report shall precede the forthcoming annual budget discussions.

### **Goals for 2013**

1. Ongoing Accessible Customer Service Standards training in accordance with legislation for any new employees, volunteers and contractors
2. Continue to consider accessibility during any sidewalk construction
3. Municipal staff will participate, when possible, in education programs or training workshops
4. The municipality will continue to improve the municipal website and newsletters for the visually impaired
5. Grant submission approvals under the HRSDC Enabling Accessibility Fund-small project component
6. Ongoing by-law enforcement of designated handicap parking areas
7. Annual re-painting of all handicap parking spots in the Municipality.

### **COMMUNICATION OF THE PLAN**

The Municipality of Brooke-Alvinston Accessibility Plan will be a web enabled document in a pdf format that is accessible for all on the municipal website. The Accessibility Plan will also be made available in hard copy format upon request.

Appendix A  
2012 Brooke Alvinston  
Accessibility Plan-Notice-website



The Municipality of Brooke-Alvinston is continually updating their Accessibility Plan in accordance with the Ontarians with Disabilities Act, 2001 and is required to attempt to consult with people with disabilities regarding accessibility issues in the Municipality.

To discuss accessibility issues, please contact Janet Denkers, Clerk by telephone at 519-898-2173 or by email at [idenkers@brookealvinston.com](mailto:idenkers@brookealvinston.com) or by visiting the Brooke-Alvinston Municipal Office at 3236 River Street in Alvinston.

Janet Denkers  
Clerk

Appendix B  
2012 Brooke-Alvinston  
Accessibility Plan-Timeline of Requirements

<u>Standard</u>	<u>Deadline</u>	<u>Status</u>
Customer Service Standard	January 2012	Complete
Employment Standard	phased in 2012-2021	Partial
Transportation	not applicable	
Information & Communication	phased in 2012-2021	Partial
Built Environment	not finalized	

Employment Standard

The Accessibility Standard for Employment will help Ontario businesses and organizations make accessibility a regular part of finding, hiring and supporting employees with disabilities. Organizations will have to:

- let job applicants know that recruitment and hiring processes will be modified to accommodate their disabilities, if requested.
- build the accessibility needs of employees into their human resources practices.
- create a written process (not applicable to small organizations) for developing and documenting individual accommodation plans for employees with disabilities.
- help employees stay safe in an emergency by providing them with individualized emergency response information when necessary.

Information & Communication Standard

Provide accessible formats and communications supports as quickly as possible and at no additional cost when a person with a disability asks for them. Make feedback processes accessible by providing accessible formats and communications supports when requested. Make public emergency information accessible when requested.

Built Environment Standard

The Ontario Government has issued four sets of standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) to achieve the vision of a barrier-free Ontario by 2025. In the case of the Accessible Built Environment, no Standard has yet been finalized.

### **Accessible Standards for Customer Service**

#### Purpose

To ensure all Municipality of Brooke-Alvinston programs and services are accessible to everyone in the community in accordance with Ontario Regulation 429/07 Accessibility Standards for Customer Service.

#### Policy Overview

These policies and procedures apply to all goods and services that are delivered by the Municipality of Brooke-Alvinston, by any means including in person, by telephone, electronically, by mail, visually, orally or by written means.

This policy applies to all Municipality of Brooke-Alvinston staff, volunteers, elected officials and third parties who deal with the public, on behalf of the Municipality of Brooke-Alvinston.

#### Policy

The Municipality shall meet its duties and responsibilities under Ontario Regulation 429/07 by adhering to the following principles and practices:

##### 1. Training

Training is required for those staff, elected officials, volunteers or third parties that interact with the public on behalf of the Municipality, or who are involved in developing policies, practices and procedures. The required training must include information on how to communicate and interact with people with disabilities, how to interact with people who have an assistive device, service animal or support person, how to utilize assisted devices that are available on Municipal premises, and what to do if a person has difficulty accessing Brooke-Alvinston services.

The training will include the core principles of customer service as set out by the Municipality of Brooke-Alvinston which include: dignity, equity, inclusion, independence, integration, sensitivity and equality.

A training program of varying modules will be implemented which will ensure compliance and meet the needs of various departments and employee groups. Records are to be kept indicating the dated and training provided, and the number of individuals to whom it was provided.

Third party organizations providing goods and services on behalf of the Municipality shall provide relevant training, learning opportunities or direction to employees and volunteers regarding their roles and responsibilities under the AODA.

## 2. Service Animals and Support Persons

A person with a disability accompanied by a service animal is permitted to enter the Municipality of Brooke-Alvinston premises with the animal unless the animal is otherwise excluded by law. Should a service animal be excluded from the premises then the Municipality shall ensure that other measures are available to enable the person with the disability to obtain, use or benefit from the good and/or services.

Section 4(9) of the Accessibility Standards on Customer Service indicates that an animal is a service animal if (1) it is readily apparent that the animal is being used for reasons related to a person's disability; or (2) if the person provides a letter from a doctor or nurse confirming that the animal is required for reasons relating to the disability.

Staff will be properly trained to identify support persons who may be a paid professional, volunteer, family member or friend that may accompany a customer in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

A disabled person's support person is to be permitted access to Municipal facilities at no charge when there is a regular fee to access the facility.

## 3. Notice of Temporary Disruptions

The Municipality of Brooke-Alvinston will give notice of temporary disruptions to service or facilities used by persons with disabilities including the reason(s) for the disruption. The notice shall be posted appropriately at the facility and on the Municipal website when appropriate. When the disruption is planned, advanced notice will be provided.

## 4. Feedback

Notices in customer service areas will notify customers that their feedback is welcomed and valued for the continual improvement of services so as to avoid inadvertently excluding people with disabilities from activities or services.

An accessible simple to use system of providing feedback and complaints will be made available through a range of service channels.

Staff will make note of feedback given in person, verbally or in writing, online, by telephone or any other means. A simple to use, accessible process for customers to provide feedback or complaints will be in place.

## 5. Emergency Situations

Staff will be familiar with emergency procedures and how to assist customers or staff who may require help during an emergency.

Appendix D  
2012 Brooke Alvinston  
Accessibility Plan-Accessibility Standard for Employment

Accessibility Standard for Employment - Providing emergency response information for employees with disabilities

The Municipality of Brooke-Alvinston is committed to employee safety. Under Ontario's Accessibility Standard for Employment, employers with employees with disabilities must provide individualized emergency information to them. Brooke-Alvinston administration has not been advised of any of its employees having a disability. If an employee identifies their disability, appropriate accommodations will be made by administration to give them the help they need in the event of an emergency. Upon the hiring of a new employee, the attached memo will be provided to the employee.

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Employee Memo:

At the Municipality of Brooke-Alvinston, we take employee safety seriously.

If you have a disability, whether permanent or temporary, and may need help during an emergency, please let me know. We will ask you to complete a self-assessment form, then will work with you to develop individualized emergency response information that will meet your needs in an emergency situation.

Please note that we do not need to know the details of your medical condition or disability, only the kind of help you may need. The information you provide will be kept confidential and only shared with your consent.

If you have questions or you already have emergency response information and need to adjust it, please let me know.

Thank-you

Rick Holland  
Treasurer-Administrator