



REPORT ADM-2022-049

TO: Mayor and Members of Council

PREPARED BY: Jeff Bunn, Deputy Clerk

PRESENTED BY: Jeff Bunn, Deputy Clerk

MEETING DATE: September 7, 2022

SUBJECT: Township of Puslinch Annual Accessibility Status Report
File: A22

RECOMMENDATION

That Report ADM-2022-049 entitled Township of Puslinch Annual Accessibility Status Report be received.

Purpose

The purpose of this report is to provide Council with an annual status update on the progress of measures taken to implement the Township 2022-2026 Multi-Year Accessibility Plan (Attachment 1).

The Township of Puslinch has established a multi-year accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for 2022-2026 on the progress of measures taken to improve accessibility within the Township. The purpose of this report is to track the organization's progress and make the public aware of our initiatives.

This report will be available online at www.puslinch.ca/accessibility.

Background

The *Ontarians with Disabilities Act* (ODA), 2001, mandates public organizations have an accessibility plan that integrates accessibility planning into their operations and facilities.

In 2015, the Ontario Government introduced the AODA, which provided a foundation of how to achieve a fully-accessible province for all citizens by 2025.

The AODA sets out the roadmap for an accessible Ontario by 2025, and contains standards in the following five areas:

1. Customer Service;
2. Information and Communication;
3. Employment;
4. Transportation; and,
5. Design of Public Spaces.

The Township's 2022-2026 Multi-Year Accessibility Plan is based upon the legislative requirements of the ODA and AODA.

In addition to addressing the specific goals and priorities identified in the 2022-2026 Multi-Year Accessibility Plan, Township staff have consulted with the County of Wellington and Member Municipalities' Accessibility Advisory Committee on various policies and procedures in preparation for the 2022 Municipal Election.

Projects identified on the Multi-Year Accessibility Plan that are marked with an asterisk "" are contingent upon available grant funding opportunities.

2022 Status Update

Customer Service

- (Ongoing) Continued to provide Accessible Customer Service Training to all staff, new employees and volunteers
- (Ongoing) Continued to review and improve current process to receive feedback from the public, where possible
- (Ongoing) Continued to review and improve current processes on how the public can request alternative formats, where possible
- (Ongoing) Continue to support corporate efforts to ensure compliance with AODA and the Integrated Accessibility Standards

Information and Communications

- (Ongoing) Website content written in plain language, appropriate heading tags for content, alternative text tags for images and documents that are friendly to those using assistive devices

- (Ongoing) Created online accessible fillable forms and converted existing forms to PDF forms for easier use
- (Ongoing) Documents offered in accessible formats when requested
- (Ongoing) Reviewed information and communications processes and products to improve accessibility

Employment

- (Ongoing) Provided accommodation measures as required during recruitment processes upon request
- (Ongoing) Provided job postings and descriptions in alternative formats upon request
- (Ongoing) Ensured job postings were advertised in a variety of newspapers and websites
- (Ongoing) Provided accessibility training to all new staff as part of new employee onboarding program

Transportation

- As the Township of Puslinch does not have a public transit system, the majority of the Transportation standard does not apply
- In 2009 the Township entered into an agreement with the County of Wellington to delegate authority for licensing taxicabs within the Township of Puslinch. In 2011, the County of Wellington ensured Taxi By-law 5266-11 met the requirements of the Integrated Accessibility Regulations as they relate to the Transportation standard

Design of Public Spaces

- (2021-2022) *Completing a space needs analysis and design of municipal office in accordance with public space accessibility requirements of the Ontario Building Code, and the County of Wellington's Facility Accessibility Design Manual
- (2022-2023) Playground upgrades at the Puslinch Community Center Park.

Financial Implications

None.

Applicable Legislation and Requirements

Ontarians with Disabilities Act (ODA), 2001

Accessibility for Ontarians with Disabilities Act

Attachments

Attachment 1 – 2022-2026 Multi-Year Accessibility Plan

Respectfully submitted,

Reviewed by:

Jeff Bunn, Deputy Clerk

Courtenay Hoytfox, Municipal Clerk



TOWNSHIP OF
PUSLINCH

EST. 1850

2022-2026
Multi-Year Accessibility Plan



2022-2026 Multi-Year Accessibility Plan

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2022-2026 Multi-Year Accessibility Plan

Township of Puslinch Accessibility Commitment

The Township of Puslinch is committed to being responsive to the needs of its residents and to recognize the diverse needs of all residents. The Township of Puslinch strives to provide services and facilities that are accessible to all citizens.

In 2021, the Township reaffirmed its commitment to equal access and participation for people with disabilities, by enacting a Corporate Accessibility Policy which supports treating people with disabilities in a way that allows them to maintain their dignity and independence, by enacting a Corporate Accessibility Policy.

The 2022-2026 Multi-Year Accessibility Plan builds on a foundation set by the 2011-2017 and 2017-2021 Multi-Year Plans and outlines the Township's approach to ensuring an inclusive workplace and ensuring that our services are accessible to the public.

The Township's goal is to ensure accessibility within the organization for the public and employees in services and facilities.

Legislation and Responsibilities

The Ontarians with Disabilities Act (ODA), 2001, mandates public organizations have an accessibility plan that integrates accessibility planning into their operations and facilities.

In 2015, the Ontario Government introduced the Accessibility for Ontarians with Disabilities Act (AODA), which provided a foundation of how to achieve a fully-accessible province for all citizens by 2025. The AODA sets out the roadmap for an accessible Ontario by 2025, and contains standards in the following five areas:

1. Customer Service;
2. Information and Communication;
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5. Design of Public Spaces.

The Township's Multi-Year Accessibility Plan is based upon the legislative requirements of the ODA and AODA.



2022-2026 Multi-Year Accessibility Plan

2022-2026 Goals and Priorities

Accessibility Standard	Goals and Priorities	Timeline
Customer Service	Review best municipal practices and improve (if necessary) current processes on how the public can request alternative formats, where possible	Ongoing
	Support corporate efforts to ensure compliance with AODA and the Integrated Accessibility Standards	Ongoing
	Review and update (if necessary) Township of Puslinch Policy regarding Accessible Standards for Customer Service & Use of Assistive Devices	2022
Information and Communications	Ensure public documents are provided in accessible formats when requested	Ongoing
	Conduct accessibility audit of Township website to ensure content meets internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario’s accessibility laws. In addition to an automated scan, include a real human test/review of the website.	2023
	Conduct Website Redesign in accordance with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements, AODA standards, and municipal best practices*	2026 & 2031
Employment	Provide Accessible Customer Service Training to all staff, new employees and volunteers	Ongoing
	Provide accessibility training to all new staff as part of new employee onboarding program	Ongoing
	Provided accommodation measures as required during recruitment processes upon request	Ongoing

Ensure job postings and descriptions in alternative formats upon request Ongoing

Advertise job postings in a variety of newspapers and websites Ongoing

Transportation

The Township of Puslinch does not have a public transit system, the majority of the Transportation standard does not apply

In 2009 the Township entered into an agreement with the County of Wellington to delegate authority for licensing taxicabs within the Township of Puslinch. In 2011, the County of Wellington ensured Taxi By-law 5266-11 met the requirements of the Integrated Accessibility Regulations as they relate to the Transportation standard

As a municipality in the County of Wellington, residents of the Township of Puslinch can access RIDE WELL, a demand based, accessible public transit service

Design of Public Spaces

Playground upgrades at the Puslinch Community Centre Park* 2022-2023

Parking lot and associated enhancements (curbing, entrance, and additional lighting) at the Puslinch Community Centre* 2023

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 the Municipal Office* 2022-2026

Playground upgrades at Boreham Park (also known as Arkell Park)* 2024

Bar Counter, Bar Door, Cosmetic Upgrades at the Puslinch Community Centre 2025

Projects identified on the Multi-Year Accessibility Plan that are marked with an asterisk "" are contingent upon available grant funding opportunities.

Monitoring and Annual Reporting

The 2022-2026 Multi-Year Accessibility Plan will be reviewed and updated every five years. The next update will occur in 2026.

Township Staff will prepare for Municipal Council an annual status report to document and highlight the progress and measures taken to implement the Multi-Year Plan and meet the requirements of the AODA and Integrated Accessibility Standards Regulation.

Feedback and Contact Information

The Township of Puslinch welcomes feedback on the Multi-Year Accessibility Plan, and on the accessibility of our services and facilities. If you have any ideas or suggestions in the spirit of continuous improvement, please contact us.

Telephone: 519-763-1226
Mail: Clerk's Office Attention: Deputy Clerk
7404 Wellington Road 34
Puslinch, ON
N0B 2J0
Email: admin@puslinch.ca

The Multi-Year Accessibility Policy is available on the Township's website at puslinch.ca/accessibility.

Alternative formats, including paper copies of the Accessibility Plan are available upon request.