

# Municipality of Trent Lakes



## 2018-2022 Multi-Year Accessibility Plan

To request this document in an alternative format, please email [info@trentlakes.ca](mailto:info@trentlakes.ca) or call **705-738-3800**.

**Glossary of acronyms that may have be used in this document:**

AODA means the Accessibility for Ontarians with Disabilities Act

IASR means the Integrated Accessibility Standards Regulation

ODA means the Ontarians with Disabilities Act

OHRC means the Ontario Human Rights Code

PDF means a Portable Document Format

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## Introduction

This Multi-Year Accessibility Plan outlines the Municipality's strategy to prevent and remove barriers and to meet the requirements of the Integrated Accessibility Standard Regulation.

The [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA) will be under its 3<sup>rd</sup> review in 2018. The review is scheduled to be completed at the end of 2018. Ontario has appointed the Honourable David C. Onley to conduct the third review of the AODA. Any changes to the requirements of the Act or other legislation resulting from the Provincial review will be incorporated into this Multi-Year Accessibility Plan.

This Multi-year plan is a fluid document and framework which provides high level deliverables and activities over the next several years. The Plan will be reviewed annually by the Municipality of Trent Lakes staff, members of the public and persons with disabilities and updated to meet that year's projects and priorities.

An annual status report will be provided to Council regarding the Municipality's accessibility compliance and progress. Every five years the Multi-Year Accessibility Plan will be subject to a full review and update.

Under the requirements of AODA, the Municipality of Trent Lakes is not required to have a formal Accessibility Advisory Committee, having a population of less than 10,000 residents. As required under the [Integrated Accessibility Standards Regulation](#), the Municipality of Trent Lakes has consulted with persons with disabilities for the creation of the Multi-Year Accessibility Plan.

Under the definitions of IASR, the Municipality of Trent Lakes is a large designated public sector organization of 50+ employees (includes all full-time, part-time and seasonal staff and all Volunteer Fire Fighters).

The Multi-Year Accessibility Plan contains compliance guidelines related to the requirements of the Integrated Accessibility Standards Regulation. Specific operating and capital projects to improve accessibility within and access to, all municipal buildings and facilities are identified in the Plan.

## About the Municipality Trent Lakes

The Municipality of Trent Lakes is located in the northwest corner of the County of Peterborough and in the heart of the Kawartha Lakes Tourism District and part of the Historic Trent Severn Waterway. The municipality has a population of approximately 5,397 (2016 Statistics Canada Census) residents; a total area of 861.32 square kilometers.

The area is primarily rural and recreation. There is a large seasonal and tourist population in the warmer months, attracted by the many cottages and tourism resorts.

The Municipality does not have any community arenas, sidewalks or public transit. Communities are subdivision clusters of permanent and cottage homes with primarily brush or agricultural lands between.

The municipality's geography poses considerable barriers to residents and visitors with disabilities. The mobility of residents, especially people with disabilities is affected by the vast distances between communities and lack of sidewalks and public transit.

The Municipality remains undaunted and encourages responsible development that will provide ongoing improvements and inclusion for residents, Municipal staff and Council.

## Ontario's Accessibility Legislation

The Accessibility for Ontarians with the Disabilities Act, 2005 (AODA) which became law in 2005 builds on the progress made under the ODA. The AODA is made up of five Standards, and a number of General Requirements. The Standards include:

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

The AODA Standards form part of the Integrated Accessibility Standards Regulation (IASR). One of the General Requirements under the IASR is for organizations to create a Multi-Year accessibility plan and to review and update it every five years instead of annually. As with ODA, the Multi-Year plans must outline an organization's strategy to meet the requirements under the IASR.

The plan will be guided by the Municipality's policy statement on Accessibility Standards.

## Statement of Commitment

The Municipality of Trent Lakes statement of commitment establishes the vision and goals to providing all members of the public and our employees with an environment of inclusive design and integration through ongoing policy development in our services, products and facilities. We will deliver on this commitment by identifying, preventing and removing barriers to accessibility in a timely manner. Our multi-year accessibility plan is designed to support the principles and requirements outlined in the AODA and IASR.

The Municipality of Trent Lakes is committed and guided by the four core principles of the Accessibility for Ontarians with Disabilities Act, 2005, dignity, integration, equal opportunity and full inclusion. The Municipality shall use every effort to ensure that we meet the needs of people with disabilities in a timely manner.

## Procuring or Acquiring Goods, Services or Facilities

In its continuing commitment to complying with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and all the standards under it in order to create a barrier-free Ontario, the Municipality of Trent Lakes will have regard for accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so (in which case, if requested an explanation will be provided).

## Progress on AODA and IASR Compliance Table

General Requirements Standard	Legislated "By" Compliance Date	Action Plan or Status
Policies and Procedures		
Develop, implement and maintain policies governing how we will achieve accessibility. Must include a statement of organizational commitment.	January 1, 2013	<b>Complete</b> - Policy AD-29, implemented February 5, 2013
Policies must be written	January 1, 2013	<b>Complete</b> (Policy AD-29)
Policies must be made available to the public.	January 1, 2013	<b>Complete</b> (Policy AD-29)
Policies must be available in accessible formats, upon request.	January 1, 2013	<b>Ongoing</b> . Upon request, consult with individual to determine suitable format
Accessibility Multi Year Plan		
Develop, implement and maintain a multi-year accessibility plan.	January 1, 2013	<b>Complete</b> : Draft plan approved by Council on Feb. 5, 2013. Reviewed annually. Updated every 5 years.
Plan must be developed in consultation with persons with disabilities.	January 1, 2013	<b>Ongoing</b> . Consultation and Accessible Customer Service Feedback Form
Plans must be posted to Municipal website and provide an alternative format.	January 1, 2013	<b>Complete</b> . Current plan posted to Accessibility section of website. Provide an accessible format upon request.
Plan must be reviewed every 5 years.	<b>January 1, 2023</b>	<b>Ongoing</b> . Multi-year plan will be reviewed and updated as requirements of ISAR are met after which will reviewed every 5 years.

## Progress on AODA and IASR Compliance Table

Prepare an Annual Status Report and post on website.	January 1, 2014	<b>Annually.</b> Prepare an annual status report on the progress of measures and post the status report on website. Provide the report in an accessible format upon request.
<b>Procuring or Acquiring Goods and or Services</b>		
Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities.	January 1, 2013	<b>Complete</b> Feb. 5, 2013, (Policy AD-29). New Purchasing Policy AD-52 incorporating accessibility was approved August 16, 2016.
If not practicable provide an explanation.	January 1, 2013	<b>Complete</b> Feb. 5, 2013. (Policy AD-29)
Incorporate accessibility features when designing, procuring or acquiring self-service kiosks.	January 1, 2014	<b>Complete.</b> Point of sale device (debit only). Periodic upgrade.
<b>Training</b>		
Provide training on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities to employees, volunteers, policy developers (Council), and those providing goods or services on behalf of the Municipality.	January 1, 2015	<b>Complete.</b> February/March 2014 and ongoing thereafter. (Policy AD-29)
Provide training to new staff as soon as practicable.	January 1, 2015	<b>Ongoing.</b> February/March 2014 initiated and thereafter ongoing. Training is provided at time of hire for all staff.

## Progress on AODA and IASR Compliance Table

Information & Communication Standard	Legislated “By” Compliance Date	Action Plan or Status
Emergency Procedures, Plans and/or Public Safety Information		
Emergency procedures, plans or public safety information available to the public, shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	January 1, 2012	<b>Ongoing.</b> Upon request, consult with individual to determine suitable format.
Feedback		
Ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request.	January 1, 2015	Have an email access on website. Upon request, consult with individual to determine a suitable format.
Accessible Formats and Communication Supports		
Provide accessible formats and communication supports for persons with disabilities, in a timely manner; and at a cost that is no more than the regular cost charged to other persons.	January 1, 2015	<b>Ongoing.</b> Upon request, consult with individual to determine suitable format.

## Progress on AODA and IASR Compliance Table

Notify the public about the availability of accessible formats and communication supports.	January 1, 2015	<b>Complete and ongoing.</b> Place on all public documents, and also found on website pages.
New internet websites and web content must conform to WCAG 2.0 Level A.	January 1, 2014	<b>Complete.</b> Former website was compliant to Level A. Site launched in October 2014 was built to Level AAA (except closed caption & live pre-recorded audio)
Public websites and web content posted after January 1, 2012 must meet WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions).	January 1, 2021	<b>Complete.</b> Revised website, October 10, 2014.
Public Library		
Provide access to or arrange for the provision of access to accessible materials where they exist.	January 1, 2013	<b>Complete.</b> Library has a collection of large print, audio and electric versions of materials available and also access to obtaining accessible versions of materials through interlibrary loan. Continuing to grow collection.
<b>Employment Standard</b>	<b>Legislated "By" Compliance Date</b>	<b>Action Plan or Status</b>
Workplace Emergency Response		
Provide individualized workplace emergency response information and plans, if necessary.	January 1, 2012	<b>Complete.</b> Policy AD-29. Policy provided to all new staff at time of hire.

## Progress on AODA and IASR Compliance Table

If employee requires assistance, with their consent, provide individualized workplace emergency response information to person designated.	January 1, 2012	<b>Complete</b> (Policy AD-29) and <b>ongoing</b> as needed.
Review individualized emergency response plans when employee moves to different location, when needs change or when reviewing general emergency response policies.	January 1, 2012	<b>Ongoing</b> (Policy AD-29). Review as necessary.
<b>Recruitment</b>		
Notify employees and the public about the availability of recruitment-related accommodations.	January 1, 2014	<b>Complete</b> . Policy AD-29, and ongoing on website and all public documents.
During recruitment process, an employer shall notify job applicants, when they are selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.	January 1, 2014	<b>Complete</b> (Policy AD-29) and <b>ongoing</b> .
Notify the successful applicant of policies for accommodating employees with disabilities.	January 1, 2014	<b>Complete</b> (Policy AD-29) and <b>ongoing</b> . Policy AD-29 is provided to all new employees and acknowledgement required.

## Progress on AODA and IASR Compliance Table

Employee Notification		
<p>Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>	<p>January 1, 2014</p>	<p><b>Complete and ongoing.</b> Policy AD-29 Integrated Accessibility Standards and Policy AD-14 Return to Work (job modification).</p>
Accessible Formats		
<p>When an employee with a disability requests it, provide accessible formats and communication supports for information that is required to perform their job and information that is generally available in the workplace (i.e. agendas, meeting minutes, newsletters, forms, etc.).</p>	<p>January 1, 2014</p>	<p><b>Complete.</b> Policy AD-29 and <b>ongoing.</b></p>
Individual Accommodation Plan		
<p>Provide individualized workplace emergency response information to employees who have a disability, and with the employee's consent, provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p>	<p>January 1, 2014</p>	<p><b>Complete.</b> Policy AD-29 and ongoing as necessary by individual consultation and review.</p>

## Progress on AODA and IASR Compliance Table

Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	January 1, 2014	<b>Complete.</b> Policy AD-29
<b>Return to Work</b>		
Develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and shall document the process.	January 1, 2014	<b>Complete.</b> Policy AD-14. Policy reviewed and updated February, 3, 2015.
<b>Performance Management</b>		
Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	January 1, 2014	<b>Complete.</b> Policy AD-29 and Performance Appraisal Policy AD-57 approved December, 19, 2017.
<b>Career Development</b>		
Take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	January 1, 2014	<b>Complete.</b> Policy AD-29 and Performance Appraisal Policy AD-57 approved December, 19, 2017.

## Progress on AODA and IASR Compliance Table

Redeployment		
Take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	January 1, 2014	<b>Complete and ongoing.</b> Policy AD-29
<b>Transportation Standard</b>	<b>Legislated “By” Compliance Date</b>	<b>Action Plan or Status</b>
Information on accessible equipment, features, routes and services	July 1, 2011	The Transportation standard was developed to provide the public with accessible transportation including taxis and buses. Currently, the Municipality does not provide public transit or license taxis services. Local accessible transportation within Trent Lakes is provided by City of Peterborough Social Services Handi-Van, Community Care Caremobile and Aging at Home Van, and private taxi companies such as Driving Miss Daisy and Call-A-Cab.
<b>Design of Public Spaces Standard</b>	<b>Legislated “By” Compliance Date</b>	<b>Action Plan or Status</b>
Applies to public spaces that are newly constructed or redeveloped to make it easier for people with disabilities to move through the environment.	January 1, 2016	<b>Ongoing.</b> Staff in appropriate departments have been trained on the requirements of the Design of Public Spaces. Staff review the requirements when undertaking new construction or redevelopment of areas for recreational trails, outdoor play spaces, exterior paths, on street parking and service related elements.

## 2018 Priorities and Projects:

### General Requirements

- Provide employees with a reminder that they are welcome to request accommodation at any time.
- Develop or obtain accessible procurement training for staff.
- Streamline accessibility feedback and consultation process with a specific Accessibility Feedback Form available on the accessibility page of the Trent Lakes website.
- Provide annual status report to Council at conclusion of the 2018. Update plan with any projects and/or priorities for 2019 and projects carrying over.
- Audit website to ensure web content is accessible.

### Customer Service Standard

- Offer mental health training for all staff.
- The Municipal Election will be conducted in an accessible manner with online voting.
- The Clerk will prepare a 2018 Municipal Election Accessibility Plan to ensure the election is consistent with the core principals of and in accordance with the Municipal Elections Act, 1996, the Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) for candidates and electors.

### Design of Public Spaces

- Sandy Beach projects for 2018: Delineation of accessible parking spaces, minor expansion of main parking lot to relieve overflow congestion. Remove washout gravel from lawn. To maintain the firmness and stability of the walkway, a second layer of hardened surface will be added to the walkway to prevent washouts.
- Crowe's Line Beach projects for 2018: Staff will approach the Trent Severn Waterway for a permit to conduct shoreline work and remove and repurpose rocks currently at the water edge to allow a better transition from shore to water.
- Dettman Park projects for 2018: A designated parking area will be created to measure the use of the park and mitigate damages to the grassy areas by vehicle tires. A small trail has been created as a trial for the feasibility of developing a recreational trail that would

incorporate IASR Public Space Design requirements. This project, under review, may move into further development stages for 2019-2020.

- Cavendish Playground: Resurface worn playground area with engineered wood-fibre for reduced impact.
- Audit interior signage in municipally owned buildings with public access for maintenance purposes and upgrade as deemed necessary to remain inclusive and universal.
- Existing municipally owned off-road parking lots will be assessed for persons with disabilities, to ensure accessible permit parking signage is in good repair and spaces repainted if deemed necessary.
  - Both Trent Lakes Public Library branches have been selected for Type A accessible parking maintenance, each having 12 parking spaces or fewer. Maintenance will be slated for spring or summer 2018.
  - Any new or redeveloped off-street and/or on-street parking facilities will be made compliant with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, O. Reg. 191/11: Integrated Accessibility Standards. The area most likely affected will be improvements to parking within the Community Improvement Plan designated area of Buckhorn.
- Lighting in municipally owned buildings will continue to be evaluated and changed to LED lighting to provide improved lighting and navigation within the facilities.
- Exterior lighting will continue to be assessed for improvements.
- A Greenspace/Streetscape Design Plan under development for Buckhorn will see various projects that will meet accessibility standards.
- There are no anticipated new or redeveloped exterior paths of travel anticipated for 2018. Existing exterior paths of travel will continue to be assessed and repairs/upgrades performed where required or a timeline established.

## 2019 Projects and Priorities

### General Requirements

- Update this plan with any projects and/or priorities for 2019 including any projects carrying over.
- Provide annual status report to Council at conclusion of the 2019.
- By December 31, 2019, file an Accessibility Compliance Report.

### Design of Open Spaces

- Determine any repair, upgrade or maintenance requirements for municipally owned buildings such as accessibility hardware, signage etc..
- Greenspace/Streetscape for Buckhorn. Continue development of projects in accordance with IASR.
- Review acquisition of any new parklands for potential recreational trails in accordance with IASR.

## 2020 Projects and Priorities

### General Requirements

- Update this plan with any projects and/or priorities for 2020 including any projects carrying over.
- Provide annual status report to Council at conclusion of 2020.

## 2021 Projects and Priorities

### General Requirements

- Update this plan with any projects and/or priorities for 2021 including any projects carrying over.
- Provide annual status report to Council at conclusion of 2021.
- Revise and update to ensure all websites and web content are accessible.

## 2022 Projects and Priorities

### General Requirements

- Update this plan with any projects and/or priorities for 2022 including any projects carrying over.
- Provide annual status report to Council at conclusion of 2022.
- Establish a 2023-2027 Multi-Year Accessibility Plan in 4<sup>th</sup> quarter of the year.

## Ongoing Priorities for 2018 to 2022

The Municipality of Trent Lakes will continue to review any pending updates of AODA legislation to remain proactive and compliant, including any changes to the IASR.

### General Requirements

- Training will continue to be provided to all new staff and volunteers on the mandatory accessibility training.
- Ongoing development of alternative accessible formats and supports (braille, audio, etc., resources) that the Municipality will be able to respond to requests in a timely manner.
- Ongoing consultation with the public and people with disabilities for Accessibility Plans.
- Continue to implement accessibility design, criteria and features when procuring or acquiring goods. Document where it is not possible to do so.
- Continue to review and update policies/procedures/forms to reflect any legislation changes.

### 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.
- Continue to explore assistive technologies that will make municipal programs and services more accessible.

### Employment Standard

- Continue to regularly review human resources policies and procedures to prevent or remove systemic employment barriers and reflect best practices.
- Continue to notify about the availability of accommodation for person with disabilities.
- Continue to comply with legislated requirement for recruitment, workplace emergency response information, return to work process, performance management, career development and advancement, and redeployment.

### Information and Communications Standard

- Continue to educate staff on the need for accessible documents and develop a strategy to explore how archived documents can be made accessible or available upon request.
- Continue to monitor accessible website and web content compliance.
- Continue to receive and respond to feedback to ensure processes are accessible to persons with disabilities.
- Continue to review/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.

### Design of Public Spaces Standard/Built Environment

- Continue to educate and train staff on the Design of Public Spaces Standard and Built Environment.
- Continue to consult with the public and people with disabilities in the following areas:
  - Recreational trails
  - Outdoor play spaces
  - Exterior paths of travel
  - Rest areas
  - Parking
- Continue to implement maintenance of accessible elements.
- Continue to explore and incorporate accessibility retrofits for municipally owned properties.

- Continue to comply with the legislated requirements for: recreational trails and beach areas, outdoor public eating areas, outdoor play spaces, exterior path of travel (ramps, stairs, curb ramps, depressed curbs, accessible pedestrian control signals, 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.

## Feedback

The Municipality of Trent Lakes welcomes public input to help identify areas where changes need to be considered and ways we can improve our facilities, or goods and services.

General feedback, comments or suggestions on how to improve the accessibility of our facilities, goods or services please contact: 705-738-3800 or 1-800-374-4009, or by email [info@trentlakes.ca](mailto:info@trentlakes.ca)