



**THE CORPORATION OF THE
TOWNSHIP OF TERRACE BAY**

MULTI-YEAR ACCESSIBILITY PLAN

2023

**Submitted to
Council**

**Prepared by
Township Administration in advance
of the creation of the Accessibility Working Group**

THE CORPORATION OF THE	1
TOWNSHIP OF TERRACE BAY	1
Township Administration in advance.....	1
of the creation of the Accessibility Working Group	1
I. COMMITMENT	5
II. AIM	5
III. OBJECTIVES	5
IV. DEFINITIONS	5
V. DESCRIPTION OF TOWNSHIP OF TERRACE BAY	6
VI. PAST INITIATIVES	7
1. Customer Service	7
2. Information and Communications	7
3. Employment	7
4. Procurement	7
5. Training	7
6. Design of Public Spaces	7
7. Transportation	7
VII. ANNUAL SITE AUDITS – MUNICIPAL FACILITIES/ SERVICES/ POLICIES/ LEGISLATION	7
VIII. BARRIERS TO BE ADDRESSED	8
IX. PLAN EVALUATION – PROGRESS MONITORING	8
X. MAINTENANCE AND EMERGENCIES	8
XI. COMMUNICATION OF THE PLAN	8
XII. SCHEDULE “A” 2023 STRATEGIES AND ACTIONS	9

Executive Summary

The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* (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 life of the Province. To this end, AODA mandates that each Municipality prepare an Accessibility Plan and review it on an annual basis.

This plan was prepared by Administration in advance of the formation of the Accessibility Working Group. The plan describes the measures the Township has taken in the past, and the measures the municipality will take in the upcoming year to identify, remove and prevent barriers to persons with disabilities. The plan focuses on municipal facilities and services with a view to improving access for the public and employees of the Corporation of the Township of Terrace Bay.

The Township has undertaken several initiatives to reduce physical barriers in the community inclusive of reviewing/remedying then availability of accessible parking spaces, electronic door mechanisms (Municipal Office, Community Centre, Terrace Bay Cultural Centre) and access ramps (Community Centre and Terrace Bay Cultural Centre). The municipality will continue to pursue additional door mechanisms for its other facilities, reduction of accessibility barriers in the construction of new infrastructure, and inclusion of consideration toward disability barriers in development of municipal policy and regulations.

Administration will continue to identify various barriers to persons with disabilities on an ongoing basis to continue the evolution of this plan. Administration recommends the consistent review & identification of barriers denying access to persons with disabilities within the municipal environment with a view to reducing barriers where possible.

I. COMMITMENT

The Township of Terrace Bay strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

The Township is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is to be reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

II. AIM

The aim of this multi-year plan is to set the framework from which the municipality will identify, prevent and remove (where possible) barriers to persons with disability who utilize the facilities and services of the municipality.

III. OBJECTIVES

The Objective of this Plan is to:

1. Describe the process by which the municipality will identify, remove and prevent barriers to persons with disability.
2. Review prior initiatives taken toward the identification, prevention and removal of barriers to persons with disability.
3. List the facilities, services, policies and municipal legislation that the municipality will review to identify barriers to persons with disabilities.
4. Describe the measures the municipality will take to identify, prevent and remove barriers to persons with disability.
5. Describe how the municipality will make this Accessibility Plan available to the public.

IV. DEFINITIONS

Barrier - means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice;

Some barriers include:

- Physical barriers – e.g., a step at the entrance to a store;
- Architectural barriers – e.g., no elevators in a building of more than one floor;
- Information or communications barriers – e.g., a publication that is not available in large print;

- Attitudinal barriers – e.g., assuming people with a disability cannot perform a certain task when in fact they can;
- Technological barriers such as traffic lights that change too quickly before a person with a disability has time to get through the intersection; and,
- Barriers created by policies or practices – e.g., not offering different ways to complete a test as part of job hiring.

Disability - The following is the same definition as used in the Ontario *Human Rights Code*.

A “disability” is:

- (a) Any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness and includes, but is not limited to:
- Diabetes mellitus;
 - Epilepsy;
 - A brain injury;
 - Any degree of paralysis;
 - Amputation;
 - Lack of physical co-ordination;
 - Blindness or visual impediment;
 - Deafness or hearing impediment;
 - Muteness or speech impediment; or
 - Physical reliance on a guide dog or other animal, or on a wheelchair or other remedial appliance or device;
- (b) A condition of mental impairment or a developmental disability;
- (c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- (d) A mental disorder; or
- (e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Note: For other definitions, please refer to section 2 of the *Accessibility for Ontarians with Disabilities Act, 2005*

V. DESCRIPTION OF TOWNSHIP OF TERRACE BAY

Our Municipal departments provide reliable, high-quality services to Terrace Bay and its residents. We work hard to maintain a superior quality of life for our residents, providing a high standard of accessible services. This plan is a commitment from Mayor and Council and provides a roadmap that Council and Administration can build on together, in partnership with the community to ensure a progressive future for our Municipality.

The Township owns and/or operates a number of facilities, including Municipal Offices, Community Centre (arena, curling club, workout facilities, meeting rooms, bowling alley), Cultural Centre (Seniors Complex, Public Library, Community Hall), Tourist Information Centre and Fire Hall, Pool, Cemetery, Parks (Centennial, Skateboard, Poplar, Superior, Southridge, East Grove, Ridgewood), Beach House, Boardwalk and the Aguasabon Gorge.

VI. PAST INITIATIVES

1. Customer Service

The Township has remained in compliance with the Customer Service standard since its implementation. Customer feedback is welcomed through the Township's website. Any complaints are directed to the CAO/Clerk for immediate investigation and any necessary corrective action, followed by potential policy review and change.

2. Information and Communications

The Township continues to move more of its services online or in virtual, accessible format(s) – with the aim of increasing convenience and inclusivity. Ex. By-law complaint forms now available online.

3. Employment

The Township ensures that any and all position postings go out with accommodation messaging and is committed to communicating with any potential candidates that any accommodation needs will be met to the best of our ability.

4. Procurement

The Township passed a new procurement policy by-law in 2021 that includes the statement: *To have regard to the accessibility for persons with disabilities to the goods and/or services purchased by the Township, as well as to the procurement process itself.*

5. Training

Along with Health and Safety training, accessibility training is a main part of employee and volunteer onboarding. Each new recruit/volunteer spends several hours running through the modules that are applicable to their level of employment/volunteer.

6. Design of Public Spaces

The Terrace Bay Beach House and Boardwalk are the first new (non-renovation) Township public space projects since the downtown revitalization project. Both were designed with barrier-free access in mind. Through the Township's Tables Benches and Chairs program, the Township received several accessible picnic tables for public spaces.

7. Transportation

The Township continues to partner with the Township of Schreiber and the McCausland Hospital in the delivery of the Handi-Transit Service. The Service was recently expanded on a limited basis to Pays Plat First Nation

VII. ANNUAL SITE AUDITS – MUNICIPAL FACILITIES/ SERVICES/ POLICIES/ LEGISLATION

In conjunction with regular Health and Safety Inspections at least once annually, Municipal Staff will conduct site audits of municipally owned buildings and infrastructure for the purpose of identifying barriers that may impose restrictions to persons with disabilities.

Additionally, Municipal staff will conduct informal audits of the municipality's services, policies and legislation for the purpose of identifying barriers that may impose restrictions to persons with a disability.

VIII. BARRIERS TO BE ADDRESSED

The Township of Terrace Bay will endeavour to conduct research, evaluate and amend the plan and any relevant policies as they pertain to barriers and AODA in general.

Strategies and Actions are outlined in Schedule “A”. For 2023, the focus will be to ensure the Township is continuing to meet its obligations to comply with all AODA Regulations and to conduct an accessibility audit.

IX. PLAN EVALUATION – PROGRESS MONITORING

In compliance with the *Accessibility for Ontarians with Disabilities Act, 2005*, the Township of Terrace Bay is committed to maintaining a comprehensive and up-to-date Accessibility Plan. The plan and policies will be reviewed at least annually by Administration for any required legislative updates. Council and Administration are committed to a structured review of barriers that restrict the quality of life of persons with disability and communication of the findings to Council on an annual basis through a simple information report. Any required major changes to the plan or any Township accessibility policy will be brought to Council as soon as possible for review and implementation.

X. MAINTENANCE AND EMERGENCIES

Please refer to the “Temporary Disruption of Services” section of Township [Policy C-3-22 Accessible Customer Service](#)

XI. COMMUNICATION OF THE PLAN

The Multi-Year Accessibility Plan will be presented for renewal and approval by Council at the beginning of each new term (minimum interval of every 4 years, but not to exceed five (5) years). Once approved, the plan will be posted for public review in the Terrace Bay Municipal Office, Public Library, and on the Township web site www.terracebay.ca.

XII. SCHEDULE “A” 2023 STRATEGIES AND ACTIONS

Requirement	Strategy/Action	Timeline
1. Conduct compliance audit	The plan and policies will be reviewed at least annually by Administration for any required legislative updates and general compliance.	Ongoing but at a minimum annually to be completed by October in order to plan for following year’s budget.
2. Conduct barrier audit	In conjunction with regular Health and Safety Inspections at least once annually, Municipal Staff will conduct site audits of municipally owned buildings and infrastructure for the purpose of identifying barriers that may impose restrictions to persons with disabilities.	Ongoing but at a minimum annually to be completed by October in order to plan for following year’s budget.
3. Accessible Working Group / Committee The Township is committed to establishing an accessible working group / committee.	The working group/ committee will review the multi-year plan, relevant policies and any reports on accessibility brought before Council.	Ongoing but at a minimum annually to be completed by October in order to plan for following year’s budget
4. Customer Service The Township is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.	All new members of Council, staff and volunteers will be trained on: - AODA, Integrated Accessibility Standards Regulation and the Human Rights Code as it pertains to people with disabilities as applicable to their position with the Township as well as the requirements of the Customer Service Standard	On-going, but as soon as practicable and in response to any changes.
5. Information and Communications The Township is committed to making our information and communications accessible to people with disabilities.	The Township strives to ensure any/all on-line content is posted in accessible formats and where this is not possible in other accommodating ways.	On-going, changes to be made in real time or as soon as practicable.

<p>6. Employment</p> <p>The Township is committed to fair and accessible employment practices.</p>	<p>The Township remains committed to being an equal opportunity employer and to an inclusive, barrier-free environment. Any accommodations will be arranged on an as-needed but as soon as possible, basis.</p>	<p>On-going</p>
<p>7. Procurement</p> <p>The Township is committed to having regard to the accessibility for persons with disabilities to the goods and/or services purchased by the Township, as well as to the procurement process itself.</p>	<p>When purchasing goods and services, the Township will incorporate accessibility design criteria, and features where applicable. Procurement documents will specify the desired accessibility criteria to be met and provide guidelines for the evaluation of bids in respect of those criteria. When impractical for the Township to incorporate accessibility criteria and features when purchasing specific goods and services, a written explanation will be supplied on request.</p>	<p>On-going</p>
<p>8. Training</p> <p>The Township is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.</p>	<p>All new members of Council, staff and volunteers will be trained on: - AODA, Integrated Accessibility Standards Regulation and the Human Rights Code as it pertains to people with disabilities as applicable to their position with the Township as well as the requirements of the Customer Service Standard - as soon as practicable and in response to any changes.</p>	<p>On-going as soon as practicable.</p>
<p>9. Design of Public Spaces</p> <p>The Township will meet accessibility laws when building or making major changes to public spaces</p>	<p>In line with the procurement policy, the Township will have regard to the accessibility for persons with disabilities in the design or re-design of public spaces.</p>	<p>On-going</p>
<p>10. Service Disruptions</p> <p>The Township will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.</p>	<p>In accordance with O.Reg 191/11:</p> <ul style="list-style-type: none"> • if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public; • Notice of the disruption must include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. • The notices required by subsections (2) and (4) may be given by posting the information at a conspicuous place on premises owned 	<p>On-going as soon as practicable.</p>

	or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.	
11. Transportation The Township is committed to accessible transportation services	The Handi-Transit service will continue into the foreseeable future. A new service vehicle is being procured in 2023 - 2024 by the Township of Schreiber. The medical transportation service is funded until 2025. The Township is exploring options for a new vehicle with the program to be re-evaluated depending on the availability of provincial funding beyond 2025.	Currently offering the services. Continuation is dependent on funding and demand.