



Township of Huron-Kinloss
Multi-Year Accessibility Plan
2024-2028

Township of Huron-Kinloss

Multi-Year Accessibility Plan

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Background: Accessibility and the Province of Ontario

There are currently two active pieces of legislation in Ontario that specifically address accessibility: The Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005, (AODA).

The purpose of the ODA is to improve the quality of life and experiences of persons with disabilities by identifying, preventing and removing any barriers that may limit opportunities for individuals with disabilities to fully participate in society.

The AODA advances the goals of the ODA by requiring public, private and non-profit organizations to identify, remove and prevent barriers to accessibility in order to make the Province of Ontario fully accessible for all persons with disabilities by 2025. Through the AODA and the Integrated Accessibility Standards Regulation (IASR) (Ontario Regulation 191/11), the Government of Ontario has identified key areas for the development of common accessibility standards that are intended to ensure all sectors and organizations can provide fully accessible services and environments for Ontarians. The goal of these standards is to facilitate the full participation of persons with disabilities in society.

Key areas identified under the AODA are Customer Service, Information and Communications, Employment, Transportation and the Design of Public Spaces.

Commitment to Accessibility

The Township of Huron-Kinloss is committed to building a dynamic and accessible organization. Our goal is to ensure accessibility for the public we serve and to provide quality service to all members of the community by identifying, removing and preventing barriers to those accessing our facilities and services.

Jurisdiction of the Plan

Geographically located in the southwest corner of Bruce County, the Township is bordered on the west side by Lake Huron and on the remaining three sides by agricultural land. Huron-Kinloss is a Township rich in history tracing its ancestry to the 1880s. The Township of Huron-Kinloss was created in 1999 with the amalgamation of three communities, the Village of Lucknow, and the Townships of Huron and Kinloss.

Council Commitment to Accessibility Planning

The Council for the Township of Huron-Kinloss is committed to:

- Providing quality service to members of the community.
- The continual improvement of all municipal facilities and services, to better meet the needs of those with disabilities.
- The re-examination of its regulations and policies to ensure the objectives of the plan are being met.
- Building strong relationships in order to ensure that existing barriers can be identified and removed and future barriers are prevented.

Accessibility Working Group

Clerk	Jennifer White (alt. Kelly Lush)
Treasurer	Jodi MacArthur (alt. Phyllis Hunter)
Director of Public Works	John Yungblut
Building & Planning Manager/CBO	Bill Klingenberg
By-law Enforcement Officer	Heather Falconer
Director of Community Services	Mike Fair (alt. Matt McClinchey)
Emergency Services and Health and Safety Coordinator	Melanie Moulton

Accessibility Plan

Since 2004, all municipalities in the Province have a legal obligation under the ODA to prepare annual accessibility plans. Under the AODA, accessibility planning requirements shift from annual plans to multi-year plans which must outline an organization's strategy to prevent and remove barriers and meet the requirements under the Integrated Accessibility Standard Regulation (IASR).

The Multi Year Accessibility Plan is a five-year plan to identify, remove, and prevent accessibility barriers across the organization by committing to specific initiatives and outcomes aimed at making sure that people with disabilities can participate in the Township's programs, services, facilities, public spaces, information and communication

and employment. The Township's Multi-Year Accessibility Plan shall address barriers in the following manner:

- The Township of Huron-Kinloss will identify, remove and prevent barriers through the passage of by-laws, adoption of policies and implementation of programs.
- Continually assess the progress made by the Township in removing and preventing barriers that have been identified.
- Review by-laws, policies, programs, facilities and services of the Township to identify barriers to people with disabilities.
- Describe the measures the Township of Huron-Kinloss will take to identify, remove and prevent barriers to people with disabilities.
- Make the plan available to the public.
- Comply with the Accessibility for Ontarians with Disabilities Act, 2005 within the timeframes assigned.

AODA Integrated Standards

Under the AODA, Ontario Regulation 191/11, entitled, "Integrated Accessibility Standards" (Regulation), came into force on July 1, 2011. This Regulation established accessibility standards for Customer Service, Information and Communication, Employment, Transportation and Design for Public Spaces.

Some of the requirements are: developing policies to ensure that our communication is accessible to people with disabilities; ensuring we are able to provide information in a format that considers an individual's disability; ensuring that our website is compliant with applicable standards; and developing policies to ensure potential employees with disabilities receive appropriate accommodations during the recruitment, selection and hiring phases.

Customer Service

The Accessibility Standards for Customer Service came into force on January 1, 2008. The Customer Service standard became part of the Integrated Accessibility Standards under O. Reg. 165/16 on July 1st, 2016. This standard applies to all "obligated organizations" in Ontario that provide goods, services and facilities to the public or to other businesses.

As a public sector organization, the Township of Huron-Kinloss complied with the following Customer Service Accessibility Standards;

- Establishing policies, practices and procedures on providing goods and services

to people with disabilities.

- Training staff, Council, volunteers and contractors on how to serve people with disabilities.
- Allowing people with disabilities to bring their support person or service animal with them.
- Communicating with a person in a way that respects their disability.
- Providing a method of feedback that is accessible and readily available to the public.

Information and Communications

The Township of Huron-Kinloss follows universal design principles and best practices when developing, implementing and maintaining information and communications strategies and products. This includes websites, social media and print communications materials as well as face-to-face interactions.

The Township is committed to ensuring that information and communications are available and accessible to persons with disabilities. The Township will make reasonable efforts based upon the needs of the community and upon request within the constraints of being a small rural municipality. For the purposes of this policy reasonable efforts by the Township shall be based on the frequency of indications for needs of service, the availability of the service requested, the relative cost compared to the overall Township budget, best practices recognized by similar rural municipalities and Provincial regulation. This will be achieved by:

- Achieving compliance with the Web Content Accessibility Guidelines (WCAG) to ensure the Municipal website is accessible to people with disabilities.
- Developing resource materials for creating accessible documents for common software programs such as MS Word, Excel and PowerPoint.
- Ensuring that emergency information, procedures, plans and public safety information is available in alternate formats, when requested.
- Developing a training strategy to ensure that staff has the knowledge, tools and technical advice to create accessible materials.
- Ensuring documents are available in an alternate format, upon request.
- Review and update the Municipal Multi-Year Accessibility Plan at least once every five (5) years.

Employment

The Township of Huron-Kinloss is committed to ensuring that the process of finding,

getting and keeping a job is as inclusive as possible in order to build an effective workforce. The Township will make reasonable efforts based upon the needs of the community and upon request within the constraints of being a small rural municipality. For the purposes of this policy, reasonable efforts by the Township shall be based on the frequency of expressions for the need for service, the availability of the service requested, the relative cost compared to the overall municipal budget, best practices recognized by similar rural municipalities and Provincial regulation. The Municipality will achieve this by:

- Understanding employer obligations to provide employment accommodations.
- Identifying and removing barriers in the workplace.
- Enhancing workplace emergency responses through individualized emergency response information and assistance as required.
- Revising individual work plans and developing a guide, tools and templates to remove barriers from the recruitment process.

Transportation

The Township of Huron-Kinloss is a member of the Saugeen Mobility and Regional Transit Services (SMART). SMART meets the requirements of the Specialized Transportation Services of the Transportation standard. SMART provides the following;

- information on accessibility equipment and features of their vehicles, routes and services available to the public;
- no fare charged to a support person if that person is required by the person with the disability;
- eligibility application process.

Design of Public Spaces

The Design of Public Spaces (Accessibility Standards for the Built Environment - Ontario Regulation 413/12) amended the Integrated Accessibility Standards (O. Reg. 191/11) and focused on built public open spaces and streetscape elements. This affects only new construction or major renovations and came into effect January 1, 2016.

The elements that fall under this regulation are:

- Recreational trails and beach access routes
- Outdoor Public Use Eating Areas
- Outdoor Play Spaces

- Exterior Paths of Travel (including ramps, stairs, pedestrian signals, and rest areas)
- Accessible Parking
- Obtaining Services
- Maintenance

Procedures are being developed for preventative and emergency maintenance of the accessible elements in the Public Spaces described above. Procedures are also being developed for dealing with temporary disruptions when these accessible elements are not in working order.

All municipal building exterior steps and forward edges should be highly coloured contrasted for easy visibility. All municipal buildings that have accessible entrances should be marked with the International Symbol of Accessibility as well as adding more accessible parking spaces that are clearly marked with the symbol.

All renovation and construction projects moving forward will comply with the Facility Accessibility Design Standards (FADS) if applicable.

Any new Site Plan Control and Subdivision plans will be reviewed to ensure barrier-free requirements are identified.

Facilities, Policies, Plans, Practices and Services to be Reviewed

The Accessibility Working Group will advise Council on any by-laws, programs, policies, practices and services that affect persons with disabilities. The Group's review will include but not be limited to the following:

- Site plans and building plans of existing municipal buildings
- Existing Municipal By-Laws
- Significant renovations
- Leased Facilities or any other facility used as a municipal building
- Municipal Capital facilities
- Goods and services provided by the municipality or agents providing services under contract with the municipality
- Employment practices and accommodations
- Communications and publications
- External service providers
- Planning practices
- Current Capital Plan
- Operational Policies

- Accessibility of meetings

Barrier-identification Methodologies

The Working Group will use the following methodologies as described below for identifying barriers:

- Staff and Council Review of Plan: The Plan will be delivered to all staff and Council members in order to identify barriers or to bring forward any barriers the public may have informed them of.
- Township Newsletter: A notice will be put in newsletters asking the public to submit their concerns or provide input into the Plan.
- Consultation from the Community and Persons with Disabilities: A number of interest groups will be contacted for any suggestions or recommendations.
- The public is encouraged to bring information forward at any time and can do so by [submitting a form on the Township website](#), filling out a form at the office or by contacting the Clerk's department.
- Yearly Audits: Working group members will consult with all departments to discuss any complaints or concerns made in regard to accessibility issues.

Review and Monitoring Process

The Accessibility Plan is reviewed annually. The Working Group will meet when required to discuss any proposed additions to the plan and update progress on initiatives laid out by the plan. Department heads will review major projects to ensure conformance with the plan.

Communication of the Plan

Copies of the plan are available at the Municipal Office and public Libraries. The Plan is also available on the [Township website](#). The Township of Huron-Kinloss will continue to work together with the community to remove any barriers that are presented.

Feedback and Contact Information

The Township of Huron-Kinloss is committed to ensuring accessibility is a reality throughout all facilities and business operations. Please contact us with your questions, ideas or comments. A feedback form is available on the [Township website](#) or by request.

Contact: Accessibility Coordinator

Township of Huron-Kinloss

21 Queen Street, P.O. Box 130 Ripley, ON N0G 2R0

519-395-3735 Fax: 519-395-4107

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Appendix A

Regulated Requirements and Actions

Customer Service

Accessibility Initiative	Action	Time Frame	Lead	Complete
Emergency procedures, plans and public safety information	Plans, policies, procedures up to date	Ongoing	Emergency Services and Health and Safety Officer All staff	
Provide Accessible Customer Service training to all employees and volunteers	Accessible customer service training provided to all new staff, Council and volunteers, HR Downloads Customer Service Training module for all staff, Council and volunteers	Ongoing	Deputy Clerk	
Customer Feedback	Review Customer Feedback ,options, actions	Ongoing	Deputy Clerk	
Accessibility Policy	Policy up to date	Ongoing	Deputy Clerk	
Provide training on Integrated Accessibility Standards and Human Rights Code	Provide to all new staff, Council and volunteers	Ongoing	Deputy Clerk	

Information and Communications

Accessibility Initiative	Action	Time Frame	Lead	Complete
Develop Multi-Year Accessibility Plan	Develop 5 year plan with actions	Ongoing	Deputy Clerk	
Plain Language Training	Train staff on plain language	Ongoing	Communications Coordinator,	
Accessible New Website	Website up to accessibility standards	October 2023	Communications Coordinator	
Accessible document training	Train staff on accessible documents	Ongoing	Deputy Clerk	

Transportation

Accessibility Initiatives	Action	Time Frame	Lead	Complete
Specialized and accessible transportation in compliance with legislation.	Member of Saugeen Mobility and Regional Transit	Ongoing	Clerk	

Design of Public Spaces

Accessibility Initiative	Action	Time Frame	Lead	Complete
Obtaining Services	Must comply with the IASR when building new or making major changes to existing features.	Ongoing	Director of Public Works CBO Director of Community Services	
Accessible Parking	Must comply with IASR when building new or making major changes to existing parking spaces.	Ongoing	Director of Public Works	
Exterior paths of travel	Must comply with the IASR when building new or making major changes to existing exterior paths of travel.	Ongoing	Director of Public Works Director of Community Services	
Outdoor public use eating areas	Must comply with the IASR when building new or making major changes to existing areas.	Ongoing	Director of Community Services	
Outdoor play areas	Must comply with the IASR when building new or making major changes to existing outdoor play spaces.	Ongoing	Director of Community Services	

Employment

Accessibility Initiative	Action	Time Frame	Lead	Complete
Policies, procedures and practices	Update as necessary	Ongoing	All Staff	
Recruitment, selection policy	Update as necessary	Ongoing	Human Resource Generalist	

Accommodation plans/ policy	Update as necessary	Ongoing	Human Resource Generalist	
Return to Work Policy	Update as necessary	Ongoing	Human Resource Generalist	

Appendix B

Proposed Accessibility Initiatives

Accessibility Initiative	Action	Time Frame	Lead	Complete
Online booking software for rentals of facility space	Implement new online booking software program	Current	Community Services	Complete
Complaint Policies streamlined for better understanding	Compile complaint policies	Current	Clerk	
Laserfische digital software system with Optical Character Recognition (OCR)	Implement new software records management system, train staff	January 2024	Clerk	
New and improved website	Implement new website	September 2023	Communication Coordinator	
Emergency Response Plan	Update Accessibility Section	July 2024	Health and Safety Coordinator	
Emergency planning and Emergency Operation Centre	Accessible centre	January 2025	Health and Safety Coordinator	
Emergency Information Officer trained in accessibility	Train Emergency Information Officer	July 2024	Deputy Clerk	
Evacuation centres	Accessible centres	January 2025	Emergency Services and Health and Safety Coordinator	
Elevator rescue training for fire department	Training Plan	Ongoing	Fire Chief	Complete
Accessible dressing rooms in Ripley-Huron Community Centre	Accessible change rooms	Current	Director of Community Services	Complete
Touchless doors at the RHCC	Accessible entrance to Ripley-Huron Community Centre	Current	Director of Community Services	Complete
Stair treads to auditorium	Anti-slip treads placed on stairs leading to Auditorium	Fall 2024	Director of Community Services	
Elevator update at RHCC (if grant is approved)	Upgrades to elevator	Dependent on grant	Director of Community Services	

Ramp to Victoria Park tennis courts	Accessible access to tennis courts	Spring 2024	Director of Community Services	
Accessible parking spots and signage at facilities	RHCC accessible parking spots to be repainted	July 2024	Director of Community Services	
Ripley Library washroom door push button	Accessible push button installed	October 2024	Director of Community Services	
Lucknow Library accessible washroom door and grab bars	Accessible grab bar installed	October 2024	Director of Community Services	
West side of Municipal office lighting	Lighting added to the west side of the Municipal building and parking lot	October 2024	Director of Community Services	
Lucknow Townhall – accessible parking spot, signed and painted	Accessible lines painted and signage installed	Spring 2024	Director of Public Works	
Point Clark Lighthouse	Installing grab bars in oil shed, museum and step up between rooms	Current	Director of Community Services	Complete
Sidewalks	Huron Street, Gladstone Street, Park Street, McGill Street, James Street in Ripley Wheeler Street replacement and new along Havelock to Stauffer	Ongoing	Director of Public Works	
Accessible Beach Access	Options to provide accessible beach access	Spring 2024	Director of Community Services	
Accessible Parking Spaces downtown Lucknow	Research options to create accessible parking space	Spring 2024	Director of Public Works	
Accessible Parking Spaces downtown Ripley	Research options to create accessible parking space	Spring 2024	Director of Public Works	
Boiler Beach Road – parking, crosswalks, signage	Research options to create accessible parking, crosswalks, and install signage	Spring 2024	Director of Public Works, Director of Community Services	
Trail signage with AODA compliance	Signage for the Apple Rail Trail, Lewis Trail,	Fall 2024	Director of Community	

	Lucknow trail, Blair's Grove and Attawandaron		Services	
Point Clark Community Centre accessible washroom doors	New accessible washroom entrance door	August 2024	Director of Community Services	
Point Clark Community Centre accessible parking space	Repaint and sign the accessible parking space at the Point Clark Community Centre	July 2024	Director of Community Services	
Municipal office washrooms	Gender neutral washrooms	Current	Director of Community Services	Complete