Township of East Zorra-Tavistock

Multi-Year Accessibility Plan

Title: Multi-Year Accessibility Plan	
Section: Accessibility	Number: AP-02
Version: 1.0	Review Frequency: annual, major update every 5 years
Approved by: Council	Approval Date: 2013-12-18
Application: All employees, volunteers and service providers.	
Notes:	

The Multi-Year Accessibility Plan has been developed to comply with Section 4 of the Integrated Accessibility Standards Regulation. The plan sets out the requirements required under the regulation for the Township to comply with various elements of the regulation. The plan outlines how the Township will identify, prevent and remove barriers for people with disabilities.

In addition to the regulated requirements, the plan includes other activities and initiatives that will be considered by the Township to improve accessibility. This information, plus the annual Accessibility Plan goes beyond just the regulated requirements. The Township continually evaluates options for improved accessibility in all areas of service delivery.

Accessibility information is made widely available by the Township. The Township website contains all policies and plans related to accessibility. Staff are trained to provide assistance and provide information and services in accessible formats, when requested and possible.

Attached are details on the Multi-Year Accessibility Plan.

Multi-Year Accessibility Plan Actions

Customer Service Standard, Regulation 429/07

Action	2013	2014	2015	2016	2017	2018	Area/Department of Responsibility
Review and update the Customer Service Policy and Training Material as required.	#	#	#	#	#	#	CAO
Provide Customer Service Training for new staff and updates for existing staff.	#	#	#	#	#	#	CAO, Department Managers
Provide Customer Service Training for all new volunteers and updates to existing volunteers.	#	#	#	#	#	#	CAO, Department Managers

Integrated Accessibility Standards, Regulation 191/11

Action	2013	2014	2015	2016	2017	2018	Area/Department of Responsibility
Emergency and public safety information (s.13) developed and provided in an accessible format (2012)	#	#	#	#	#	#	CAO, Department Managers
Individualized workplace emergency information (s.27) (2012)	#	#	#	#	#	#	CAO, Department Managers
Establish accessibility policies and a statement of organizational commitment to accessibility (s.3)	X						CAO, Department Managers
Review and update the Corporate Accessibility Policy as required		X	X	X	X	X	CAO, Department Managers
Establish the Multi-year Accessibility Plan (s.4)	X						CAO, Department Managers
Report back annually on the status of the Accessibility Plan		X	X	X	X	X	CAO, Department Managers
Update purchasing policy to establish accessibility criteria for procuring or acquiring goods, services or facilities. (s.5)	X					X	CAO, Department Managers
Include accessible procurement practices in training materials distributed to all staff who purchase	X					X	CAO, Department Managers
If self-service kiosks are ever used, ensure accessibility requirements are addressed. (s.6)	*	*	*	*	*	*	CAO, Department Managers
New websites much be WCAG 2.0 Level A compliant (s.14)	*	*	*	*	*	*	CAO, Oxford County IT
Website content will begin to be prepared in a manner that is compatible with the future requirements of the the Accessible Website and Web Content section		X	X	X	X	X	CAO, Department Managers, Oxford County IT
Training (s.7) - Develop training materials and information for the Human Rights Code as it pertains to persons with disabilities		X					CAO, Department Managers
Incorporate training information into employee and volunteer orientation and provide training to existing staff and volunteers		X					CAO, Department Managers

Action	2013	2014	2015	2016	2017	2018	Area/Department of Responsibility
Provide training to new staff and updates to existing staff			X	X	X	X	CAO, Department Managers
Develop Accessible Feedback Processes (s.11) and communicate to the public and employees.		X					CAO, Department Managers
Develop procedures to notify people that accommodations are available related to Recruitment (s.22-24)		X					CAO, Department Managers
Develop procedures and information to inform employes about supportsEmployee Accomodation (s.25,26,28)		X					CAO, Department Managers
Develop procedures and information to support and accommodate Employees Returning to Work (s.29)		X					CAO, Department Managers
Develop procedures and information pertaining to Performance Management, career development, redeployment (s.30-32)		X					CAO, Department Managers
Develop procedures and information to ensure that accessible format and communication supports are in place, when requested (s.12)			X				CAO, Department Managers

Other Items

	2013	2014	2015	2016	2017	2018	
Facility Accessibility is continually evaluated and improved, especially when renovations, repairs or maintenance is being carried out.	#	#	#	#	#	#	CAO, Department Managers
Physical barriers related to roadways, sidewalks, public spaces, etc. are continually evaluated and improved, especially when areas are being reconstructed	#	#	#	#	#	#	CAO, Department Managers

Notes:

The Township does not have any transit systems, taxi licencing or public libraries.

Legend:

X - indicates action to be taken that year, for new items, the due date would generally be January 1 of the next year.

* - indicates this item will be continually monitored during the year, if accessibility requirements arise, they will be dealt with at that time

- indicates an ongoing activity or requirement that is continually evaluated or required