

# **Multi-year Accessibility Plan and Policies 2020-2025 (Attachment to the Accessibility Plan)**

**The Corporation of the Town of Bruce Mines** is committed to improving access and opportunity for people with disabilities. This accessibility plan outlines our goals and plans over the next five (5) years.

## **Guiding Legislation**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) ensures accessibility planning is integrated into our operations and business practices.

## **Statement of Commitment**

**The Corporation of the Town of Bruce Mines** is committed to treating all people with dignity, respect and in a way that maintains individual independence. We believe in integration and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

**The Corporation of the Town of Bruce Mines** supports the full inclusion of persons with disability as set out in the Ontario Human Rights Code and Accessibility for Ontarians with Disabilities Act, 2005. In that **The Corporation of the Town of Bruce Mines** ensures compliance with the accessibility requirements in:

- Customer Service
- Information and Communications
- Employment
- Accessibility Standards of the Build Environment

**The Corporation of the Town of Bruce Mines** strives to ensure every employee receives equitable treatment with respect to employment and services without discrimination.

**The Corporation of the Town of Bruce Mines** strives to meet the accommodation needs of employees in a timely manner as required by the Code and the AODA.

## **Accessible Emergency Information**

**The Corporation of the Town of Bruce Mines** is committed to providing our publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

## **Training**

**The Corporation of the Town of Bruce Mines** will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

## **Information and Communications**

**The Corporation of the Town of Bruce Mines** is committed to meeting the communication needs of people with disabilities. Policies in place include:

- Alternative formats are available upon request
- New web content will conform with WCAG 2.0 in 2021
- Feedback processes are available and accessible to people with disabilities

## **Employment**

**The Corporation of the Town of Bruce Mines** is committed to fair and accessible employment practices.

**The Corporation of the Town of Bruce Mines** will accommodate people with disabilities as required by AODA and Human Rights Standard.

## **Recruitment**

- Notice of job announcements, advertisements and other recruitment notices will include statement of accommodation provisions, i.e.: *"Disability related accommodations required for interview will be provided upon request"*
- Candidates chosen for interviews will be asked if disability related accommodations are required to participant in the interview process
- Careers section of website will include information of availability of recruitment related disability accommodation request

## **New Hires**

- Disability related employment accommodation information will be included in all new hire orientation

## **Existing Employees**

- Written notice to all employees reminding disability related employment accommodations are available upon request (attached as Schedule A)
- As part of return to work process for employees returning from absence due to disability employees will be reminded to contact their manager/HR for disability related employment accommodation

**The Corporation of the Town of Bruce Mines** will take the following steps to ensure all employees are advised of updates to existing accommodation and return to work policies to meet AODA Employment Standard:

- Written communication will be provided to each employee advising of updated/new individual accommodation policy and return to work policy
- Employees whom have already disclosed disability will meet with HR/Manager/Supervisor to review new accommodation policy/plan
- Return to Work Policy will be updated to ensure inclusion of individual accommodation plan

**The Corporation of the Town of Bruce Mines** will ensure the accessibility needs of employees with disabilities needs are taken into account in performance management/career development and redeployment processes:

- Performance evaluations will include questions to ensure existing accommodations are reducing or removing the disability related employment barrier
- Accessibility needs will be included in redeployment process

## **Design of Public Spaces**

**The Corporation of the Town of Bruce Mines** will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternative service options available.

## **Barrier Identification**

The intent of our Multi-year Accessibility Plan is to prevent, identify and remove barriers or obstacles that stand in the way of people with disabilities from being able to access our service.

## **Report of Recent Achievements**

**The Corporation of the Town of Bruce Mines** has improved accessibility or removed barriers as follows:

- website: separate page for accessibility for easier access to

## plan and policies

### **Customer Service**

Accessible Customer Service Standard Regulation implementation:

- Accessible Customer Service Policy posted on our website
- Relevant staff training in Accessible Customer Service
- Mandatory compliance report filed with Province of Ontario

### **Integrated Accessibility Standards Policy**

Integrated Accessibility Standards regulation implementation

- Integrated Accessibility Standard "Train the Trainer"
- Multi-year Accessibility policy created
- Planning and preparation underway for upcoming standards in Employment, Information and Communication and Accessible Building guidelines for new structures/renovation of old structure

For more information on this accessibility plan, or for a copy in an alternative format, please contact **Donna Brunke, Clerk** at

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**This Document is Available in Alternative Formats Upon Request**