

THE CORPORATION OF THE TOWNSHIP OF PAPINEAU-CAMERON

Accessibility Policy and Plan

HS 5.01 ACCESSIBILITY POLICY

HS 5.02 MULTI-YEAR PLAN

HS 5.03 ANNUAL STATUS REPORT

STATEMENT of POLICY and PROCEDURE			
Chapter:	Health and Safety	SPP No:	HS 5.01
Section:	Accessibility	Issued:	Nov 25, 2014
Subject:	ACCESSIBILITY POLICY	Effective:	Oct 26, 2021
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Issued by:	The Corporation of The Township of Papineau-Cameron	Dated:	Oct 26, 2021

ACCESSIBILITY POLICY

1. Statement of Organizational Commitment

The Corporation of The Township of Papineau-Cameron is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

The Corporation of The Township of Papineau-Cameron is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The Corporation of The Township of Papineau-Cameron understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

The Corporation of The Township of Papineau-Cameron is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

2. Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) All persons who participate in developing the organization's policies; and
- b) All other persons who provide goods, services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- Our policies related to the Customer Service Standards
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

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- How to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include:
 - Magnifying glass
 - Hearing aid tool
- What to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

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.

3. Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

4. Communication

We communicate with people with disabilities in ways that take into account their disability.

We will work with the person with disabilities to determine what method of communication works for them.

5. Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario

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- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- Explain why the animal is excluded
- Discuss with the customer another way of providing goods, services or facilities

6. Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

If a fee or fare is normally charged to a customer for accessing your goods, services or facilities, the fee/fare will not be charged for support persons.

We notify customers of this by posting a notice in the following location:

- The Township's Administrative Office located at 4861 Highway 17, Mattawa, ON P0H 1V0

In certain cases, this organization might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- The person with a disability
- Other on the premises

Before making a decision, this organization name will:

- Consult with the person with a disability to understand their needs
- Consider health or safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

If this organization determines that a support person is required, we will waive the admission fee or fate (if applicable) for the support person.

7. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

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8. Feedback Process

The Corporation of The Township of Papineau-Cameron welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Feedback, including complaints will be directed to the General Manager.

The Corporation of The Township of Papineau-Cameron ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

9. Notice of Availability of Documents

The Corporation of The Township of Papineau-Cameron notifies the public that documents related to accessible customer service, are available upon request by posting a notice at the following location:

- The Township's Administrative Office located at 4861 Highway 17, Mattawa, ON P0H 1V0

The Corporation of The Township of Papineau-Cameron will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

10. Self-service Kiosks

We will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

11. Procurement

We incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-service kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

12. Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication support:

- a) In a timely manner, taking into account the person's accessibility needs due to disability; and
- b) At a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) An explanation as to why the information or communications are unconvertible; and
- b) A summary of the unconvertible information or communications.

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We notify the public about the availability of accessible formats and communication support by posting notices at

- The Township's Administrative Office located at 4861 Highway 17, Mattawa, ON P0H 1V0

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

13. Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodations.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) Information that is needed in order to perform the employee's job; and
- b) Information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) When the employee moves to a different location in the organization;
- b) When the employee's overall accommodations needs or plans are reviewed; and
- c) When the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

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Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

14. Design of Public Spaces

We will meet accessibility laws when building or making major changes to public spaces. Our public spaces include:

- Service-related elements like service counters, fixed queueing lines and waiting areas

We put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

15. Transportation

No public transportation services are provided by The Corporation of The Township of Papineau-Cameron.

16. Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.

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MULTI-YEAR PLAN

1. Message from the CEO

The Corporation of The Township of Papineau-Cameron is committed to providing quality programs and services that are accessible to all persons served by the Township.

2. Introduction

The Corporation of The Township of Papineau-Cameron recognizes the obligation to facilitate the implementation of the Accessibility for Ontarians with Disabilities Act 2005 (AODA), and Ontario Regulation 429/07.

The Corporation of The Township of Papineau-Cameron strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

The Corporation of The Township of Papineau-Cameron 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 show how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years. The Multi-year plan is reviewed and updated in consultation with persons with disabilities.

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.

3. Past Achievements to Remove and Prevent Barriers

The Corporation of The Township of Papineau-Cameron has completed the following accessibility initiatives:

- Existing non-slip wheel chair ramp with hand railing
Completed prior January 1, 2014
- Accessible door handles on municipal buildings
Completed prior January 1, 2014
- Parking available for person with disabilities
Completed prior January 1, 2014
- Municipal Office bathroom is accessible
Completed prior January 1, 2014
- Door bell for accessibility service installed
Completed October 2015
- Portable microphone hearing enhancement with headphone set
Completed December 2016
- Implement Review of Current Accessibility Policy.
Completed Annually
- Administration Office addition with upgraded full automated push button accessible entrance doors.
Completed April 2020

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4. Strategies and Actions

The Corporation of The Township of Papineau-Cameron 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 timelines as others.

The Corporation of The Township of Papineau-Cameron is committed to making our information and communications accessible to people with disabilities.

The Corporation of The Township of Papineau-Cameron is committed to fair and accessible employment practices.

The Corporation of The Township of Papineau-Cameron is committed to fair and accessible procurement practices.

The Corporation of The Township of Papineau-Cameron is committed to incorporating accessibility features/considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

The Corporation of The Township of Papineau-Cameron 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.

The Corporation of The Township of Papineau-Cameron will meet accessibility laws when building or making major changes to public spaces.

The Corporation of The Township of Papineau-Cameron will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

The Corporation of The Township of Papineau-Cameron is committed to accessible transportation services

5. For More Information

For more information on this accessibility plan, please contact at:

The Corporation of The Township of Papineau-Cameron
 4861 Highway 17
 P.O. Box 630
 Mattawa, ON P0H 1V0

Ph: 705-744-5610

Fax: 705-744-0434

Email: admin@papineaucameron.ca

Our accessibility plan is publicly posted at: www.papineaucameron.ca

Standard and accessible formats of this document are free on request from The Corporation of The Township of Papineau-Cameron.

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ANNUAL STATUS REPORT

The Corporation of The Township of Papineau-Cameron has established a multi-year accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the Accessibility for Ontarians with Disabilities Act and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for year 2021 on the progress of measures taken to improve accessibility. The purpose of this report is to track our organization's progress and make the public aware of our initiatives.

This report is available online at www.papineaucameron.ca

To request an alternate format of this annual status report, please contact:
Papineau-Cameron Township
admin@papineaucameron.ca
Ph: 705-744-5610

1. Accessibility Accomplishments in (year) 2021

General Accomplishments

- Updating the Township's Accessibility Policy and Plan.

Customer Service Accomplishments

- Continuation of training employee and updating policies.

Information and Communications Accomplishments

- Continuation of updating accessible documents and policy

Employment Accomplishments

- Continuation of accommodating all candidates during the recruitment process and employment life cycle.
- Continuation of ensuring employees have accessible emergency information

Transportation Accomplishments

- The Township currently has no public transit.

Design of Public Spaces Accomplishments

- The design of new public space will include accessibility consideration.

Summary of Consultations

- Continuation of consulting with the public and persons with disabilities when building new trails and outdoor play spaces.

Next Steps

- Continuation of annual reviews.