

| <b>Township of Madawaska Valley - Corporate Policies and Procedures</b> |                   |                                   |                           |
|---|-------------------|-----------------------------------|---------------------------|
| <b>SECTION:</b><br>General Administration                               |                   |                                   | <b>POLICY #:</b><br>GA-05 |
| <b>POLICY:</b><br>Accessibility Plans and Policies                      |                   |                                   |                           |
| <b>DATE:</b><br>DEC 15/14   | <b>REV. DATE:</b> | <b>COVERAGE:</b><br>All Employees | <b>PAGE #:</b><br>1 of 4  |

### **POLICY STATEMENT:**

This 2014-21 accessibility plan outlines the policies and actions that the Township of Madawaska Valley will put in place to improve opportunities for people with disabilities.

### **STATEMENT OF COMMITMENT:**

The Township of Madawaska Valley is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

### **ACCESSIBLE EMERGENCY INFORMATION:**

The Township of Madawaska Valley is committed to providing the customers and clients with 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 Township of Madawaska Valley will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the 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.

The Township of Madawaska Valley will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

- Township staff has completed *Accessible Customer Service Training* in 2009. All new hires will/have receive(d) the same training. Records will be kept in their personnel files accordingly.

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## **KIOSKS**

The Township of Madawaska Valley will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by **January 1, 2014**:

- Will not currently applicable, the Township will recognize this design should it become a factor in the future.

## **INFORMATION AND COMMUNICATIONS**

The Township of Madawaska Valley is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

The Township of Madawaska Valley take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014**:

- Providing text alternatives for non-text content.
- Make it easier for users to see and hear content.
- Make all functionality available from a keyboard.
- Will not use content that causes seizures.
- Help users navigate and find content.
- Make text readable and understandable.
- Make content appear and operate in predictable ways.
- Help users avoid and correct mistakes.
- Maximize compatibility with current and future user tools.

The Township of Madawaska Valley will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- The Township has made available a form to receive complaints or formal suggestions by the public.

The Township of Madawaska Valley will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:

- The Township provides, upon request, other forms of information/communication as per Corporate Policy GA-02.

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The Township of Madawaska Valley will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**:

- The Township's website is currently within our control with appropriate staff dedicated. We will be taking the appropriate steps in the future, and monitoring the medium to ensure compliance through dedicated staff member(s).

## **EMPLOYMENT**

The Township of Madawaska Valley is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, The Township of Madawaska Valley will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Municipal Corporate Policy GA-02 recognizes that all new staff will be trained in effective Customer Service Standards that recognize the diverse needs of our residents.

The Township of Madawaska Valley will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- If/when required, the Township will respond accordingly with a modified workspace.

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if The Township of Madawaska Valley is using performance management, career development and redeployment processes:

- The Township is an equal opportunity employer, and will post as such for all positions that are being recruited.

The Township of Madawaska Valley will take the following steps to prevent and remove other accessibility barriers identified:

- Township policy GA-02 addresses barriers and the procedures and practices that will/can be implemented.

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## DESIGN OF PUBLIC SPACES

The Township of Madawaska Valley will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

The Township of Madawaska Valley will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

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

### For more information

For more information on this accessibility plan, please contact Craig Kelley, CAO/Clerk at:

- Phone: 613-756-2747, ext. 210
- Email: [ckelley@madawaskavalley.ca](mailto:ckelley@madawaskavalley.ca)

Accessible formats of this document are available free upon request from the above or on the Township's website: [www.madawaskavalley.ca](http://www.madawaskavalley.ca).