

The Corporation of the Town of Ingersoll



2021-2025 Multi-Year Accessibility Plan

**June, 2021
Corporation of the Town of Ingersoll
130 Oxford St. 2nd Floor
Ingersoll, ON
N5C 2V5**

Table of Contents

Accessible Format	3
Background and Legislation.....	3
Intent.....	4
Statement of Commitment	4
Accessibility Advisory Committee	5
Accomplishments to Date	5
Town of Ingersoll Multi-Year Accessibility Plan.....	6
General Standards	7
General Standards	8
Information and Communications Standards.....	9
Customer Service Standards.....	11
Customer Service Standards – Policies, Practices and Procedures.....	11
Customer Service Standards – Use of Service Animals and Support Persons.....	12
Customer Service Standards – Notice of Temporary Service Disruptions.....	13
Customer Service Standards – Training for Staff.....	14
Customer Service Standards – Feedback Process	16
Customer Service Standards – Notice of Availability of Documents	17
Customer Service Standards – Format of Documents.....	18
Employment Standards	18
Employment Standards	19
Design of Public Spaces Standards (Accessibility Standards for the Built Environment)	25
Design of Public Spaces Standards - Recreational Trails.....	25
Design of Public Spaces Standards - Outdoor Public Use Eating Areas	26
Design of Public Spaces Standards - Outdoor Play Spaces.....	26
Design of Public Spaces Standards - Exterior Paths of Travel	27
Design of Public Spaces Standards - Accessible Parking	28
Design of Public Spaces Standards - Obtaining Services.....	28
Transportation Standards	28
Transportation Standards - Duties of Municipalities and Taxicabs	28
Conclusion	30
Appendix 1 – Glossary of Terms.....	31
Definitions.....	31



Town of Ingersoll 2021-2025 Multi-Year Accessibility Plan

Accessible Format

This document will be provided in an alternative accessible format upon request. Feedback and requests pertaining to the Town of Ingersoll's Multi-Year Accessibility Plan may be submitted by one of the following methods:

Contact Method	Contact Details
Email	clerks@ingersoll.ca
Telephone	(519) 485-0120
Mail	130 Oxford St. 2 nd Floor, Ingersoll, ON, N5C 2V5
In-Person	130 Oxford St. 2 nd Floor, Ingersoll, ON, N5C 2V5, Clerk's Department Monday to Friday 8:30 a.m. – 4:30 p.m. except for Holidays

Background and Legislation

The Integrated *Accessibility Standards Regulation* is the guiding piece of legislation that provides the framework for this Multi-Year Accessibility plan. *O. Reg. 191/11: Integrated Accessibility Standards Regulation* or IASR is a regulation under the *Accessibility for*

Ontarians Disabilities Act and establishes accessibility requirements for all Ontario employers with one or more employees. Requirements fall under six (6) main categories with their own compliance deadlines:

1. General
2. Information and Communications
3. Employment
4. Transportation
5. Design of Public Spaces
6. Customer Service

In addition to the IASR, this document also takes into consideration requirements under the *Ontario Human Rights Code*, which prohibits discriminatory actions against people based on a protected ground and in a protected social area. The IASR does not replace or affect existing legal obligations under the *Ontario Human Rights Code* and other laws in respect to accommodation of people with disabilities.

Intent

This document represents a multi-year accessibility plan as prepared by Town staff and will be updated and maintained in consultation with the Town's Accessibility Advisory Committee.

The Town of Ingersoll's 2021-2025 Multi-Year Accessibility Plan outlines the policies and actions that the Town has taken to date to achieve compliance with the [Integrated Accessibility Standards Regulation 191/11](#), and identifies its plans to further reduce and prevent barriers people with disabilities may face when accessing Town services and facilities.

Statement of Commitment

The Town of Ingersoll is committed to promoting a barrier-free municipality for employees, citizens, and everyone who lives, works, visits, and invests in Ingersoll.

The Town recognizes that all not all barriers are readily apparent or visible, and will assess and implement policies and procedures that address all types of barriers to accessibility including:

- Attitudinal barriers
- Information and Communications barriers
- Technology barriers
- Organizational and systemic barriers
- Architectural and physical barriers

Accessibility Advisory Committee

As of 2019, the Town of Ingersoll has reestablished its Accessibility Advisory Committee in accordance with Section 29 (1) of the *Accessibility for Ontarians with Disabilities Act, 2005*. Ingersoll's Accessibility Advisory Committee (AAC) is intended to provide advice to Council on the removal of barriers within the community that prevent people with disabilities from accessing Town facilities, services, and programming. The AAC provides a forum for residents with disabilities to raise issues and concerns and to provide guidance to Council on increasing accessibility.

Ingersoll's Accessibility Committee is responsible for:

- Advising Council on the requirements and implementation of accessibility standards and the preparation of accessibility reports and other such matters for which Council may seek its advice under subsection (5) of the AODA;
- Review in a timely manner, site plans and drawings described in section 41 of the Planning Act that the Committee selects; and
- Perform all other functions that are specified in the regulations.

Accomplishments to Date

Since the approval of the Town's first multi-year accessibility plan in 2014, significant progress has been made towards identifying and removing barriers individuals with disabilities may face when accessing Town of Ingersoll goods, services and facilities. Below is an overview of some of the Town's accomplishments to date, however, the provided list is not exhaustive nor should it be considered complete as efforts to improve upon our accessibility are continuous.

Town of Ingersoll Accomplishments to Date:

1. Adoption of live streaming of Regular Council meetings through YouTube's video streaming platform including closed-captioning.
2. Reestablishment of the Town of Ingersoll's Accessibility Advisory Committee.
3. Procurement of new web-hosting services that are WCAG 2.0 /2.1 level AA compliant and featuring the following accessibility tools:
 - a. Contrast changer
 - b. Highlight links
 - c. Text size changer
 - d. Pause animations
 - e. Dyslexia-friendly text
 - f. Cursor and reading guide
 - g. Tooltips
 - h. Line height changer
 - i. Keyboard navigation
4. Procurement of e-Agenda and meeting management software that is WCAG compliant, for implementation in 2020.
5. Paratransit system for the visually and physically impaired since 1992.
6. Transition to on-demand Paratransit ride scheduling (as opposed to 24-hour advance bookings).

7. All Trail Signage updated in 2018 with three signed placed at the entrance to each trail including a trail map, AODA-compliant sign identifying slop, material, etc. and the Trails Code of Conduct.
8. Accessible park/playground equipment installation in various parks.
9. Core downtown sidewalks have curb cuts and majority of sidewalks within Town.
10. Winter control on all sidewalks within Town.
11. Continuous investigation of parking standards.
12. All municipally owned facilities are considered accessible.
13. Review of accessible parking.
14. Official Plan and Comprehensive Zoning By-law updated.
15. Lift installed at arena.
16. Commencement of accessible website.
17. Reconstruction of sidewalks along Thames St. S. from Canterbury to Bell St. – removal of interlocking brick and concrete stampings. – Reconstruction of sidewalks with accessible markings at intersections.
18. Museum and washroom facility – sidewalks installed for easy access.
19. Fire service facility – accessible workstation.
20. Police service facility – power assisted door.
21. Installation of audible traffic signals in core area
22. Customer service policy and training updated regularly.
23. Elections, vote by mail method used in 2010, 2014, 2018.
24. Accessible voting stations.

Town of Ingersoll Multi-Year Accessibility Plan

The Town of Ingersoll's multi-year plan is developed in accordance with the *Integrated Accessibility Standards Regulation (IASR)*, which establishes requirements and timelines for compliance for all Ontario employers. Standards include:

- General Requirements
- Information and Communications Standards
- Employment Standards
- Transportation Standards
- Design of Public Spaces Standards (Accessibility Standards for the Built Environment)
- Customer Service Standards

The following table considers the progress the Town of Ingersoll has made towards compliance with the requirements of the IASR and its plans to further remove barriers to accessibility.

AODA / IASR Compliance

General Standards

Requirement	Deadline	Action(s) Taken	Next Steps
<p><u>General Policy Requirements</u></p> <ol style="list-style-type: none"> Develop, implement and maintain policies governing how the Town achieves or will achieve accessibility through meeting the requirements of the Integrated Accessibility Standards Regulation. Include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner within related policies. 	1/1/2013	<p>The following policies have been adopted:</p> <ul style="list-style-type: none"> Accessibility Standards for Customer Service Policy AODA Integrated Accessibility Standards Regulation Information and Communications Policy Statement of Commitment 	<p>The Town will continue to monitor the efficacy of its accessibility-related policies and will amend its requirements and procedures as necessary and in recognition of best practices.</p>
<p>The Town shall prepare one or more documents describing the policies it has developed regarding how it is achieving or intends to achieve compliance with IASR requirements, will make the documents publically available and, upon request, provide them in an accessible format.</p>	1/1/2013	<p>The following policy was drafted and implemented:</p> <ul style="list-style-type: none"> AODA Compliance Policy <p>The Town provides this policy and all other documents in accordance with requirements established under the Information and Communications Standard.</p>	<p>The Town will continue to provide this document and all other documents in alternative and accessible formats upon request and taking into consideration the requestor's disability and individual needs.</p>
<p>Establish, document and maintain a multi-year accessibility plan identifying the Town's strategy for preventing and removing barriers to accessibility; posting the plan to the Town's website and providing the plan in alternative formats as requested.</p>	1/1/2013	<p>The Town adopted its first multi-year accessibility plan in 2014. The 2019 plan builds on the progress made since that plan was first adopted, and will continue to reflect best practices and the integration of the principles of accessibility in all strategies for the identification and removal of barriers.</p>	<p>Progress towards the goals established in the multi-year plan will be monitored and reported on via an annual progress report. The plan shall further be updated every five years and will reflect the input of the Accessibility Advisory Committee and the Town's various service areas.</p>

General Standards

Requirement	Deadline	Action(s) Taken	Next Steps
<p>As a designated “large public sector” employer, the Town will: a) Prepare an annual status report on the progress of measures taken to implement the multi-year plan including steps taken to comply with the IASR; and will post the status report on the Town’s website and provide the report in an accessible format upon request.</p>	<p>1/1/2013</p>		<p>Develop a standardized annual accessibility status report and present to Council for review and approval.</p>
<p>The Town of Ingersoll shall incorporate accessibility design, criteria, and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.</p>	<p>1/1/2013</p>	<p>The Town of Ingersoll’s Procurement By-Law establishes that all municipal and local board procurement of goods and services will incorporate accessibility criteria, where it is practicable to do so. Where impracticable, the Town will provide an explanation.</p>	<p>Continue to evaluate how to incorporate accessibility criteria into all procurement practices; training all staff responsible for purchasing on the importance of such incorporation.</p>
<p>The Town shall ensure that training is provided on the requirements of the accessibility standards regulation and on the Human Rights Code as it pertains to persons with disabilities.</p>	<p>1/1/2014</p>	<p>The Town offers online training on the Integrated Accessibility Standards and Human Rights as it pertains to persons with disabilities to all new hires, volunteers and local board and committee members.</p>	<p>Continue to provide training to all individuals acting as a representative of the Town in any capacity. Formalize alternative training delivery options.</p>

General Standards

Requirement	Deadline	Action(s) Taken	Next Steps
The Town will keep a record of IASR-required training, including the dates on which the training was provided and the number of individuals to whom it was provided.	1/1/2014	<p>Records retention will follow the same process used for AODA customer service training - maintained and managed through the Town's online training provider. Department Heads may also print and retain certificates of completion within individual employee files.</p> <p>Where training is delivered in-person, the HR Coordinator will retain a record of attendance including the date of the training as well as the names of all those in attendance.</p>	Monitor for training opportunities and establish a matrix for when refresher training may be required i.e. adoption of new technology that impacts how the Town communicates with the public, etc.

Information and Communications Standards

Requirement	Deadline	Action(s) Taken	Next Steps
Ensure the Town's processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.	1/1/2014	<ul style="list-style-type: none"> The Town's customer service policy has been updated to reflect expanded feedback requirements (under the AODA feedback is specific to customer-service). The feedback process has been published to the Town's website. 	Develop and provide further formalized training to employees who routinely interact with the public, are responsible for the provision of customer service and/or are responsible for receiving feedback on the availability of accessible formats and communication supports on how to appropriately respond to such requests.

Information and Communications Standards

Requirement	Deadline	Action(s) Taken	Next Steps
<p>Internet, intranet websites and web content to conform to the World Wide Consortium Web Content Accessibility Guidelines (WCAG) in accordance with the schedule and levels established by the IASR.</p>	<p>Multiple deadlines, WCAG AA compliance deadline, 01/01/2021</p>	<ul style="list-style-type: none"> • Updated web-hosting service fully complies with WCAG requirements. • Content published to the website needs to pass accessibility standards requirements prior to publication. 	<ul style="list-style-type: none"> • Undertake a review of all documents contained on the Town's website site to ensure conformance to WCAG requirements. • Develop standardized accessible forms for reports. • Develop standardized posting requirements for the Town's website and social media channels, embedding best practice and accessibility requirements into posting standards and designate and train staff who will be responsible for posting documents online. • Create posting request workflow within Laserfiche.
<p>The Town will ensure emergency procedures, plans or public safety information that it prepares and makes available to the public is provided in accessible formats or with appropriate communication supports as soon as practicable, or upon request.</p>	<p>01/01/2012</p>		<p>Update Emergency Planning procedures to reflect accessibility requirements.</p>

Customer Service Standards

Customer Service Standards – Policies, Practices and Procedures

Requirement	Deadline	Action(s) Taken	Next Steps
Establish policies, practices, and procedures governing the provision of the Town of Ingersoll's goods and services to persons with disabilities	1/1/2012	The Town of Ingersoll has adopted and maintained an Accessibility Standards for Customer Service Policy, which was updated in 2018.	The Town will continue to monitor the efficacy of its policies, practices and procedures and will amend its approach and documentation as deemed necessary.
<p>Use reasonable efforts to ensure that the policies, practices and procedures concerning the provision of goods and services are consistent with the following principles:</p> <p>a) The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.</p> <p>b) The provision of goods and services to persons with disabilities and others must be integrated, unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.</p> <p>c) Ensure persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.</p>	1/1/2012	<p>Requirements are communicated via the Town's Accessible Customer Service policy and through mandatory training on the same.</p> <p>Further, individual accommodation plans are developed for patrons as requested taking into consideration the requestor's disability and in conjunction with the service area manager and Human Resources.</p>	Explore opportunities for the Accessibility Advisory Committee to undertake a corporation-wide assessment to identify barriers and provide suggestions for their removal.

Policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the Town's goods or services or the availability, if any, of other measures, which enable them to do so.	1/1/2012	The Town of Ingersoll's Accessible Customer Service Policy and training both deal with the use of assistive devices by persons with disabilities.	Create facility-specific inventories of assistive devices owned by the Town and available on premises (if any).
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Customer Service Standards – Policies, Practices and Procedures

Requirement	Deadline	Action(s) Taken	Next Steps
When communicating with a person with a disability, Town employees will do so in a manner that takes into account the person's disability.	1/1/2012	The Town of Ingersoll's Accessible Customer Service Policy and training both address communicating with a person with a disability.	
Prepare one or more documents describing the Town's policies, practices and procedures, and upon request, provide a copy of the document(s) to any person.	1/1/2012	This requirement is captured under the Town's AODA Compliance Policy.	

Customer Service Standards – Use of Service Animals and Support Persons

Requirement	Deadline	Action(s) Taken	Next Steps
The Town may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence the Town determines that: a) a support person is necessary to protect the health and safety of the person with a disability or the health and safety of others on the premises; and b) there is no other reasonable way to protect the health and safety of the person with the disability and the health or safety of others.	1/1/2010	This requirement is captured under the Town of Ingersoll's Accessible Customer Service Policy and training.	Evaluate Town facilities and services to identify areas where support persons may be required for health and safety purposes depending on the disability, i.e. use of aquatic facilities. Develop standard wording and train designated staff on facilitating such conversations to identify possible risks and how to appropriately mitigate against such risks.

Customer Service Standards – Use of Service Animals and Support Persons

Requirement	Deadline	Action(s) Taken	Next Steps
If an amount is payable by a person for admission to the premises or in connection with a person’s presence at the premises, the Town will ensure that notice is given in advance about the amount, if any, payable in respect of the support person.	1/1/2010	Communicated in the policy – no additional fees will be required.	Ensure that all staff responsible for collecting fees associated with entrance to a premises are familiar with the Town’s policy and no additional fee will be charged.
Prepare one or more documents describing our policies, practices and procedures with respect to the use of service animals and support persons. Upon request, the document(s) will be provided to any person.	1/1/2010	Service animals and support persons are captured under the Town’s Accessible Customer Service Policy, which is made available in alternative formats, upon request.	

Customer Service Standards – Notice of Temporary Service Disruptions

Requirement	Deadline	Action(s) Taken	Next Steps
Public notice will be provided of any temporary service disruption that partially or wholly affects any Town-provided good, service or facility that would otherwise impact the ability of person with a disability to access, use or benefit from that good, service or facility.	1/1/2010	Communicated in the Town’s Customer Service Policy. A Notice of Service Disruption Template will be used for disruptions and the information will be posted in a conspicuous place at the facility, communicated via the Town’s social	Consider undertaking an assessment of the various means by which the public accesses the Town’s facilities and services and how a service disruption may affect accessibility, for example, if the Town Hall elevator is out of service, persons’ with mobility-

<p>Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.</p> <p>* Notice may be given by posting the information at a conspicuous place on premises owned or operated by the Town, by posting it on the Town's website, or by such method that is reasonable in the circumstance.</p>	<p>1/1/2010</p>	<p>media page and included as an eAlert on the Town of Ingersoll's website.</p>	<p>related disabilities may not be able to access Town Hall offices to arrange for services, pay taxes, make inquiries, etc.)</p>
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Customer Service Standards – Training for Staff

Requirement	Deadline	Action(s) Taken	Next Steps
<p>Provide training on the provision of goods and services to persons with disabilities to the following:</p> <ul style="list-style-type: none"> • Town employees and volunteers who deal with members of the public. • Every person who participates in developing policies, procedures and practices governing the provision of goods or services to members of the public or other third parties. • Every person who provides goods, services or facilities on behalf of the Town. 	<p>1/1/2010</p>	<p>All staff and volunteers are required to participate in accessible customer service training (delivered via online training module) upon hire, or commencement of duties with the Town of Ingersoll.</p>	<p>Review onboarding for all town staff, volunteers and committee members to ensure appropriate training is being assigned and completed. Update onboarding processes and documents to formalize this training requirement.</p>

Customer Service Standards – Training for Staff

Requirement	Deadline	Action(s) Taken	Next Steps
<p>Training is to include a review of the purpose of the Act and the requirements of the Accessibility Standards for Customer Service Regulation and instruction on the following matters:</p> <ul style="list-style-type: none"> • How to interact and communicate with persons with various types of disabilities. • How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person. • How to use equipment or devices available on the provider's premises or otherwise provided by the Town that may help with the provision of goods and services to a person with a disability. • What to do if a person with a particular type of disability is having difficulty accessing the Town's goods and services. 	<p>1/1/2010</p>	<p>All requirements are covered by the Town of Ingersoll's online training module.</p>	
<p>Training to be assigned to each person as soon as practicable after he or she is assigned the applicable duties.</p>	<p>1/1/2010</p>	<p>Training is assigned by the hiring manager or HR Coordinator, typically as part of onboarding and prior to the employee's first day of work.</p>	<p>Review processes to determine how individuals who fall outside of the Town's normal hiring procedures are assigned training.</p>

Customer Service Standards – Training for Staff

Requirement	Deadline	Action(s) Taken	Next Steps
Training must also be provided on an on-going basis in connection with changes to the Town’s policies, practices and procedures governing the provision of goods and services to persons with disabilities.	1/1/2010	Communicated in the Town’s Accessible Customer Service Policy.	
Prepare a document describing the Town’s training policy, including a summary of the content of the training and details of when the training is to be provided.	1/1/2010		
Retain records of the training provided, including the dates on which the training was provided and the number of individuals to whom it is provided.	1/1/2010	Records are retained via the Town’s online training platform and also kept within individual employee files at the discretion of the hiring manager.	

Customer Service Standards – Feedback Process

Requirement	Deadline	Action(s) Taken	Next Steps
Establish a process for receiving and responding to feedback about the manner in which the Town provides goods or services to persons with disabilities and make this information readily available to the public.	1/1/2010	The Town’s accessible customer service policy establishes that feedback will be received via email, verbally, suggestion box, written correspondence, or otherwise. Feedback will be directed to the CAO or designate and will be responded to within ten (10) business days.	Develop an online feedback form accessed from the Town’s website for ease of submission.

Customer Service Standards – Feedback Process

Requirement	Deadline	Action(s) Taken	Next Steps
Ensure the feedback process permits persons to provide their feedback to the Town in person, by telephone, in writing or by delivering an electronic text by email or on diskette or otherwise.	1/1/2010	Established within the Town of Ingersoll's Accessible Customer Service Policy.	Continuously monitor the feedback process to ensure its efficacy, amending as required.
Ensure the feedback process specifies the actions that the Town is required to take if a complaint is received.	1/1/2010		
Prepare a document describing the Town's feedback process and, upon request, provide a copy of the document to any person that requests it.	1/1/2010		

Customer Service Standards – Notice of Availability of Documents

Requirement	Deadline	Action(s) Taken	Next Steps
Notify persons to whom the Town provides goods or services that the documents required under the Accessibility Standards for Customer Service Regulation are available upon request.	1/1/2010	Communicated on many Town-produced documents and on the Town of Ingersoll's website.	Review standard documentation produced by the Town for the purposes of communicating with the public to determine which documents need to be updated to incorporate accessibility best practices and include an accessibility statement.
Notice may be given by posting the information at a conspicuous place on premises owned or operated by the Town, by posting it on the Town's website, or by another method deemed reasonable in the circumstances.	1/1/2010		

Customer Service Standards – Format of Documents

Requirement	Deadline	Action(s) Taken	Next Steps
<p>a) Where requested by a person with a disability, provide a copy of the requested document or the information contained in the document in a format that takes into account the person’s disability. b) The Town and the requesting individual may agree upon the format to be used for the document or information.</p>	<p>1/1/2010</p>	<p>Process formalized by the Town of Ingersoll Accessible Customer Service Policy.</p>	<p>Identify areas of opportunity to provide documents in alternative accessible formats as new technology is adopted and utilized.</p>

Employment Standards

Requirement	Deadline	Action(s) Taken	Next Steps
<p>Notify employees and the public about the availability of accommodation for applicants with disabilities in the Town’s recruitment processes.</p>	<p>1/1/2014</p>	<p>All job ads include a standard statement advising of the Town’s accessible recruitment processes for applicants with disabilities. This statement is also included on the ‘Employment Opportunities’ section of the Town’s website.</p>	

Employment Standards

Requirement	Deadline	Action(s) Taken	Next Steps
<p>During the recruitment process, the Town will notify applicants who are selected to participate in the assessment or selection process that accommodations relating to the selection or assessment are available upon request.</p> <p>2.2 If a selected applicant requests an accommodation, the Town will consult with the requesting individual and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs.</p>	<p>1/1/2014</p>	<p>Applicants are notified, via the Human Resources Coordinator, of the availability of accommodations relating to the Town's selection or assessment processes.</p> <p>These processes are formalized in the Town's 'IASR Employment Standards Compliance Policy'.</p>	
<p>When making an offer of employment, the Town will notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<p>1/1/2014</p>	<p>New hires are informed of the Town's IASR Employment Standards Compliance Policy', which is overviewed in the new hire orientation handbook.</p>	
<p>Where an employee requests it, the Town must consult with the requesting employee to provide or arrange for the provision of accessible formats and communication supports for:</p> <ul style="list-style-type: none"> 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. 	<p>1/1/2014</p>	<p>Actions are taken on a case-by-case basis as they are received and taking into consideration to employee's individual needs and the information necessary to perform the job.</p>	<p>Ensure all Departments and service area managers are made aware of their obligations under the IASR with regards to the employment standards regulation.</p>

The Town will consult with the requesting employee in determining the suitability of an accessible format or communication support.	1/1/2014	Part of the IASR Employment Standards Compliance Policy.	
Employment Standards			
Requirement	Deadline	Action(s) Taken	Next Steps
Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	1/1/2012	Individualized workplace emergency response information is collected via a standardized form and process.	
If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the Town will provide the workplace emergency response information to the person designated by the department head to provide assistance to the employee.	1/1/2012	Formalized within the individualized workplace emergency response information plan and process.	
Provide the individualized accommodation plan and related information as soon as practicable after becoming aware of the need for accommodation due to an employee's disability.	1/1/2012		

Employment Standards

Requirement	Deadline	Action(s) Taken	Next Steps
<p>Review the individualized workplace emergency response information:</p> <ul style="list-style-type: none"> a) When the employee moves to a different location in the organization; b) When the employee's overall accommodation(s) needs or plans are reviewed; and c) When the Town reviews and/or revises its general emergency response policies. 	1/1/2012	Formalized within the individualized workplace emergency response information plan and process.	
<p>Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p>	1/1/2014	Established within the IASR Employment Standards Compliance Policy	Amend this process as new technologies are adopted or changes to the physical workplace occur and update accordingly.
<p>Ensure the process for the development of documented individual accommodation plans include the following elements:</p> <ul style="list-style-type: none"> a) The manner in which an employee requesting an accommodation can participate in the development of the individual accommodation plan. b) The means by which the employee is assessed on an individual basis. 			

- c) The manner in which the Town can request an evaluation by an outside medical or other expert, at the Town's expense, to assist the Town in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
- d) The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
- e) The steps taken to protect the privacy of the employee's personal information.
- f) The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
- g) Of an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
- h) The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

1/1/2014

Established within the IASR Employment Standards Compliance Policy

Employment Standards

Requirement	Deadline	Action(s) Taken	Next Steps
Individual accommodation plans will: a) If requested, include any information regarding accessible formats and communication supports provided. b) If required, include individualized workplace emergency response information. c) Identify other accommodation that is to be provided.	1/1/2014	Formalized within the individualized workplace emergency response information plan and process.	
With regards to the Return to Work process, the Town will: a) Develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and b) Document the process.	1/1/2014	Return to Work forms and processes have been updated to incorporate IASR requirements regarding the return to work process.	

Employment Standards

Requirement	Deadline	Action(s) Taken	Next Steps
The return to work process will: a) Outline the steps the Town will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and b) Use documented individual accommodation plans as part of the process.	1/1/2014	Return to Work forms and processes have been updated to incorporate IASR requirements regarding the return to work process.	

Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using the performance management process in respect of employees with disabilities.	1/1/2014	Reflected in the Town's IASR Employment Standards Compliance Policy	
Take into account the accessibility needs of employees with disabilities as well as individual accommodation plans, when providing career development and advancement to employees with disabilities.	1/1/2014		
Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when deploying and redeploying individuals and employees with disabilities.	1/1/2014		

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

Design of Public Spaces Standards - Recreational Trails

Requirement	Deadline	Action(s) Taken	Next Steps
<p>The Town will consult on the following before constructing new, or redeveloping existing recreational trails:</p> <ul style="list-style-type: none"> a) The slope of the trail b) The need for, and location of, ramps on the trail c) The need for, location and design of: <ul style="list-style-type: none"> o Rest areas; o Passing areas; o Viewing areas; o Amenities on the trail; and o Any other pertinent feature <p>The Town shall consult on the above noted matters in the following manner:</p> <ol style="list-style-type: none"> 1. With the public and persons with disabilities 2. With municipal accessibility advisory committees, where one has been established. 	01/01/2016	All accessibility requirements have been incorporated into the development of new or redevelopment of existing recreational trails that are maintained by the Town of Ingersoll. Responsibility for trails falls under the Community Services Department.	With the reestablishment of the Town's Accessibility Advisory Committee, this process will be updated to include the committee's consultation.
The Town will ensure that any recreational trails to be constructed or redeveloped and that the Town intends to maintain, meets the technical requirements for recreational trails as established under sec. 80.9 of O. Reg. 191/11.	01/01/2016		

Where other media, such as park websites or brochures are used by the Town to provide information about the trail, beyond advertising or promotion, the media must provide the same information as the trail signage.	01/01/2016		Ensure any media updates reflect the required information.
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Design of Public Spaces Standards - Outdoor Public Use Eating Areas

Requirement	Deadline	Action(s) Taken	Next Steps
When newly constructing or redeveloping outdoor public use eating areas that the Town intends to maintain and that fall within the description of an outdoor public use eating area, the Town will comply with all relevant requirements of O. Reg. 191/11.	01/01/2016	All accessibility requirements have been incorporated into the development of new or redevelopment of existing outdoor public use eating areas that are maintained by the Town of Ingersoll. The Town of Ingersoll offers accessible picnic tables in every park that has more than five (5) picnic tables. Accessible picnic tables are placed in locations that are level and accessible.	The Parks Department will continue to monitor the topography of Ingersoll's parks and will ensure accessible picnic tables are placed on level and accessible ground each spring.

Design of Public Spaces Standards - Outdoor Play Spaces

Requirement	Deadline	Action(s) Taken	Next Steps
When constructing new or redeveloping existing outdoor play spaced, the Town shall consult on the needs of children and caregivers with various disabilities and shall do so in the following manner: <ul style="list-style-type: none"> ○ The Town shall consult with the public and persons with disabilities ○ The Town shall consult with their Accessibility Advisory Committee 	01/01/2016	All accessibility requirements have been incorporated into the development of new or redevelopment of existing outdoor play spaces that are maintained by the Town of Ingersoll. Responsibility for outdoor play spaces falls under the Community Services Department.	With the reestablishment of the Town's Accessibility Advisory Committee, the consultation process shall be updated to include the AAC as a stakeholder.

<p>When constructing new, or redeveloping existing play spaces that the Town intends to maintain, the Town shall:</p> <p>a) Incorporate accessibility features, such as sensory and active play components, for children and caregivers with various disabilities into the design of outdoor play spaces; and</p> <p>b) Ensure that outdoor play spaces have a ground surface that is firm, stable and has impact attenuating properties for injury prevention and sufficient clearance to provide children and caregivers with various disabilities the ability to move through, in and around the outdoor play space.</p>	<p>01/01/2016</p>	<p>All accessibility requirements have been incorporated into the development of new or redevelopment of existing outdoor play spaces that are maintained by the Town of Ingersoll. Responsibility for outdoor play spaces falls under the Community Services Department.</p>	<p>With the reestablishment of the Town of Ingersoll's Accessibility Advisory Committee, future proposals for the construction of new or redevelopment of existing outdoor play spaces will be brought before the Committee for comment.</p>
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Design of Public Spaces Standards - Exterior Paths of Travel

Requirement	Deadline	Action(s) Taken	Next Steps
<p>The Town shall ensure that any exterior path of travel as defined in the IASR, are constructed or redeveloped to meet all relevant requirements pertaining to exterior paths of travel as established under O. Reg. 191/11.</p>	<p>01/01/2016</p>	<p>Requirements for exterior paths of travel have been adopted by the Town of Ingersoll.</p>	

Design of Public Spaces Standards - Accessible Parking

Requirement	Deadline	Action(s) Taken	Next Steps
The Town of Ingersoll shall comply with all relevant section of O. Reg. 191/11 when constructing new, or redeveloping off-street parking facilities that the Town intends to maintain.	01/01/2016	Requirements for Accessible Parking have been adopted by the Town of Ingersoll.	Requests for reviews of accessible parking spaces including their number and location will be reviewed by the Transportation Committee as submitted.

Design of Public Spaces Standards - Obtaining Services

Requirement	Deadline	Action(s) Taken	Next Steps
The Town of Ingersoll shall meet all relevant requirements of O. Reg. 191/11 concerning: <ol style="list-style-type: none"> 1. All newly constructed service counters and fixed queuing guides; and 2. All newly constructed or redeveloped waiting areas. 	01/01/2016	All Town of Ingersoll facilities shall comply with requirements concerning the creation of, or redevelopment of existing service counters and waiting areas.	Review of existing service counter accessibility to determine barriers and to identify solutions.

Transportation Standards

Transportation Standards - Duties of Municipalities and Taxicabs

Requirement	Deadline	Action(s) Taken	Next Steps
The Town shall consult with its municipal Accessibility Advisory Committee to determine the proportion of on-demand accessible taxicabs required in the community. *"Accessible Taxicab" means an accessible taxicab as defined in Reg. 629 under the Highway Traffic Act.	01/01/2013	The Town of Ingersoll contracts with Olde Tyme Taxi to provide paratransit services for residents with disabilities. The fleet of accessible vehicles includes two accessible vans. Paratransit services are provided on-demand within the Town's municipal boundaries.	The existing number of accessible taxicabs will be brought to the AAC for review and comment.

<p>The Town will identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in its accessibility plan.</p>	<p>01/01/2013</p>		<p>The suitability of the number of accessible taxicabs to service paratransit users and other persons with disabilities within the Town of Ingersoll to be reviewed and discussed annually by the AAC.</p>
<p>The Town will ensure that taxicab owners and operators licensed by the Town are prohibited from: a) Charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip; and b) From charging a fee for the storage of mobility aids or mobility assistive devices.</p>	<p>07/01/2011</p>	<p>Requirements established under section 80 of the IASR are reflected in the paratransit Agreement between the Corporation of the Town of Ingersoll and Olde Tyme Taxi.</p>	<p>Ensure all subsequent paratransit agreements reflect IASR requirements. At the time of drafting any new agreement, the IASR will be reviewed against the contract language to verify accuracy and compliance. Update the Town's taxi licensing application to reflect and communicate IASR requirements.</p>
<p>The Town will require that owners and operators licensed by the Town ensure that vehicle registration an identification information is located on the rear bumper of the taxicab.</p>	<p>01/01/2012</p>		
<p>The Town will ensure that taxicab owners and operators licensed through the Town make vehicle registration and identification information available in accessible formats to persons with disabilities who are passengers upon request.</p>	<p>01/01/2012</p>		

Conclusion

The Town of Ingersoll is committed to addressing existing barriers and preventing future ones to allow people with disabilities full participation in our community and encourages input from all residents on the accessibility of Town facilities and services.

Annually, a status report will be completed by the Town to outline the progress of measures taken to implement the multi-year accessibility plan. This plan will also be reviewed and updated as required to recognize and include any amendments to existing legislation or the emergence of new areas of priority.

Appendix 1 – Glossary of Terms

Definitions

The following definitions are sourced from the Integrated Accessibility Standards Regulation 191/11 and the Accessibility Standards for Customer Service Regulation 429/07.

Accessible Formats – may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Career Development and Advancement – includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them, and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.

Communication Supports – may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Communications – means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

Conversion Ready – means an electronic or digital format that facilitates conversion into an accessible format.

Guide Dog – means a guide dog as defined in section 1 of the *Blind Persons' Rights Act*.

Information – includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

Mobility Aid – means a device used to facilitate the transport, in a seated posture of a person with a disability.

Mobility Assistive Device – means a cane, walker or similar aid.

Performance Management – means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

Recreational Trails – means public pedestrian trails that are intended for recreational and leisure purposes.

Redeployment – means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

Redeveloped – means planned significant alternations to public spaces, but does not include maintenance activities, environmental mitigation or environmental restoration.

Service Animal – means an animal as described in subsection (9) of the *Blind Persons' Rights Act*.

Support Person – means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.