



**The County**<sup>TM</sup>  
PRINCE EDWARD COUNTY ♦ ONTARIO

# Accessibility Plan 2017 to 2021

**This document is available in alternate forms, upon request**

# The Corporation of the County of Prince Edward

## Accessibility Plan

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## **Message from Mayor and Council**

The County of Prince Edward is committed to fostering an inclusive community for all individuals. As such, Council strives to ensure that persons with disabilities do not encounter barriers when accessing municipal services, supports, and spaces.

Council recognizes the leadership role it plays in making sure the municipality meets its obligations under the Accessibility for Ontarians with Disabilities Act (AODA). To achieve those objectives, Council seeks to consult and collaborate with the broader community, especially persons with disability.

We are proud to work with Accessibility Advisory Committee (AAC). The committee provides invaluable advice to Council on the municipality's accessibility plan and the initiatives we should pursue to meet AODA obligations.

The County of Prince Edward's Accessibility Plan 2017-2021 outlines our organization's strategy to prevent and remove barriers in order to meet the accessibility requirements. The plan will hold the municipality accountable for achieving accessibility for residents, visitors, and staff members with disabilities.

It is also our hope that Council's commitment to accessibility, as expressed in this plan, inspires other organizations, businesses, and individuals across The County. We all have a role to play in making Prince Edward County an inclusive community where everyone can participate fully with independence and dignity.

Mayor Robert L. Quaiff

## **Message from the County's Accessibility Advisory Committee**

The Committee knows everyone is likely to be affected by disability at some point in their lives, whether personally or indirectly through the experiences of family, friends or coworkers. Better access helps everyone and improves the quality of life of our entire community.

The Accessibility Advisory Committee collaborates with Council and Staff regarding accessibility initiatives to create a barrier free community.

Our committee represents different backgrounds and abilities that offer many different perspectives to improve accessibility for Prince Edward County's residents, visitors and staff. To us, accessibility means giving people of all abilities the opportunity to participate fully in life.

The County is enriched by the contributions of people of all abilities and is strengthened when everyone is included. It is our privilege to continue to collaborate with Council and Staff on removing barriers, changing attitudes and creating more awareness around the importance of accessibility in the County.

George Underhill, Chair  
Accessibility Advisory Committee

## **Ontario Laws Require Accessibility Plans**

Accessibility for Ontarians with Disabilities Act, 2005

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was enacted to develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, premises and transportation throughout Ontario by the year 2025. Accessibility Standards include the Accessible Customer Service Standard (O. Reg. 191/11), the Integrated Accessibility Standard Regulation (O. reg. 191/11) including the Information & Communication, Transportation, Employment and the Design of Public Spaces Standards.

One of the Integrated Accessibility Standards Regulation (IASR) is to prepare a multi-year accessibility plan. This is a shift from annual accessibility planning under the Ontarians with Disabilities Act, 2001. This multi-year plan must include an organization's strategy to prevent and remove barriers and meet the requirements in the standards. Each year the organization must report on the progress in implementing the plan.

### **Our Commitment**

The Corporation of the County of Prince Edward 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 by meeting our accessibility requirements under Ontario's accessibility laws.

### **I. Introduction**

The Corporation of the County of Prince Edward (the "County") strives to meet the needs of its employees, residents, visitors and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

The County is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act*. This accessibility plan outlines the steps the County is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how the County will play its role in marking Ontario an accessible province for all Ontarians.

This document updates the 2012 plan as at December 2017 and reviewed annually in consultation with the County's Accessibility Advisory Committee. A copy of this plan will be posted on the County's website [www.thecounty.ca](http://www.thecounty.ca) and, upon request, a copy will be provided in an accessible format.

## **II. Integrated Accessibility Standards Regulation**

The Integrated Accessibility Standards Regulation that came into effect July 1, 2011, established mandatory accessibility standards in four areas: Information and Communication, Employment, Procurement, Transportation and Design of Public Spaces.

### **Customer Service**

The Customer Service Standards Regulation established standards that mandated every provider of goods, services and facilities to establish policies, practices and procedures governing the provision of its goods, services and facilities to persons with disabilities.

As required by the Regulation, the County's Customer Service for Persons with Disabilities Policy, adopted by Council March 2010, Council motion 2010-253, 10.1.3, aims to ensure that service to those with disabilities is provided in a manner that promotes, independence, dignity, integration and equal opportunity. Please see policy AODA 110 Customer Service for Persons with Disabilities Policy.

The County will ensure that its processes for receiving and responding to feedback are made available to persons with disabilities, whether members of the public, clients, customers or employees, in an appropriate, accessible format or communication support, upon their request, and that members of the public are notified of the availability of such an option. The County will review its current feedback processes to ensure that it is accessible and make any change necessary to ensure compliance with the IASR.

### **Information and Communications**

The purpose of the Information and Communication Standard is to facilitate access for people with disabilities to sources of information and communications that those without disabilities depend on daily. The requirements specified under this standard provide the framework necessary to assist both public and private businesses in achieving full accessibility in the areas of Information and Communication by 2025.

The County will 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 supports.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws by 2021.

### **Employment**

The requirements set out under the Employment Standard apply to paid employees. Through this standard, employers are mandated to provide for accessibility throughout

the entire employment lifecycle. Incorporating accessibility into all facets of the employment process benefits everyone by broadening the talent pool and assisting employers in supporting and maintaining a skilled workforce.

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify employees that supports are available for those with disabilities. We have put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

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

### **Training**

The County is committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

We will provide on-going training to our employees and volunteers on accessibility as it relates to their specific roles.

### **Procurement**

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

### **Transportation**

The County shall ensure that transportation services, such as taxis, will adhere to the requirements under the Transportation standard.

### **Design of Public Space**

The County shall ensure when constructing new or redeveloping existing public spaces, the County will adhere to requirements under the Design of Public Spaces in the following areas:

- Recreational trails/beach access routes
- Outdoor public use eating areas
- Outdoor play spaces
- Exterior paths of travel
- Accessible parking
- Service counters and waiting areas
- Maintenance

## **Other**

### Changes to Existing Policies

The County will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

### **III. Multi-Year Accessibility Plan**

The Multi-Year Accessibility Plan is to identify the specific requirements applicable to Prince Edward County, as mandated by the Province of Ontario through the Integrated Accessibility Standards Regulation, and the measures that have been take or will be undertaken from 2017 to 2017 to ensure compliance with the regulation.

### **IV. Contact Information**

Prince Edward County administration office is located at 332 Main Street, Picton. The mailing address is:

332 Picton Main Street  
Picton, Ontario K0K 2T0

For more information regarding the Accessibility Plan, please contact Tanya Delaney, Outdoor Facilities Supervisor, at 613.476.2148 x4004, [tdelaney@pecounty.on.ca](mailto:tdelaney@pecounty.on.ca).

Our website and social media addresses:

[www.thecounty.ca](http://www.thecounty.ca)  
[www.facebook.com/princeedwardcounty](https://www.facebook.com/princeedwardcounty)  
[https://twitter.com/shire\\_hall](https://twitter.com/shire_hall)

### **V. Communication of Plan**

Prince Edward County Multi-Year Accessibility Plan will be available on our website at [www.thecounty.ca](http://www.thecounty.ca) Copies of the plan will also be available from our office.

### **VI. AODA Progress to Date - Past Achievements and Future Actions Planned**

The AODA sets out accessibility requirements that an organization must meet in the areas of customer service, information and communication, employment, transportation and the design of public spaces, with staggered compliance dates to 2021.

Our past achievements and future action plan for 2018 to 2021 are noted on Schedule "A" attached.

## **VII. Conclusion**

2017 to 2021 Plan.

During this period, Council and Staff together with the Accessibility Advisory Committee will make the following commitment:

1. To continue implementing the AODA Integrated Accessibility Standard Regulation
2. To review all unresolved issues carried forward from previous plans



Schedule "A"

**AODA Progress to Date - Past Achievements and Future Actions Planned**

**General Requirements**

	<b>Deliverable</b>	<b>Status</b>
Accessibility Policies s.3	Update policies and make available to public in an accessible format upon request	Policy drafted and to be reviewed at upcoming AAC meeting. To be sent to Council Nov 28, 2017
Accessibility Plan s.4	Update plan information and prepare a multi-year document which outlines the municipality's strategy to prevent and remove barriers to meet its requirement	Plan drafted and to be reviewed at upcoming AAC meeting. To be sent to Council Nov 28, 2017
Training s.7	Training of all employees and volunteers, persons who develop policies, and those that provide goods and services on behalf of the organization on the requirements of the Integrated Accessibility Standards Regulation and on the Human Rights Code	ongoing

**Employment**

	<b>Deliverable</b>	<b>Status</b>
Recruitment Process s.22	Notify employees and the public about the availability of accommodation for applicants with disabilities	Notification is standard on all internal and external job postings
Recruitment, Assessment or Selection, s.23	Notify job applicants, when they are individually selected to participate in an assessment of selection process that accommodations are available upon request in relation to materials and processes to be used	Notification is verbally provided to candidates when selected for an interview of the municipality's accommodation options
Notice of successful	When making an offer of employment, notify the successful	New staff are provided with

	<b>Deliverable</b>	<b>Status</b>
applicants, s.24	applicant of policies for accommodating employees with disabilities	copies of the policies
Informing employees of supports, s.25	Inform employees of policies used to support employees with disabilities, including, but not limited to, policies on provision of job accommodations that consider an employee's accessibility needs due to a disability, and provide information required under this section to new employees as soon as practicable after they begin employment	Currently in practice
Performance Management, s.30	Performance Management process shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans	Currently in practice
Career development and advance, s.31	Consider the accessibility needs of employees with disabilities and any individual accommodation plans, when providing career development and advancement to employees with disabilities	Currently in practice
Redeployment	Consider the accessibility needs of employees with disabilities and individual accommodation plans when redeploying employees with disabilities	Currently in practice

## **Procurement**

	<b>Deliverable</b>	<b>Status</b>
Procuring or acquiring goods, services or facilities, S.5	Use accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so;  Where Prince Edward County has decided that it is not practicable to incorporate accessibility criteria and	Currently in practice

	features, it will provide an explanation upon request in an accessible format or with appropriate communications supports, if necessary	
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### Information and Communication

	<b>Deliverable</b>	<b>Status</b>
New Internet websites and web content, s.14	Conform with the Web Content Accessibility Guidelines (WCAG) 2.0 – Level A	New website launched in 2014 and updated in 2016 complies with or exceeds the IASR requirements
Internet websites and web content, s.14	All existing internet and web content conforms WCAG 2.0 – Level AA (excluding live captioning and audio description)	2021
Emergency Procedures, Plans or Public Safety Information, s. 13	<p>Individual workplace emergency response information procedures have been developed for employees with disabilities, as required;</p> <p>Workplace Emergency Response Information forms have been prepared for employees who have disclosed a disability and who are being accommodated according to their disabilities;</p> <p>Where required, the County provides assistance to specific disabled employees, with the disabled employee’s prior consent, to help them evacuate the workplace in case of an emergency or disaster. These plans for providing assistance have been set out in individualized emergency plans for the employees;</p> <p>Individual emergency plans have been communicated to the employee’s respective managers and safety personnel, on an “as</p>	Currently in practice

	<p>needed” basis</p> <p>Annual review and assessment of general workplace emergency response procedures</p>	
<p>Accessible formats and communications supports, s.12</p>	<p>Upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner taking into account person’s disability at a cost no more than the regular costs charge to other persons. Consult with person making request to determine suitable form and communication support. Notify public about availability of accessible formats and communication supports</p>	<p>Currently in practice</p>
<p>Feedback, s.11</p>	<p>Processes for receiving and responding to feedback are made available to persons with disabilities, whether members of the public, clients, customers or employees, in an appropriate, accessible format or communication support, upon their request, and that members of the public are notified of the availability of such an option.</p>	<p>Currently in practice</p>

### Transportation Standards

	<b>Deliverable</b>	<b>Status</b>
<p>Duties of Municipalities Taxicabs, s.80</p>	<p>Ensure that owners and operators of taxicabs do not charge a higher fare or additional fee for persons with disabilities than for persons without for the same trip, or charge a fee for storage of mobility aid/assistive device</p>	<p>Currently in practice</p>
<p>Duties of Municipalities Taxicabs, s.79</p>	<p>Vehicle registration and identification must be displayed on the rear bumper of the taxicab.</p> <p>Vehicle registration and</p>	<p>Currently in practice</p>

	identification information must be made available in an accessible form to persons with disabilities who are passengers	
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**Design of Public Spaces (new or redeveloped space)**

	<b>Deliverable</b>	<b>Status</b>
Recreational Trails and Beach Access Routes, s. 80.8	Prince Edward County shall consult on various specifications as outlined in the standard before we construct new or redevelop existing recreational trails.	Currently in practice
Recreational Trails and Beach Access Routes, s. 80.9	Prince Edward County shall ensure that any recreational trails that we construct or develop and that we intend to maintain, meet the technical requirements as outlined in the standard.	Currently in practice
Outdoor Public Use Eating Areas, s. 80.19	Prince Edward County shall ensure that where they construct or redevelop outdoor public use eating areas that we intend to maintain, the outdoor public use eating areas meet the requirements as outlined in the standard.	Currently in practice
Outdoor Play Spaces, s. 80.20	When constructing new or redeveloping existing play spaces that we intend to maintain, Prince Edward County shall follow the requirement under the standard	Currently in practice
Exterior Paths of Travel, s.80.23	When construction new or redeveloping exterior paths of travel they we intend to maintain, Prince Edward County shall ensure that new and redeveloped exterior paths of travel meet the requirements of the standard, including requirements for ramps, stairs, curb ramps, depressed curbs, accessible pedestrian signals and rest areas	Currently in practice

	<b>Deliverable</b>	<b>Status</b>
Accessible Parking, s. 80.32	Prince Edward County shall ensure that when constructing new or redeveloping off-street and on-street parking facilities that we intend to maintain, the off-street parking facilities meet the requirements of the standard.	Currently in practice
Obtaining services, s. 80.40	Prince Edward County shall ensure we meet the requirements set out in the standard with respect to all newly constructed service counters and fixed queuing guides and all newly constructed or redeveloped waiting areas	Currently in practice

### **Maintenance**

	<b>Deliverable</b>	<b>Status</b>
Maintenance, s 80.44	Prince Edward County shall ensure that our multi-year accessibility plan include procedures for preventive and emergency maintenance of the accessible elements in public spaces as required by the standard	Currently in practice
Maintenance, s 80.44	Prince Edward County shall ensure that our multi-year accessibility plan includes procedures for dealing with temporary disruptions when accessible elements required under the standard are not in working order	Currently in practice