

The Corporation of the Municipality of Northern Bruce Peninsula

By-law No. 2021-27

Being a By-Law to Establish Policies and Procedures for Integrated Accessibility Standards Regulations for the Municipality of Northern Bruce Peninsula

Whereas the Integrated Accessibility Standards Regulations, in the areas of Information and Communications, Employment, Transportation, the Design of Public Spaces and Customer Service in accordance with Ontario Regulation 413/12 and 165/16 amending Ontario Regulation 191/11 made under the Accessibility For Ontarians With Disabilities Act, 2005, permits the Council of a municipality to enact a by-law to establish a policy for Integrated Accessibility Standards Regulations;

And whereas the Municipality of Northern Bruce Peninsula deems it necessary to establish policies and procedures with respect to Integrated Accessibility Standards Regulations;

And whereas pursuant to Section 9 of The Municipal Act, S. O. 2001, c.25, as amended, provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

Now therefore the Council of the Corporation of the Municipality of Northern Bruce Peninsula hereby enacts as follows:

1. That Council hereby adopts the Integrated Accessibility Standards Policy attached hereto as Schedule "A" and that Schedule "A" forms part of this by-law.
2. That Accessible Meeting/Event Guidelines be included on Schedule "B" attached to this by-law.
3. That Employee Individual Accommodation Plan be included on Schedule "C" attached to this by-law.
4. That Emergency Response Plan and Individualized Emergency Response Plan Form be included on Schedule "D" attached to this by-law.
5. That Disruption in Service Notification be included on Schedule "E" attached to this by-law.
6. That Customer Service Feedback Form and Record of Customer Service Feedback be included on Schedule "F" attached to this by-law.
7. That By-law Nos. 2016-31, 2016-45 and any other by-law(s) inconsistent with this by-law are hereby repealed.
8. That this by-law shall come into full force and effect upon third and final reading thereof.

Read a First and Second Time This 26th Day of April 2021.

Read a Third Time, Finally Passed, Signed and Sealed This 26th Day of April 2021.

Mayor – Milt McIver

Clerk – Cathy Addison



The Corporation of the Municipality of Northern Bruce Peninsula
Policy: Integrated Accessibility Standards

Policy Number: 2021-27

Approved by By-law: 2021-27

Administered by: Clerk's Department

Purpose and Organizational Commitment

The Municipality of Northern Bruce Peninsula (the Municipality) 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 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 Municipality is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code with respect to non-discrimination. The Municipality is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policy is consistent with the principles of independence, dignity, integration, and equal opportunity for people with disabilities.

This policy establishes the Integrated Accessibility Standards Regulations (IASR) in the areas of Information and Communications, Employment, Transportation, Design of Open Spaces and Customer Service for the Municipality of Northern Bruce Peninsula.

This policy recognizes that the IASR does not replace or affect existing legal obligations under the Human Rights Code or other laws respecting the accommodation of people with disabilities. Identified within this policy are measures that the Municipality intends on undertaking to fulfill ISAR requirements within the required timelines.

Definitions

The following definitions are applicable to this policy:

Accessible: capable of being entered or reached, easy to get at; obtainable; easy to understand or appreciate.

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.

Accommodation: the special arrangement made, or assistance provided so that people with disabilities can participate in experiences.

AODA: Accessibility for Ontarians with Disabilities Act

Assistive Device: a technical aid, communication device, or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them, such as a wheelchair, walker, or a personal oxygen tank, and that might assist in hearing, seeing, communicating, moving, breathing, remembering, or reading.

Beach Access Routes: routes that are constructed and are intended for pedestrian use by the public and that provide access from off-street parking facilities, recreational trails, exterior paths of travel and amenities to an area of a beach that is intended for recreational use by the public.

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

Disability: as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- Any degree of physical disability, infirmity, malformation, or disfigurement that is caused by bodily injury, birth defect, or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide dog: a highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety, and increased independence for people who are blind.

Maintenance: activities that are intended to keep existing public spaces and elements in existing public spaces in good working order or to restore the spaces or elements to their original condition, examples of which include painting and minor repairs.

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

Mobility Assistive Device: a cane, walker, wheelchair, scooter, or similar aid.

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

Redeployment: 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.

Service animal: A service animal for a person with a disability if:

1. The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, because of visual indicators such as the vest or harness worn by the animal; or
2. The person provides documentation from a member of one of the following regulated health professional colleges confirming that the person requires the animal for reasons relating to the disability:
 - College of Audiologists and Speech-Language Pathologists of Ontario;
 - College of Chiropractors of Ontario;
 - 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; or
 - College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Support person: in relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care, medical needs, or access to goods and services. Examples of a support person may include, but is not limited to, sign language interpreters, a guide for a person with vision loss, and a personal care assistant.

Unconvertible: not technically feasible to convert the information or communications or that technology to convert the information or communications is not readily available.

General Provisions

Multi-Year Accessibility Plan

The Municipality's Multi-Year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and address the current and future requirements of the AODA. The plan will also outline various undertakings that have occurred in the past five years to improve accessibility. The Municipality will report annually on the progress and implementation of the plan, will post the report on the municipal website, and will provide a copy of the report in an alternative format, upon request. The plan will be reviewed and updated every five years by the Accessibility Coordinator in consultation with the Senior Management Team. Feedback from members of the public will be incorporated into the plan where possible.

Procuring or Acquiring Goods, Services or Facilities

The Municipality will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. Where it is not possible to do so, an explanation will be provided.

Contractors and successful proponents conducting work on behalf of the Municipality shall consider accessibility when purchasing goods or services in accordance with the Municipality's Procurement Policy and incorporate accessible designs and features where possible. All final documents provided to the Municipality must conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level AA. If requested, the contractor/proponent shall provide written proof that all employees have been trained as required under the Accessibility for Ontarians with Disabilities Act. The contractor/proponent shall be aware and sensitive to accessibility needs.

Training

Regardless of the format, whether it be online or in person, training will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- A review of the requirements of the customer service standards;
- A review of the Human Rights Code and sections applicable to accessibility;
- Instructions on how to interact and communicate with people with various types of disabilities;
- Instructions on how to interact with people with disabilities who use assistive devices; require the assistance of a guide dog or other service animal; or require the use of a support person;
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities;

- Instructions on what to do if a person with a disability is having difficulty accessing our services; and
- Policies, procedures, and practices of the company pertaining to providing accessible customer service to customers with disabilities.

Training Schedule

The Municipality of Northern Bruce Peninsula will provide training as soon as practicable.

Training will be provided to new employees, volunteers, agents, and contractors (typically during the orientation process). Revised training will be provided in the event of significant changes to legislation, procedures, policies, or practices.

Record of Training

The Municipality of Northern Bruce Peninsula will keep a record of training that includes the dates training was provided, type of training provided, names of participants, and the number of employees who attended the training. Training records are confidential and participant names are recorded for administration purposes only and are subject to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

Public Meetings and Events

The Municipality will make a strong effort to ensure that meetings and/or events are accessible so that people with disabilities are able to attend and participate to the fullest.

Municipal staff and organizers will reference and utilize Schedule “B” to By-law No. 2021-27, Being a By-Law to Establish Policies and Procedures for Integrated Accessibility Standards Regulations for the Municipality of Northern Bruce Peninsula, when planning a meeting and/or event.

Reporting

The Municipality is obligated to:

- File an accessibility compliance report every two years and post a copy of the report approved by Council on the municipal website.
- Prepare a public report adopted by Council outlining accessibility progress within the last calendar year to be posted on the municipal website.

Information and Communications Standard

Accessible Formats and Communication Supports

The Municipality shall notify customers that documents are available upon request and in a format that considers the customer’s disability. Notification will be given by posting

information on the municipal website. Upon request, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

The Municipality will create, provide and receive information and communications in ways that are accessible to people with disabilities.

If the Municipality determines that it is not technically feasible to convert the information or communications, or the technology to convert the information or communication is not readily available, we will be obligated to provide the person that requires the information with an explanation as to why the information or communications are unconvertible and a summary of the unconvertible information or communications.

Website and Social Media

All documents posted on the municipal website will conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

Municipal staff will ensure that all final versions of plans, strategies, and presentations provided by third-party contractors comply with WCAG when being posted on the municipal website.

Staff will incorporate tips for creating accessible documents when preparing public documents. Departments will ensure their documents are meeting accessibility guidelines prior to posting on the municipal website and/or linking to the Facebook page.

Municipal staff will continually update the municipal website to make information as navigable, understandable, and accessible as possible.

The municipal Facebook Page acts an additional avenue to making municipal information accessible to members of the public. Staff will consider accessibility when creating social media content.

Emergency Information

All municipal emergency procedures, plans and/or public safety information available to the public shall be provided in an accessible format. Upon request, the Municipality shall provide the emergency information in an alternate format, where possible.

The municipal Emergency Response Plan, attached as Schedule "D" to By-law 2021-27 establishes processes and procedures for appropriate responses to major emergencies, and assigns roles and responsibilities for the implementation and execution of the plan in the event of an emergency. The guidelines shown in this plan are intended to keep the employees of the Municipality of Northern Bruce Peninsula prepared if facilities become unsafe. An Individualized Emergency Response Plan Form will be completed by the

applicable supervisor/manager and/or Chief Administrative Officer and employee where an employee may require assistance in the event of a workplace emergency.

Employment Standard

The Employment Standard is applicable to employees and excludes volunteers and non-paid individuals.

The Municipality of Northern Bruce Peninsula welcomes and encourages applications from people with disabilities.

Recruitment

The Municipality will notify employees, job applicants and the public that accommodations can be made during the recruitment and hiring process. The Municipality notifies applicants when they are individually selected to participate in an interview or selection process that accommodations are available upon request. The Municipality consults with applicants and provides or arranges for suitable accommodation.

Notice to Successful Applicants

The Municipality notifies successful applicants of policies for accommodating employees with disabilities when making offers of employment.

Informing Employees of Supports

The Municipality notifies staff that supports are available for those with disabilities as soon as practicable after they begin their employment.

The Municipality provides information to employees of existing policies in place to support employees with disabilities, including workplace accommodations. Employees will be made aware of any changes to accessibility policies and/or significant changes in legislations.

Accessible Formats for Employees

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

The employer will review all Individual Workplace Emergency Response Plans, attached as Schedule "D" to By-law 2021-27 when the employee transfers to a different workplace location, when the plan requires review/updating and when the general emergency plan is reviewed/updated.

Employee Individual Accommodation Plan

An Employee Individual Accommodation Plan attached as Schedule “C” to By-law 2021-27 will be completed for all employees that require alterations and changes to their work plan to accommodate their accessibility needs. The Employee Individual Accommodation Plan will be reviewed and updated on a regular basis, as necessary.

Return to Work Process

When an employee returns to work after being absent due to a disability, the employer will prepare a return-to-work plan in consultation with the employee that is documented and includes an Individual Accommodation Plan, attached as Schedule “C” to By-law 2021-27.

Performance Management

The employer will take into consideration an employee’s Individual Accommodation Plan and accessibility needs when conducting performance management processes.

Career Development and Enhancement and Redeployment

The employer will take into consideration an employee’s accessibility needs when providing career development and enhancement to their employees or redeployment.

Transportation Standard

The Transportation Standard outlines requirements for transportation service providers including features and equipment on vehicles, routes and offered services being accessible to people with disabilities. Although the Municipality does not directly provide municipal transportation services, the Municipality is still committed to the requirements established in the Transportation Standard and will promote and support all accessible transportation systems within the Municipality via the municipal website and Facebook Page, and stay up to date on new accessible transportation initiatives.

Within by-laws, policies and procedures, the Municipality will ensure the following:

- That taxicab owners and operators of taxicabs are prohibited from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip; and from charging a fee for the storage of mobility aids or mobility assistive devices.
- That owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab.

Design of Public Spaces Standard

The Municipality of Northern Bruce Peninsula is committed to meeting requirements outlined within the Design of Public Spaces Standard.

The Municipality shall incorporate accessibility into public spaces that are newly constructed or redeveloped on and after January 1, 2016. The Municipality will ensure that existing requirements listed under the Design of Public Spaces Standards for recreational trails and beach access routes, outdoor public use eating areas, outdoor play spaces, exterior paths of travel, accessible parking, and service-related elements (counters, waiting areas, etc.) are followed. When developing recreational trails, the Municipality will consult with the public and persons with disabilities. The Municipality will provide maintenance and restoration of public spaces.

Customer Service Standard

The Provision of Goods and Services to Persons with Disabilities

The Municipality of Northern Bruce Peninsula will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Ensuring that all customers receive the same value and quality.
- Providing goods and services in a manner that respects the dignity and independence of people with disabilities.
- Using alternative methods where possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner, if this does not present a health and safety risk.
- Considering individual accommodation needs when providing goods and services.

The Use of Assistive Devices

Customer's Own Assistive Devices:

People with disabilities may use their own assistive devices as required when accessing goods or services provided by the Municipality.

In cases where the assistive device presents a health and safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

Assistive Devices Provided by Municipality of Northern Bruce Peninsula:

The following assistive devices are available on a first come, first served basis and upon request, to help customers access our goods and services:

- Personal sound amplifiers (for people with hearing impairments)
- Magnifying glasses (for people with vision impairments and loss)
- Notebooks and pens (for people who are unable to speak)
- Stylus (for people having difficulty navigating a touch screen device)

Guide Dogs and Service Animals

The Municipality welcomes people with disabilities and their service animals. A customer with a disability who is accompanied by a guide dog or service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. “No pet” policies do not apply to guide dogs or service animals.

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.

When staff cannot easily identify that an animal is a service animal, they 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.

Food Service Areas:

A customer with a disability who is accompanied by guide dog or service animal will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Care and Control of the Animal:

The customer who is accompanied by a guide dog or service animal is responsible for always maintaining care and control of the animal.

Allergies and Other Health and Safety Concerns:

If a health and safety concern is present, for example, in the form of a severe allergy to the animal, the Municipality will make all reasonable efforts to meet the needs of all individuals. Pursuant to the Municipality’s obligations under the Human Rights Code and the Occupational Health and Safety Act, each customer’s accommodation needs will be considered on a case-by-case basis.

As a courtesy, particularly if the person and service animal have been in attendance on the premises for a long time, staff may ask whether the animal requires water, may designate an area in which the service animal can relieve itself, or ask whether staff can be of assistance pertaining to the service animal.

The Use of Support Persons

If a customer with a disability is accompanied by a support person, the Municipality will ensure that both people may enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, the Municipality will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer before any potentially confidential information is mentioned.

Admission Fees:

The Municipality will not charge the support person any fees or fares where a person with a disability requires a support person to access goods or services.

Notice of Disruptions in Service

Service disruptions may occur for reasons that may or may not be within the control or knowledge of the Municipality of Northern Bruce Peninsula. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

The Notice of Service Disruption form included as Schedule "E" to By-law No. 2021-27 will be utilized and posted accordingly in the case of a service disruption.

If a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable
- Reason for the disruption
- Anticipated duration
- A description of alternative services or options

Notification Options:

When disruptions occur, the Municipality of Northern Bruce Peninsula will provide notice by:

- Posting notices in visible places, including at the point of disruption, at the main entrance, and the nearest accessible entrance to the service disruption, or on the municipal website and Facebook page.
- Contacting customers with appointments.
- Verbally notifying customers when they make a reservation or appointment; or

- By any other method that may be reasonable under the circumstances.

Feedback

The Municipality of Northern Bruce Peninsula shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process and the Customer Service Feedback Form—Accessibility Standards for Customer Service (attached as Schedule “F” to By-law 2021-27) will be posted on the municipal website. Feedback forms, along with alternate methods of providing feedback verbally (in person or by telephone) or written (handwritten, delivered, website, or e-mail) will be available upon request.

Customers can submit feedback to:
The Accessibility Coordinator
519-793-3522 X 229
56 Lindsay Road 5, Lion’s Head, ON, N0H 1W0
deputyclerk@northernbruce.ca

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Self Service Kiosks

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



Accessible Meeting/Event Guidelines

The following guidelines are provided to assist you in planning your meeting/event. The guidelines include a variety of accessibility alternatives. Some alternatives may not be available in the Municipality of Northern Bruce Peninsula; however, the Municipality is committed to accommodating accessibility needs, where possible.

Planning a Meeting

Preplanning:

- Organize any planning steps to make the meeting or event accessible with the Accessibility Coordinator.
- Plan for the reception or refreshment area to be located where there is a clear path of travel.
- Ask if attendees require any special accommodations.

Choosing a location:

- Favour locations with visible fire alarms for the safety of persons who are deaf, deafened, or hard of hearing. If not, inquire about the facility's fire exit locations.
- Favour locations with a counter service area and telephone that is situated low enough for use by a person who uses a wheelchair.
- Construction work at the location of your meeting or event may affect accessibility. Other locations should be favoured.
- Where possible, consider portable listening systems or telephones with auditory adjustments be made available for persons with hearing loss.
- Where possible, consider a sign language interpreter.
- Where possible, consider a TTY (Teletypewriter) service. A TTY is a device that allows users to send typed messages across phone lines. Many people who are deaf, deafened, hard of hearing, or who are deafblind may use TTYs to call other individuals.

- Ensure staff at the meeting or event location are trained in accessibility awareness.
- Assign a relieving area for service animals and provide water. Ensure there is adequate space for service animals to accompany attendees.

Refreshments and Dietary Arrangements

- Ask attendees prior to the meeting or event if they have any dietary restrictions and accommodate their dietary needs, where possible.
- Ensure that bendable straws and lightweight cups are available if beverages are being served. Beverages should be at an appropriate height for persons using a wheelchair or scooter.
- Consider table heights when choosing a location. Tables should be at an accessible height for all individuals.

External Environment

Signage

- Signs should be clearly marked and visible from the street depicting the address and name of the building where the meeting or event is located.
- Signage should be well-lit for a meeting or event taking place at night.
- Signage should have large font and use plain language.
- The signs should be free of glare.
- Provide additional signs relating to the meeting or event in large accessible print.

Parking

- Ensure that there are sufficient accessible parking spaces available at the meeting or event location. If not, arrange for more accessible parking spaces close to the building of the meeting or event.
- There should be level access from the parking area to the main entrance of the building. There must be a barrier-free path of travel from the parking lot to the meeting entrance free of stairs, obstructions, slip hazards, etc.
- Ensure that parking areas are clear of snow and ice to avoid a hazard.
- Sidewalks separate from the road and driveway are favoured for safety reasons.

Interior Access

Entrances and Lobbies

- Entrance doors must be wide enough for the passage of a person using a wheelchair, walker, scooter, or guide dog (2'8" to 3 ft.).

- If the main entrance is not accessible, have signage that clearly directs attendees to the accessible entrance.
- Entrances shall be well-lit and centrally located.
- Ensure that doors are easy to open with a lever handle or an automatic door opener.
- Signage shall have large font and plain language directing people to specific areas. Signs shall be mounted approximately 60 inches from the floor for persons using a wheelchair or with low vision.
- Consider additional staff at doorways to assist attendees with directions and accessibility needs.

Elevators

- Elevators should be close to the meeting or event room and large enough to accommodate wheelchairs, scooters, walkers, or a guide dog.
- Braille buttons and raised numerals, sound and light signals are favoured. The elevator control panel shall be at an appropriate height.

Washrooms

- Accessible washrooms should be at the meeting or event with at least one accessible washroom stall with grab bars.
- Doors should have an automatic door opener/push button.
- Select a location large enough to accommodate wheelchairs, etc.
- Door signage clearly marked tactile sign or Braille lettering.

Hallways and Corridors

- Must be wide and clear enough to accommodate the passage of wheelchairs, walkers, scooters, and guide dogs to travel to the meeting or event area, washroom facilities, reception desk, and exits (width of 72 inches for persons in wheelchairs to pass one another).
- Floors must be smooth and slip resistant, glare free, low pile carpeting, hardwood flooring or tile.
- Interior doors must be a minimum of 32 inches wide.
- Lighting shall be adequate and adjustable for the environment.
- Stairs should have handrails on both sides.

Meeting Rooms

- Large enough to accommodate seating and mobilization for the anticipated number of attendees using wheelchairs, scooters, guide dogs, etc.
- Easy to navigate and located on the first floor.
- Food and beverages located where they are accessible for all individuals.
- Accessible reception and refreshment area with a clear path of travel.

- The stage and speaking areas including podiums shall be clear of obstruction and accessible to persons using a wheelchair or scooter. The stage should be accessible to presenters and the audience physically, visually and audibly.
- Remove distracting noises (noise from nearby rooms, etc.)
- Close curtains and blinds to reduce glare of light from windows.
- Secure cables, wires, microphones, etc. to eliminate trip hazards and avoid blocking the path of travel.
- Aim for accessible seating throughout the meeting or event room.

Access to Meeting Contents and Materials

- Produce meeting materials in an accessible format, where possible. Documents should be easy to read, appropriate colour contrasts, a minimum of 12 point font, Arial or Verdana font, non-glossy paper. Scan documents through an accessibility checker prior to finalizing (Word or Adobe Acrobat) and make changes where necessary.
- When posting meeting materials on the municipal website and/or Facebook Page, all documents must conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.
- Indicate that materials can be provided in an alternate format, upon request.
- Use a television or projector screen for attendees, when necessary.
- Assign support attendants to assist persons with disabilities accessing information.



Employee Individual Accommodation Plan

Accommodation ensures that workers with disabilities have the tools they need to succeed and helps employers hire or retain talented, competent, and creative workers with disabilities.

Date (when the form was submitted):

Employee name:

Employee position and department:

Manager/Supervisor name:

Manager/Supervisor position and department:

Start date of accommodations:

End date of accommodations (if applicable):

Date when the accommodations plan (abilities and/or restrictions) will be reviewed and/or updated:

Other information (emergency contact information, contact information for those involved in the plan, employee's schedule, budgetary implications, etc.)

Tasks	Job functions	Accommodations	Strategies	Actions
Tasks the worker performs differently (climbing stairs, reading, organizing)	All job functions involving those tasks (entering the workplace, written communication with employees and customers, multi-tasking) what job functions are essential?	List accommodations that would allow the worker to perform each function (moving throughout the workplace without using stairs, written communication in accessible formats, prioritizing tasks)	Outline strategies for these accommodations (install a ramp at the front door and meeting on the first floor, digital versions of documents using email and screen reading software, calendars and flowcharts with tasks and priority levels)	Actions needed to implement these strategies (assign someone to install a ramp and select the meeting place, purchase the screen reader software, buy calendar system) who is responsible for these actions?

How the employer will provide accessible workplace information (if applicable):

How the employer will provide emergency information in an accessible format (if applicable):

Employee signature:

Manager/Supervisor signature:

Accessibility Coordinator signature:

Other signature(s) (if applicable):

Personal information on this form is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act. Information contained herein will remain confidential and may be released to appropriate personnel for the purpose of the Employee Individual Accommodation Plan only. Questions about said collection should be directed to the Clerk at (519) 793-3522, X236 or via email at clerk@northernbruce.ca.



Emergency Response Plan (AODA Compliant) – Ontario

Intent

The Municipality of Northern Bruce Peninsula is committed to supporting the well-being of its employees and visitors to our facility. The purpose of this emergency response plan is to ensure human safety, minimize damage to property, and assure rapid and responsive communication to all parties involved. This plan has been created to address in a coordinated and systematic manner all types of emergencies affecting the Municipality of Northern Bruce Peninsula.

This plan establishes processes and procedures for appropriate responses to major emergencies and assigns roles and responsibilities for the implementation and execution of the plan in the event of an emergency. The guidelines shown in this plan are intended to keep the employees of the Municipality of Northern Bruce Peninsula prepared if facilities become unsafe. *This policy is in compliance with the Accessibility for Ontarians with Disabilities Act, 2005, Ontario Regulation 191/11 Integrated Accessibility Standards.

Definitions

Emergency: For the purposes of this plan, an instance or combination of instances of unsafe conditions that pose a threat to people or property and include instances of fire or smoke; natural disaster or severe weather; chemical, biological, or radiological incidents; and structural failures.

Fire or smoke: Any blaze (fire) of combustible materials causing danger of burns from fire or suffocation or choking from smoke inhalation. This can also include fires nearby where there is a clear danger of the fire spreading to or causing the air to become un-breathable due to smoke.

Natural disaster or severe weather: Any emergency caused by inclement weather conditions or tectonic activity. Natural disasters include tornadoes, floods, earthquakes, mudslides, hurricanes, lightning strikes, avalanches,

blizzards, ice storms, severe thunderstorms, and so on. In some cases, natural disaster may also include excessive periods of intensely cold weather, or excessive periods of intensely hot or humid weather.

Chemical, biological, or radiological incidents: This may include a release of toxic chemicals or other dangerous agents within the vicinity, including natural gas leaks; the release of harmful bacteria, viruses, or other biological dangers; release of or exposure to ionizing radiation.

Structural failures: Any damage to property or premises that causes unsafe conditions due to structural failure. Failures or pending failures include but are not limited to bomb threats; collapsed walls, ceilings, or foundations; burst water mains; electrical power outages; and so on.

Guidelines

Employees must report an emergency event immediately to a member of the Senior Management Team or to the Chief Administrative Officer (CAO).

Once the emergency has been confirmed, response or assessment teams will be the first to respond to the incident. They will assess the severity of the emergency and communicate immediately with the Certified Emergency Management Coordinator (CEMC), or alternate, and assigned groups as appropriate. Response or assessment teams are composed of at least one person per department to coordinate and instruct co-workers. These teams will coordinate emergency or evacuation efforts within their areas of responsibility. Not all emergencies will require the same level of response. Appropriate responses will be dictated by the severity of the event and its effect on the health and safety of employees, visitors, and property. Only the Mayor, CEMC or their designate has the authority to declare a state of emergency and can activate this plan.

Refer to Emergency Management Plans prepared by the CEMC in the event of an emergency for additional information.

Fire or Smoke:

- Rescue anyone in immediate danger.
- Alert employees of the fire and its location. Activate the nearest fire alarm. Contact the local fire department by dialing 911 and follow all instructions. Assign someone to guide the response personnel directly to the fire.
- Contain the fire if it is relatively safe to do so. Close all doors, fire doors, and windows near the fire. Shut off all fans, ventilators, and air conditioners.
- Extinguish the fire if it is small. Obtain the nearest fire extinguisher and pull out the safety pin. Aim the fire extinguisher nozzle low at the base of the fire, depress the trigger, and move nozzle slowly upward with a sweeping motion. Do not aim nozzle at the middle or the top of the flames.

- If fire cannot be extinguished, evacuate the building immediately using the nearest and safest exit. Keep low to the floor to avoid inhaling smoke. Close all doors behind you as you leave.
- Report to the designated emergency evacuation area at your location. Immediately report any employees, customers, visitors, contractors, or individuals who have remained in the building or refused to leave.
- Do not return until it has been declared safe to do so by the fire department.

If you cannot leave your workstation, or have returned to it due to fire or heavy smoke:

- Close all doors to prevent the entry of smoke and fire.
- Dial 911 to notify the authorities and inform them of who and where you are.
- Signal to the firefighters by any means possible to draw attention to yourself.
- If possible, seal all cracks where smoke can get in.
- Crouch low to the floor if smoke begins to enter your area.
- Move to the nearest protected location in the room or area.
- Wait to be rescued and remain calm.
- Do not leave the area.
- Do not panic or jump.
- Listen for instructions or information which may be given by authorized personnel.

Natural Disaster or Severe Weather

- Account for all employees and visitors, ensuring that everyone is inside the facility.
- Close all windows, curtains, and blinds and instruct all employees and visitors to move away from windows.
- If necessary, gather employees and visitors into the basement or, if no basement is available, into bathrooms or another enclosed area.
- Listen to all weather reports for updates. Do not leave the basement or enclosed area until the weather warning has been lifted.
- Stay calm. Encourage others to stay calm also.
- Have portable radios available, along with extra batteries.
- Be prepared for isolation at the premises. Ensure that emergency equipment and supplies are available or can be readily obtained.

Emergency Survival Kits

The Municipality of Northern Bruce Peninsula recommends that all employees, residents, visitors, customers, and guests prepare an emergency survival kit including supplies that may be required to survive on your own for 72 hours.

Important items to include in the kit are:

- Candles
- Matches sealed in a waterproof bag
- Fire retardant blankets
- Flashlights

- Ample batteries
- Telephones that will work in a power outage
- A well-stocked first aid kit
- Non-perishable food
- Manual can opener
- Whistle to serve as an extra communication device
- Cases of bottled of water

Other items can include spare clothes, personal hygiene items, pain and allergy relief pills, and assistive devices such as asthma inhalers, canes, and diabetic medication.

Chemical, Biological, or Radiological

- Call 911 and report the situation and follow any instructions given.
- Notify managers and human resources immediately.
- Start evacuation procedures.

Structural Failure

The purpose of this procedure is to inform employees or visitors of precautions to be taken in the event of a structural failure.

- In the event of a power outage:
 - Gather flashlights and other needed supplies.
 - Check on all employees and visitors to ensure their safety.
 - Ensure all backup or emergency lighting is fully operational.
 - If the power outage is prolonged, consult with managers to consider dismissing employees for the remainder of the day.
- In the case of water, heat, or other utility disruptions:
 - All attempts will be made to determine the cause of the disruption and the probable length of shutdown.
 - Where required, the local utility provider will be contacted to assess and resolve the situation.
 - If the shutdown is prolonged, consult with management to consider dismissing employees for the day.
- If ceilings, walls, or the foundation collapse:
 - Exit the building immediately following your evacuation procedures.
 - If exits are sealed:
 - Find a sturdy piece of furniture such as a desk or sofa and get under it, or directly beside with your body lower than the height of the object.
 - If you cannot fit, lean up against an interior wall.
 - Cover your head and mouth to prevent dust inhalation.
 - Avoid exterior walls and reduce movement around the room.
 - If trapped:
 - Remain calm, orient yourself, and signal for help.
 - Depending on the situation, signaling will include tapping on walls or pipes to carry sound, calling out, or calling for help using a cellular phone.

- If possible, move extremities slowly for circulation until help can find you.

Employee and Visitor Evacuation Procedure

If an evacuation of the premises is necessary in response to an emergency, employees and visitors must follow the steps below:

- Stop working and shut down any equipment in use.
- Proceed to posted emergency exit, following posted evacuation routes.
- Use stairwells instead of elevators.
- Touch doorknobs and door handles carefully to check for heat.
- Proceed to designated meeting area (unless otherwise instructed).

Bomb Threats

In the unlikely event of a bomb threat, it is impossible to distinguish valid threats from hoaxes. Therefore, all threats will be treated as real to protect lives and property, and the premises will be evacuated immediately.

Missing Employee or Visitor Procedure

- Employees will be directed by the response or assessment team member to systematically search the premises, both inside and outside (if safe to do so), including rooms, bathrooms, offices, and other areas.
- If a search of the premises proves unsuccessful, the response or assessment team member shall notify local law enforcement by calling 911. Give a description of the missing person or a photograph (if available). The authorities will assume control of the search from this point.
- The family or responsible party of the missing person shall also be notified. Explain what is being done to find the missing person and that the local law enforcement has been notified as well.
- All previously contacted persons and law enforcement shall be notified if the missing person turns up due to search, or of their own accord.

Alternative Formats

The Municipality of Northern Bruce Peninsula is dedicated to ensuring the health and safety of all our employees, volunteers, visitors, customers, and guests. As such, we will provide our Emergency Response Plan in a format that takes into consideration individual needs.

It is critical that all our employees, volunteers, visitors, customers, and guests know and understand our Emergency Response Plan. If the information provided to you is unclear or is in a format that prevents you from fully understanding our process, please contact the following person as soon as possible:

Accessibility Coordinator
519-793-3522 X 229
deputyclerk@northernbruce.ca
56 Lindsay Road 5, Lion's Head
ON, N0H 1W0



Individualized Emergency Response Plan Form

(To be completed by an employee that may require assistance in the event of a workplace emergency and their supervisor/manager and/or Chief Administrative Officer)

1. Employee Information

Name:

Position:

Department:

Location of workstation:

Name of supervisor/manager completing the form with the employee:

2. Emergency Evacuation Assessment

Does the employee experience any of the following that could affect their ability to quickly evacuate the workplace in the case of an emergency (check all that apply)?

- a) Mobility limitations- interference with walking, using stairs, joint pain, use of mobility device (walker, scooter, cane, crutches, wheelchair, etc.)
- b) Reduced energy- fatigue, tires easily
- c) Respiratory impairment (a temporary or permanent medical condition, caused by stress or exertion)
- d) Emotional, cognitive or concentration difficulties – confusion or disorientation
- e) Vision impairment/loss
- f) Hearing impairment/loss
- g) Requires assistive technology or medication
- h) Other (please specify)

3. Communication Needs and Accommodations

Employee's preferred method of communication in case of an emergency:

Required assistive communication devices and/or accommodations (a person with a hearing impairment may require an assistive device to receive emergency evacuation information via text message, such as a pager):

4. Conditions, Sensitivities, Disabilities and Accommodation Summary

Indicate any temporary or long-term conditions, sensitivities and/or disabilities that may affect the well-being and safety of the employee during emergency response:

Is emergency assistance and consent for coworkers to assist this person in the case of an emergency required?

Yes

No

5. Employee Personal Emergency Preparedness Kit

Is an employee personal emergency preparedness kit required?

Yes

No

Location of employee's personal emergency preparedness kit (if required):

6. Emergency Evacuation Routes

Indicate the primary accessible evacuation route from the workplace noting any accessibility accommodations required. Where applicable, include a map/fire safety plan and identify the meeting location.

Acknowledgement and Agreement

I acknowledge that I have read and understand the Emergency Response Plan of Municipality of Northern Bruce Peninsula and that information on this form is accurate and hereby authorize the release of applicable personal information contained within the form to designated individuals who may assist me in the event of an emergency.

Employee Name:

Signature:

Date:

Supervisor/Manager Name:

Signature:

Date:

*Please provide a copy of this form including attachments to the Chief Administrative Officer, employee, and supervisor/manager.

Personal information on this form is collected under the authority of the Municipal Freedom of Information and Protection of Privacy act and will be used for the purpose of this form only. Questions about said collection should be directed to the Clerk at (519) 793-3522, X236 or via email at clerk@northernbruce.ca.



AODA Customer Service Standards Disruption in Service Notification

Dear Valued Customers,

The (insert goods or services that are unavailable) will be out of service for (insert reason for disruption) from (insert appropriate date) until (if known, insert appropriate date).

The following alternative services and options are available:
(list options)

(Insert map of area of disruption)

We regret any inconvenience this may cause.

If you have questions or concerns, please contact the Accessibility Coordinator at deputyclerk@northernbruce.ca or 519-793-3522 X 229.

Thank you for your understanding and patience. We appreciate your business and look forward to seeing you again soon!

The Municipality of Northern Bruce Peninsula



Customer Service Feedback Form Accessibility Standards for Customer Service

Thank you for visiting the Municipality of Northern Bruce Peninsula! We value all our customers and strive to meet everyone's needs.

Please tell us the date and location of your visit:

Date:

Location:

1. Were you satisfied with the customer service we provided you?

- Yes
No
Somewhat

Comments:

2. Was our customer service provided to you in an accessible manner?

- Yes
No
Somewhat

Comments:

3. Did you experience any problems accessing our goods and services?

Yes

No

Somewhat

Comments:

4. How can we improve our customer service to make it more accessible?

Contact Information (optional)

Name:

Phone Number:

Email:

We are committed to improving accessibility and removing barriers within the Municipality of Northern Bruce Peninsula and welcome your feedback.

To submit your form, please email deputyclerk@northernbruce.ca
For additional information regarding the Municipality's commitment to accessibility, visit our [website](#) at or contact the Accessibility Coordinator at deputyclerk@northernbruce.ca or 519-793-3522 X229.

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Record of Customer Service Feedback
(internal use only)
Accessibility Standards for Customer Service

Date feedback received:

Name of customer (if provided):

Contact information (if provided):

Details of feedback:

Details and date of follow-up:

Actions to be taken:

Staff member:

Date:

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