



Multi-Year Accessibility Plan (2013-2017)



***This document is available in alternative formats upon request.
Please contact us at 905-885-4544***

Updated December 2014

Table of Contents

Section 1 – Executive Summary	3
Section 2-Legislative Requirements.....	4
Section 3 – Service Profile	5
Section 4 – Prior Years Accessibility Initiatives.....	5
Section 5 – AODA Compliance.....	6
Targets and Actions for 2015.....	8
Plan Approval and Communication Strategy.....	9

Appendix A: Transit Multi-Year Plan

Appendix B: Cemetery Board Multi-Year Plan

Appendix C: Heritage Business Improvement Plan

Appendix D: Updated Corporate Training Records

Section 1 – Executive Summary

The purpose of the Integrated Accessibility Standard Regulation was to establish, implement, maintain and document a multi-year accessibility plan which outlines the Municipality's strategy to prevent and remove barriers and meet the requirements of the Provincial Regulation. In addition the multi-year plan must be reviewed and updated it at least once every five (5) years. Annually the Municipality will prepare a status report on the progress of measures taken to implement its strategy and we will post the status report on our website.

The Municipality's multi-year plan is meant to be a working document. It serves as a road map for the Municipality outlining the legislative requirements, detailing the areas of responsibility, clearly stating the actions we will take and establishing the timeframes. The plan also preferences the legislated timeframes to ensure the Municipality meets its compliance deadlines. Mobility needs for the Municipality of Port Hope continue to evolve in parallel with customer expectations, corporate direction and Provincial legislative requirements. An accessibility presence remains a priority in the delivery of services in Port Hope.

There is a commitment in Port Hope to develop an overall system to facilitate accessibility that includes but is not limited to: increased service levels, facility access, improved pedestrian connections, improved transit facilities, signage, access to information and effective operational programs and policies.

The purpose of this accessibility plan is to identify barriers and establish strategies to address local accessibility issues and regulatory requirements in 2014, including discussion and tentative timelines associated with regulatory and non-regulatory requirements to 2017. Consistent with requirements under the Integrated Accessibility Standards Regulation (IASR) 191/11, annual public consultation will be conducted to discuss and assess progress toward full system accessibility.

The Municipality of Port Hope is dedicated to:

- Continuous development and improvement of accessible services and facilities
- The inclusion of persons with disabilities in the development and review of its annual accessibility plan
- working toward ensuring all facilities and services are barrier free

Section 2-Legislative Requirements

The Ontarians with Disabilities Act sets out the following requirements for large public sector organizations for mandatory compliance with the upcoming requirements under the Integrated Accessibility Standard Regulation:

By January 1, 2014	Compliance Measure
<u>Employment Standard</u> <ul style="list-style-type: none"> • Recruitment Information for employees • Processes to accommodate employees 	By-law 11/2012 being a By-law to amend By-laws 71/2003 and 46/2004 as amended, being By-laws to establish Human Resource Policies for employees to implement revised Benefit Policies: Non-Statutory Benefits; Statutory Benefits and Retiree Benefits and to implement to AODA - Employment Standards Policy and the AODA: Customer Service Standard Policy be received and read a first and second time.
<u>General Requirements</u>	
<ul style="list-style-type: none"> • Duties of Municipalities, accessible taxicabs 	BY-LAW NO. 29/2013
<ul style="list-style-type: none"> • Duties of Municipalities, taxicabs 	Being a By-law to provide for the licensing, regulating and governing of Owners of Taxi Cabs and Limousines and Drivers of Taxi Cabs and Limousines for hire in the Municipality of Port Hope and to repeal By-laws 125/2007, 92/2008, 75/2010 and 86/2010.
<ul style="list-style-type: none"> • Training 	Integrated Employment Standards into employee orientation program to include AODA training on accommodation of persons with disabilities.
<u>Information and Communication Standard</u>	
<ul style="list-style-type: none"> • Feedback Mechanism Accessible websites and web content	Compliance in 2011 web site update to WWW and starting new web site design in 2014 to include current AODA compliance measures and AODA Information and Communication Standard, including the Feedback email opportunity.

<u>Transportation Standard</u>	
<ul style="list-style-type: none"> • Accessibility training • Fares • support persons • eligibility application process • emergency or compassionate grounds • Booking Trip restrictions 	COMPLETED with 2013 Accessible Transit Plan - integration of Transportation Standard – adopted by Accessibility Committee January 2014.
By January 1, 2015	<u>Compliance Measure</u>
<u>Information and Communication Standard</u>	
<ul style="list-style-type: none"> • Accessible formats and communication supports 	
By January 1, 2016	<u>Compliance Measure</u>
<u>Design of Public Spaces Standards</u>	
<ul style="list-style-type: none"> • Recreational trails and beach access routes • Outdoor play spaces • Exterior paths of travel • Maintenance 	
By January 1, 2017	<u>Compliance Measure</u>
<u>Transportation Standard</u>	
<ul style="list-style-type: none"> • Pre-boarding announcements • On-board announcements • Categories of eligibility • Fare parity • Hours of service 	
By January 1, 2021	<u>Compliance Measure</u>
<u>Information and Communication Standard</u>	
<ul style="list-style-type: none"> • Accessible websites and web content 	

Section 3 – Service Profile

The Municipality of Port Hope remains committed to AODA integrating customer service excellence through AODA compliance measures. The Municipality has implemented many integrated regulatory requirements ahead of compliance dates established by the Province.

Section 4 – Prior Years Accessibility Initiatives

Port Hope has provided proactive implementation of accessibility initiatives over the last several years with development and enhancement of policies and procedures and capital budget requests to meet future compliance requirements. Port Hope continues to update policies, procedures and services to improve accessibility and enhance the customer experience.

Section 5 - AODA Compliance

Port Hope will ensure that it complies with all regulations in IASR 191/11 by the stated compliance dates. The above table in Section 2 of this Plan and the compliance table below provides a summary of the compliance requirements and status.

Compliance Summary

<u>Title</u>	<u>Required Date</u>	<u>Description</u>	<u>Compliant</u>
<u>Customer Service Standard, Ontario Regulation 429/07</u>		1. Establish policies, practices and procedures governing how to provide goods and services to people with disabilities	YES
Bylaw 28-2009	March 27, 2009	Customer Service Stnd Policy	
	March 4, 2009	Documentation Standard	
Bylaw 29-2009		Assistive Listening Devices	
Bylaw 40-2010	June 1, 2010	Revised Customer Service Stnd and Documentation Standard	
By-law 29-2013	23rd day of April, 2013	Taxicab & Limousine Licensing By-law	
Bylaw 30-2009		Public Notice Policy	
Bylaw 31-2009		Revised Communications Policy	
By-Law No. 58/2010	29th day of June, 2010.	<i>By-law to Prescribe Fees for Services</i>	
Employment Standard			YES
By-Law No. 61/2012	10th day of July, 2012.	<i>amend By-laws 71/2003 and 46/2004 as amended, being By-laws to establish Human Resource Policies for employees</i>	
By-Law No. 11/2012	Feb 7, 2012	Employment Standard Recruitment Information for employees Processes to accommodate employees with disabilities, and HR Recruitment policies	
By-Law No. 16/2013	26th day of March, 2013	Being a By-law to Establish Livestock Valuers for Ward 2 of the Municipality of Port Hope	
Information and Communication Standard			
Emergency Information		Bylaw 32/2006, as amended to adopt a Municipal Emergency Response Plan with Emergency Contact Appendices (subject to MFIPPA privacy legislation)	
Accessibility Plan	January 1, 2013		

Targets and Actions for 2015

	Project	Estimated Cost	Estimated Implementation Date	Proposed Funding Source
MUNICIPAL SPACES				
Port Hope Town Hall:				
	Strobe light fire alarms	T.B.D.	T.B.D	To be determined
	Embossing Software	T.B.D.	T.B.D	Corporate Service Operating
Streets and Sidewalks:				
	Walton Street from Pine to Ridout and Ridout from Walton to Toronto Road	\$10,000 from each	2015	Works and Engineering & Accessible reserve budget
	<i>The committee supports consideration of on-going curb cuts undertaken by public works subject to budget availability and to be assessed on an annual basis</i>			
Bandshell				
	Create a path from sidewalk to Bandshell - difficult to get across grass.	\$7,500	2014	Accessibility reserve
	Ramp access to Bandshell	\$7,500	2014	Accessibility reserve
Waterfront Trail:				
	Viewing area should be made accessible.	\$5,000	2014	PRC Operating
Jack Burger Sports Complex:				
	There are a number of deficiencies with the complex. Several grant requests have not been forthcoming. The Municipality should undertake a comprehensive cost assessment to bring the facility up to current accessibility standards as part of any renovation study. There are some improvements that could be made out of the existing budget such as (1) accessibility information for pool (2) install aqua lift - if needed (3) accessible water fountain	T.B.D.	T.B.D.	Budget Decision on revitalization study for complex
Parks/Beach				
	Commons Park	\$5,000	2015	Accessibility reserve
Ruth Clarke Activity Center				
	Automatic doors for lift	\$8,000	2015	Accessibility reserve
Ward Street Pedestrian Signals				
	Audible component of signals	\$10,000	2015	Accessibility reserve

Plan Approval and Communication Strategy

The Multi-year Accessibility Plan was presented at the January 7th, 2014 Committee of the Whole meeting. The required communication of the plan will include the following:

- Release of the approved report to the Municipalities Accessibility Advisory Committee.
- Inclusion of the approved report in the Municipality of Port's Accessibility Plan, to be posted on the municipal web page.