

SECTION:	General	APPROVED BY:	Council
NUMBER:	9.4	SIGNATURE:	Original signed by Peter M. Crockett, CAO
PAGE:	1 of 5	DATE:	April 9, 2014
REFERENCE POLICY:	9.3	REVISED:	August 14, 2019

Multi-Year Accessibility Plan

POLICY

The Multi-Year Accessibility Plan outlines the County of Oxford's strategy to prevent and remove barriers and to meet its requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the *Integrated Accessibility Standards* (O.Reg.191/11). This plan is to be established, reviewed and updated in consultation with the Oxford County Accessibility Advisory Committee. The goal in implementing this plan is to make our community fully accessible by 2025.

DEFINITIONS

Accessible Format

may include, but is not limited to, large print, plain language, recorded audio, or electronic, such as Word, PDF, Rich Text, or HTML formats, Braille, and other formats usable by persons with disabilities.

Barrier

anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Disability

- (a) 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;
- (b) a condition of mental impairment or a developmental disability;
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- (d) a mental disorder; or

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(e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

PROCEDURES

1.0 Statement of Organizational Commitment

Pursuant to its mission, the County of Oxford is committed to enriching the quality of life for persons with disabilities by continually identifying, removing and preventing barriers to ensure a fully accessible community exists for all citizens.

The County of Oxford acknowledges that persons with disabilities:

- represent a growing and diverse community that is dramatically increasing due to the demographic trends of a maturing population;
- form part of the work force, and include our families, friends, customers and members of the community at large;
- purchase goods and services and make important financial decisions on where they do business, enjoy recreation and choose to live; and
- are valuable contributors in Canadian society.

The County of Oxford is committed to promoting a barrier-free County for employees, citizens and all who live, work, visit, and invest in the County of Oxford.

2.0 Legislative Authority

The purpose of the *Ontarians with Disabilities Act, 2001* (ODA) was to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to full participation. Pursuant to the Act, the County established an Accessibility Advisory Committee to assist in developing an accessibility plan informed by consultation with persons with disabilities.

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) went a step further. It requires the development, implementation and enforcement of new, mandatory accessibility standards to address the most important aspects of the lives of those with

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disabilities. These mandatory standards apply to both public and private sectors with the ultimate goal of having a fully accessible province by 2025.

The legislated accessibility standards are:

1. Information and Communication (Integrated Accessibility Standards, O.Reg.191/11) – aims to identify and consider the nature of barriers experienced by people with a wider range of disabilities in the area of information and communications;
2. Employment (Integrated Accessibility Standards, O.Reg.191/11) – governs how we recruit, hire and accommodate individuals in the workplace;
3. Transportation (Integrated Accessibility Standards, O.Reg.191/11) – aims to remove barriers to public transportation, so people with disabilities can travel more easily in Ontario; and
4. Design of Public Spaces (Integrated Accessibility Standards, O.Reg.191/11) – aims to make outdoor public spaces in Ontario accessible for all new construction and extensive renovations.

The first set of standards to be released was the Accessibility Standards for Customer Service which was to be implemented by December 31, 2009 by all public sector organizations. See the [Accessibility Standards for Customer Service](#) Policy No. 9.3 available on the County of Oxford website.

In 2011, the Province of Ontario released the Integrated Accessibility Standards Regulation (IASR), which combined the accessibility requirements for information and communication, employment, and transportation, and included general requirements for policy, planning and training. The requirements of the IASR are to be implemented between 2011 and 2021.

In 2012, the Province amended the Integrated Accessibility Standards Regulation (IASR) to include Design of Public Spaces Standards (Accessibility Standards for the Built Environment) which applies to public spaces that are newly constructed or redeveloped, for the purpose of creating accessible exterior spaces for persons with disabilities.

The implementation, distribution and promotion of the Facility Accessibility Design Standards (FADS) have been adopted to create barrier free design guidelines. These guidelines are intended to ensure the level of accessibility for persons with disabilities is equal to or exceeds the level of accessibility required by the *Building Code Act, 1992* and the regulations made under it and in keeping with the ODA.

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3.0 Multi-Year Accessibility Plan

The IASR requires the establishment, implementation and maintenance of a multi-year accessibility plan which outlines the organization’s strategy to prevent and remove barriers. In fulfilling its obligations under the regulation, the County of Oxford commits to the following:

- Post the Multi-Year Accessibility Plan on the County of Oxford website and provide the plan in an accessible format upon request;
- Review and update the Multi-Year Accessibility Plan at least once every five (5) years;
- Review and update the Multi-Year Accessibility Plan in consultation with persons with disabilities and with the established Oxford County Accessibility Advisory Committee;
- Prepare an annual status report on the progress measures taken to implement the strategies referenced in the Multi-Year Accessibility Plan; and
- Post the annual status report on the County of Oxford’s website and provide the report in an accessible format upon request.

The County of Oxford’s Senior Management Team, in consultation with the Oxford County Accessibility Advisory Committee, have reviewed the requirements of the legislation in detail and have provided the status of each requirement as well as proposed actions moving forward to achieve compliance and to ensure that our community is fully accessible by 2025.

Appendix 1 sets out the Oxford County Multi-Year Accessibility Plan, including target completion dates identified in the AODA, recommended actions and the current status of compliance for each requirement.

4.0 Review and Monitoring of Plan

Annually, Corporate Services will update the status report in conjunction with the annual business plan/ budget planning process and the County’s Annual Accessibility Status Report.

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5.0 Communication of Plan

The Multi-Year Accessibility Plan will be posted on the County of Oxford website www.oxfordcounty.ca in accessible format. Hard copies, electronic copies or other accessible formats of the Plan will be made available to residents/stakeholders upon request.

Annual Accessibility Status Report 2019

SECTION A - General

	Barrier or Accessibility Issue	Type of Barrier	Section/Area	Recommended Solution	Funding Recommendation	Resources	AODA Deadline	Responsibility	Status
1	Statement of organizational commitment.	Admin	Corporate Services	Capture statement of organizational commitment to accessibility in Oxford County Strategic Plan.	None.	Staff time.	January 1st, 2013	Director of Corporate Services	Compliant - statement captured in Multi-Year Plan.
2	Establish, implement and maintain a multi-year accessibility plan outlining the County's strategy to prevent and remove barriers.	Admin	Corporate Services	Review accessibility plan with staff and AAC. Seek Council approval. Communicate to public/post on website and provide the plan in an accessible format upon request.	None.	Staff time.	January 1st, 2013 and review every 5 years.	Director of Corporate Services	Compliant - Multi-Year Plan posted on website in accessible format. Must review & update at least once every 5 years in consultation with AAC.
3	Prepare annual status report on progress of measures taken to implement strategy in Multi-Year Plan.	Admin	Corporate Services	Review and update status report during annual business plan/budget process. Post on website and provide in an accessible format upon request.	None.	Staff time.	January 1st, 2013. Annual requirement.	Director of Corporate Services	Annual requirement - complete to 2018.
4	Incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities.	Admin	Corporate Services	Include accessibility criteria and features in Oxford County purchasing policy.	To be determined.	Staff time.	January 1st, 2013	Director of Corporate Services	Compliant - Purchasing Policy No. 6.7 updated May 14, 2014 to include accessibility provisions.
5	Incorporate accessibility features when designing, procuring or acquiring self-service kiosks.	Physical	All levels.	Ensure self-serve kiosks are accessible in accordance with the IASR.	Department operating budget.	Staff time.	January 1st, 2013	Senior Management	Compliant. Coin laundry in housing facilities have Braille. Library kiosks accessible.

6	Provide training on the requirements of the accessibility standards and Human Rights Code.	Educational	All levels.	Provide ongoing training re accessibility standards to all employees, volunteers, policy developers and anyone who provides goods and services on behalf of the organization. Training must be appropriate to employee work duties and must be updated as required to incorporate any changes to County accessibility policies.	To be determined.	Staff time.	January 1st, 2014	Senior Management	Compliant - incorporated into orientation sessions for new employees.
7	Keep a record of training provided including dates and number of individuals.	Admin	Human Resources	Manage, maintain and monitor all accessible training records.	None.	Staff time.	January 1st, 2014	Director of Human Resources	Compliant

SECTION B - Information & Communications

	Barrier or Accessibility Issue	Type of Barrier	Section/Area	Recommended Solution	Funding Recommendation	Resources	AODA Deadline	Responsibility	Status
1	Feedback processes must be available in an accessible format and with communication supports upon request.	Admin	All levels.	Develop feedback process and communicate to staff.	Minimal funding.	Staff time.	January 1st, 2014	Senior Management	Compliant
2	Upon request, provide information in accessible formats and with communication supports at the same cost charged to others.	Educational	All levels.	Publicize the availability of accessible formats and communication supports.	N/A.	Staff time.	January 1st, 2015	Senior Management	Compliant
3	Emergency procedures, plans and public safety information must be made available to the public in an accessible manner upon request.	Educational	Public Health and Emergency Services	Ensure plans and public safety information available to the public can be accessed by persons with disabilities (eg. website).	Department operating budget.	Department operating budget.	January 1st, 2012	Chief Administrative Officer	Compliant
4	New Internet websites and web content must conform to WCAG 2.0 at Level A.	Admin	Corporate Services	In-house development of system.	IT budget.	Staff time.	January 1st, 2014	Director of Corporate Services	Compliant

5	Internet websites and web content must conform to WCAG 2.0 at Level AA.	Admin	Corporate Services	In-house development of system.	IT budget.	Staff time.	January 1st, 2021	Director of Corporate Services	On target
6	Accessible library materials.	Physical	Library	Oxford County Libraries to provide access to accessible formats where available such as large print, audio books etc.	N/A.	Staff time.	January 1st, 2013	Director of Corporate Services	Compliant. Oxford County Libraries also has various outreach initiatives which has made programming more accessible.

SECTION C - Employment Standards

	Barrier or Accessibility Issue	Type of Barrier	Section/Area	Recommended Solution	Funding Recommendation	Resources	AODA Deadline	Responsibility	Status
1	Provide and publicize the availability of accommodation in the recruitment and hiring process.	Admin	Human Resources	Develop and implement AODA action plan.	No funding.	Staff time.	January 1st, 2014	Director of Human Resources	Compliant - wording included in Recruitment Policy and job postings. Council has adopted temporary and permanent accommodation policies. Also included in offer letters.
2	Provide individualized workplace emergency response information to employees with a disability.	Admin	Human Resources	Develop and implement workplace emergency response plan.	No funding.	Staff time.	January 1st, 2012	Director of Human Resources	Compliant
3	Provide documented individual job accommodation plans and return to work processes for employees with disabilities.	Admin	Human Resources	Develop and implement AODA action plan.	No funding.	Staff time.	January 1st, 2014	Director of Human Resources	Compliant
4	Accessibility needs of employees considered during performance management, career development and redeployment processes.	Admin	Human Resources	Develop and implement AODA action plan.	No funding.	Staff time.	January 1st, 2014	Director of Human Resources	In progress - 2019 HR Business Plan includes a review of all HR policies - will include where appropriate during that process

SECTION D - Design of Public Spaces									
	Barrier or Accessibility Issue	Type of Barrier	Section/Area	Recommended Solution	Funding Recommendation	Resources	AODA Deadline	Responsibility	Status
1	Exterior paths of travel, like sidewalks, ramps, stairs, curbs, accessible pedestrian signals, and rest areas must meet accessible design requirements.	Physical	Public Works	Incorporate integrated accessible standard requirements for all new construction and redevelopment.	Public Works budget.	Staff time.	January 1st, 2016	Director of Public Works	Incorporated in all reconstruction and new construction projects. Some building sites that are not AODA compliant will be considered in future business plans and budgets.
2	Accessible parking (eg. employee parking spaces, etc.)	Physical	Public Works	Incorporate integrated accessible standard requirements when constructing all new or redeveloped parking lots/spaces.	Public Works budget.	Staff time.	January 1st, 2016	Director of Public Works	Complete - Parking lots that are reconstructed or newly constructed incorporate accessible parking. Parking by-law identifies Accessible Parking locations for property owned by the County.
3	Accessible parking signage.	Physical	Public Works	Identify signage deficiencies and ensure compliance with Highway Traffic Act and IASR.	Public Works budget.	Staff time.	January 1st, 2016	Director of Public Works	All accessible parking spots are signed. Facilities is conducting an audit in 2019 with plans to begin to address deficiencies in 2020.
4	Service related elements like service counters, fixed queuing lines and waiting areas (reception and/or waiting rooms).	Physical	Public Works	Incorporate integrated accessible requirements to ensure compliance with IASR.	Public Works budget.	Staff time.	January 1st, 2016	Director of Public Works	Accessibility requirements have been incorporated into construction and renovations, locations that have not been renovated will be addressed in future business plans and budgets.

5	Area zoning by-laws to be updated to incorporate O.Reg.413/12.	Admin	Community and Strategic Planning	Review and amend zoning by-laws to include accessibility standards in accordance with AODA, O.Reg.191/11 as amended by O.Reg.413/12.	Community & Strategic Planning budget.	Staff time.	January 1st, 2016	Director of Community Planning	Compliant - all Area Municipal By-laws, except EZT, have been modified to incorporate the required accessible standards into their zoning by-laws. Note: approval of zoning by-laws are a lower tier function.
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SECTION E - Ontarians with Disabilities Act, 2001

	Barrier or Accessibility Issue	Type of Barrier	Section/Area	Recommended Solution	Funding Recommendation	Resources	ODA Deadline	Responsibility	Status
1	Information and directional signage within each facility.	Physical	Public Works	Ensure signage is incorporated into standard guidelines for design and construction. Replace existing signage where required. Ensure compliance with FADS.	Public Works budget.	Staff time.	Long-term	Director of Public Works	Facilities is conducting an audit in 2019 and will begin to address deficiencies in 2020 to ensure signs are replaced according to this policy.
2	Consistent use of directional and descriptive signage for municipal properties and facilities (i.e. signage from parking locations to entrances).	Physical	Public Works	Develop procedure to ensure standard across all facilities and services. Comply with FADS. Implement signage strategy.	Public Works budget.	Staff time.	Short-term	Director of Public Works	Facilities developing a procedure in 2019 that will be considered in future business plans and budgets.
3	County facilities require audio/visual alarms for persons with visual/hearing impairments (staff and clients).	Physical	Public Works	Investigate availability/costs of CSA approved/universal designed alarms.	Public Works budget.	Staff time.	Long-term	Director of Public Works	Audio/visual alarms have been added through new construction and renovations. Remaining sites will be considered in future business plans and budgets.

4	Facilities require automatic doors that are routinely checked for proper functionality - review County Square in particular for location of automation.	Physical	Public Works	Investigate automatic doors for County facilities if feasible. Implement procedures for routine maintenance to ensure continued functionality.	Public Works budget.	Staff time.	Long-term	Director of Public Works	Complete - Automatic doors are checked monthly as part of monthly property inspections. With the exception of 75 Graham Street (only stair access, currently), all buildings on Courthouse Square have automatic door openers.
5	Implementation, distribution and promotion of the adopted Facility Accessibility Design Standards (April 26, 2006).	Admin	All levels.	Encourage application of the FADS within all County departments.	No funding.	Staff time.	Ongoing	Senior Management	Ongoing.
6	Inventory of County-owned accessible features, services and facilities.	Physical/ Admin	Public Works	Develop a tool from existing resources that will indicate all accessible features of municipal facilities. Conduct audit of County-owned facilities.	Staff time, may require external consultant, HRDC funds, Corporate Property Management, \$4,000 for student wages.	Staff time. AAC	Short & long-term	Director of Public Works	Through the 2019 audit, an inventory of existing features, services and facilities will be completed. The goal is for the inventory to be integrated into Cartegraph when the Facilities module is available.
7	Social housing buildings.	Physical	Public Works & Human Services	Increase modified/accessible units within social housing portfolio.	To be determined - capitalize on any/all funding opportunities.	Staff time.	Long-term	Director of Public Works & Director of Human Services	Ongoing.