



**SMOOTH
ROCK FALLS**



Multi-Year Accessibility Plan

2023-2028

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1. Introduction

The Corporation of the Town of Smooth Rock Falls is committed to excellence in serving all customers including people with disabilities. We believe in treating people with disabilities in a way that allows them to maintain their dignity and independence.

2. Regulatory Requirements

Human Rights Code:

The Human Rights Code recognises the inherent dignity and the equal and inalienable rights of all members of the human family is the foundation of freedom, justice and peace in the world and is in accord with the Universal Declaration of Human Rights as proclaimed by the United Nations.

The Ontarians with Disabilities Act, 2001, S.O. 2001, c.31 (ODA)

The purpose of the ODA is to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province.

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11 (AODA)

The purpose of the AODA and its regulations is to recognizing the history of discrimination against persons with disabilities in Ontario and is to benefit all Ontarians by:

- a. developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025; and
- b. providing for the involvement of persons with disabilities, of the Government of Ontario and of representatives of industries and of various sectors of the economy in the development of the accessibility standards.

In 2016, the AODA was amended by Ontario Regulation 191/11, where section 4 of this regulation requires municipalities, as designated public sector organisations, to establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet the requirements of the regulation.

3. Commitment to an accessible community

The Town of Smooth Rock Falls is committed to ensuring equal access & participation for people with disabilities within our community. We will do so by identifying, removing and preventing barriers and by fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act 2005.

This accessibility plan outlines the steps we have taken and the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians

We will conduct reviews of any identified barriers to ensure the best course of action is taken to remove the barrier where possible or adjust to reduce barriers and find accommodations when barriers cannot be removed.

This plan will be reviewed every five years.

4. Customer Service

Recent renovations due to the covid outbreak led to the reorganization of our customer service area which consists of one reception desk. Accessibility was considered throughout the redesign process to ensure the space would suit the needs of those with assistive devices.

a. Past Achievements to Remove and Prevent Barriers

- i. The customer service desk relocation to a larger open area allowing for better circulation for those with assistive devices.
- ii. Seating is now provided for those that may need it but enough space is also provided so that multiple customers with assistive devices can comfortably be in the waiting area at the same time.
- iii. The service counter was set to an appropriate height with enough knee clearance to allow for better face to face communication for those requiring assistive devices or for those who may require to be sitting.
- iv. The reception area is kept clear of clutter at all times to ensure no barriers are created.
- v. Magnifying sheets are provided for those with visual impairments.
- vi. Queuing is directed by large red arrows flush to the floor.
- vii. Documents are made available digitally with optical character recognition.
- viii. Ongoing Customer Service Training on Accessibility and Human Rights is provided to staff.

b. Strategies and Actions

- i. We will maintain the level of service we have already committed to and will work on improve how we provide our services as we receive feedback and identify new barriers.
- ii. Our municipality will continue to ensure our staff is properly trained in identifying barriers.
- iii. We will continue to foster a great relationship with the public so they feel comfortable identifying and reporting barriers.

5. Information and communication

Our municipality has made many improvements on how we provide information and communicate with the Public

a. Past Achievements to Remove and Prevent Barriers

- i. A messaging service was procured which provides individuals with notices & information in a way to suit their needs, including email, texts & calls.
- ii. Our website is tested to be compliant with WCAG 2.0 AA.
- iii. Our meetings are now streamed online for better access.
- iv. Agendas and all communications are available digitally with optical character recognition.
- v. We ensure all of our scanned documents have optical character recognition.
- vi. We accept feedback in various accessible formats and our staff has been trained on how to assist when needed.
- vii. The Multi-Year Accessibility Plan is posted on the municipality's website and is provided it in an accessible format upon request.

b. Strategies and Actions

We are currently digitizing all of our records into optical character recognition PDF's. Once completed, all of our public documents can be made readily available to the public through the internet, removing barriers in accessing the information.

6. Employment

Employees are one of our greatest assets, ensuring that current and potential employees and volunteers are treated fairly and with dignity. The Town of Smooth Rock Falls is committed to providing meaningful employment to its employees while providing the proper accommodation to ensure an accessible and inclusive workspace.

a. Past Achievements to Remove and Prevent Barriers

Here are the steps that have been implemented to promote an accessible work environment.

- i. The following disclaimer is added to all of our job postings:
“The Town of Smooth Rock Falls welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.”
- ii. Job applicants who have been invited to participate in recruitment, assessment or selection process are notified that accommodations for disabilities are available, on request, to support their participation in the process.
- iii. New and existing employees are informed on the policies for supporting employees with disabilities, including providing employment related accommodations for disabilities.
- iv. An Accommodation Plan Development Policy was developed to assist our senior management in developing individualized accommodation plans.
- v. Employees who have disabilities are consulted on their needs to ensure we provide them with the appropriate tools to allow them to complete their work effectively and barrier free where possible.

b. Strategies and Actions

We will ensure that our current employment policies are maintained and that any feedback received will be given the appropriate attention and accommodations are provided where barriers cannot be removed.

7. Procurement

a. Past Achievements to Remove and Prevent Barriers

- i. Our Procurement Policy requires us to have regard for the accessibility for persons with disabilities when we procure Goods, Services and Construction in accordance with the AODA
- ii. Our procurement Policy provides that all Bidders, Suppliers and Contractors who provide Goods, Services or Construction will comply with the AODA and its regulations.
- iii. Our Management Team understand the importance of incorporating accessibility wherever possible when procuring goods and services and when designing for construction.

b. Strategies and Actions

We will maintain our current policies and will work to remove any new barriers identified.

8. Self-Service Kiosks

a. Past Achievements to Remove and Prevent Barriers

Although we do not currently offer self-service kiosks, we have included it in our Accessibility Policy to ensure that any future procurement would incorporate accessibility.

b. Strategies and Actions

Should the municipality decide to obtain a self-service Kiosk, the municipality will ensure that accessibility features are incorporated in the design.

9. Training

All employees, Volunteers and agents of the Municipality must have appropriate training of the Human Rights Code, the AODA and its regulations

a. Past Achievements to Remove and Prevent Barriers

- i. Appropriate training is provided to all new Council members, employees, volunteers, all persons who participate in developing the organization's policies and all agents of the municipality as soon as practicable after being hired and as part of the onboarding process.
- ii. Training is provided to existing employees at least once every three years as well as anytime any changes are brought to our policies or the legislation.
- iii. The Municipality now has a new training portal to ensure training on all aspects of accessibility are available
- iv. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.
- v. Our policies are provided to agents of the Municipality so that they are informed of the requirements under the AODA and its regulations

b. Strategies and Actions

The Town will provide ongoing training in respect of any changes to the its policies, plans as well as to the accessibility laws and the human rights code as it pertains to persons with disabilities on an ongoing basis.

10. Design of Public Spaces

The Town of Smooth Rock Falls will meet the Accessibility Standards for the Design of Public Spaces (Ontario Regulation 191/11), as applicable, when building new or making major modifications to public spaces.

a. Past Achievements to Remove and Prevent Barriers

- i. An accessible entry into the Arena with heated exterior ramp, accessible doors and chairlifts where installed.
- ii. Accessible Park Equipment with suitable ground cover to accommodate assistive devices was installed.
- iii. A new waterpark area was designed to be accessible for those with assistive devices.
- iv. The pool facilities were updated with accessible doors for the changerooms, height adjusted sinks and toilets, grab handles, roll-in shower room, smooth transitioning flooring, accessible communal washroom.
- v. The Community Center washrooms updated with accessible doors, expanded openings, height adjusted sink and toilet, grab handle and smooth transitional flooring.
- vi. The Community Center entrance was sloped and accessible doors were installed.
- vii. The Council Chambers are now accessible via a ramp and accessibility doors and now has an accessible washroom.
- viii. The Mattagami Center was upgraded with a ramp to allow easy access to the office spaces.

b. Strategies and Actions

Continue to identify barriers to incorporate accessibility features whenever upgrading or redesigning spaces.

11. Transportation

Our community does not currently offer transportation options.

a. Past Achievements to Remove and Prevent Barriers

N/A

b. Strategies and Actions

Ensure that any new transportation option offered be in accordance with the AODA and its Integrated Accessibility Standards.