

The Corporation of the Township of Carlow/Mayo

Multi-Year Accessibility Plan



March 2021

Copies of this Plan may be found on the

Municipal Website

www.carlowmayo.ca

Alternate Forms of this Plan will be made

Available Upon Request

Please contact the Municipal Office at

clerk@carlowmayo.ca

Tel: 613-332-1760; Fax: 613-332-2175

Or by Mail to:

Attention: Clerk – Township of Carlow/Mayo
3987 Boulter Road, Boulter, Ontario, K0L 1G0

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Statement of Commitment

Statement of Organizational Commitment

The Township of Carlow/Mayo is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

We are committed to including people with disabilities in the development of our accessibility plan and that the plan will be updated in a timely manner.

Township of Carlow/Mayo are committed to the continual improvement of access to all municipally owned facilities, premises and services for all those with disabilities and the provision of quality services to all members of the community with disabilities.

Training

We are committed to training employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

Training will be provided in a way that best suites the duties of employees, volunteers and other staff members.

Procurement Note:

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

Message from the Clerk-Administrator

The Township of Carlow/Mayo is pleased to present our Multi-Year Accessibility Plan 2021-2025. This plan was developed with the co-operation of staff and it illustrates our commitment to creating an accessible community. The municipality is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act. It is important as a municipality to be part of Ontario's plan for creating an accessible province by 2025 and we acknowledge all who are committed to making this happen.

Arlene Cox, Clerk-Administrator

Introduction

The Township of Carlow/Mayo was incorporated in 2001. The former municipality of the Township of Carlow and the former municipality of the Township of Mayo amalgamated as of January 1, 2001.

Township of Carlow/Mayo is a lower tier municipality within the County of Hastings. The municipality is situated in the northern section of Hastings County with a population of 787 and 712 households. It consists of 38,849 hectares of land.

Within the municipality there is a public school, which houses children from junior kindergarten to grade six, in the hamlet of Hermon. The public library is located within the public school; A public beach and park with an outdoor skating rink, which is utilized by many people of all ages and two community centres which are utilized by many service groups including the Senior Citizens Group which offers many activities for seniors and the public at large for weddings, etc. There is also a ball park at both community centre locations.

A new municipal office was built in 1994 and the township works garage is located across the road from the office. There is no fire department in the township only a fire prevention program is in place. However, there is an Agreement with the Ministry of Natural Resources & Forestry for brush, grass and forest fires.

The aim of the Multi-Year Accessibility Plan is to identify, remove and prevent barriers to people with disabilities in the Township. This plan describes measures that the Township of Carlow/Mayo has taken in the past and the measures that the Township will take to identify, remove and prevent barriers to people with disabilities who use the facilities and services of the Township, including staff and members of the community at large.

The Township of Carlow/Mayo strives to meet the needs of its employees and residents with disabilities and is working hard to remove and prevent barriers to accessibility.

Township of Carlow/Mayo is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps the Township of Carlow/Mayo are taking to meet those requirements and to improve opportunities for people with disabilities.

The plan shows how the municipality will play our role in making Ontario an accessible province for all Ontarians.

This Multi-Year Accessibility Plan will be reviewed and updated at least once every five years to ensure that it is still working toward a fully accessible community, with respect to all accessibility aspects of the delivery of goods and services within the Township of Carlow/Mayo. We are committed to including people with disabilities in the development of our accessibility plan and that the plan will be updated in a timely manner.

An annual status report will be completed to document the progress and measures taken to meet the requirements under the Accessibility for Ontarians with Disabilities Act. Furthermore the Multi-Year Accessibility Plan and annual status report will be posted on the township website www.carlowmayo.ca and they are available in an accessible format upon request.

Training will be provided to every person as soon as practicable after being hired and in respect of any changes to the policies. Records of the training provided will be maintained including the dates on which the training was provided and the number of individuals to whom it was provided.

Obligation

The purpose of the Ontarians with Disabilities Act, 2001 (ODA) is to improve opportunities for people 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.

The purpose of the Accessibility for Ontarians with Disabilities Act is to benefit all Ontarians by 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.

This Multi-Year Accessibility Plan is based upon requirements under the Accessibility for Ontarians with Disabilities Act (AODA). The AODA sets out the roadmap for an accessible Ontario by 2025. It contains standards in the following five areas:

- Customer Service
- Information and Communications
- Employment
- Transportation

- Design of Public Spaces

The Accessible Customer Service Standard came into effect in 2008. In 2011, under the Integrated Accessibility Regulation, the Province combined Information and Communications, Employment and Transportation. In 2014, the Province added the Design of Public Spaces into the Integrated Accessibility Standard and the Ministry of Municipal Affairs and Housing has updated the Ontario Building Code to include barrier free amendments. When considering municipal projects, every attempt will be made to meet or exceed these regulations and requirements where possible.

Section One: Past Achievements to Remove and Prevent Barriers

The Township of Carlow/Mayo has completed the following accessibility initiatives:

Customer Service

The Township of Carlow/Mayo strives at all times to provide its goods and services in a way that respects the dignity and independence of all people. The Township of Carlow/Mayo is also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

The Township of Carlow/Mayo has remained in compliance with the Customer Service Standards. An Accessible Customer Service Feedback Form is available and to date the Township has not received feedback regarding any of the improvements.

Information and Communications

Township of Carlow/Mayo is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

The new township website and content conform with WCAG 2.0 Level AA as of January 1, 2021.

The following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

- Access to all Departmental email addresses
- 24 Hour Answering Service and/or voicemail

Township of Carlow/Mayo will make sure all publicly available information is made accessible upon request. Large print is used wherever possible for notices, minutes, advertising, etc.

Employment

The Township of Carlow/Mayo is committed to fair and accessible employment practices.

The Municipality will take the following steps to notify the public and staff that, when requested, will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- The following provision shall be included in all future employment advertisements;

Accommodations for persons with disabilities will be provided, on request, to support candidate participation in all aspects of the recruitment process. To request accommodation please contact the Municipal Clerk.

- All job and/or recruitment advertisements whether online, in print or internal shall be reviewed by Clerk prior to posting.

Adaptation of the job, including adjustment and modification of machinery and equipment and/or modification of the job content, work organization and the adaptation of the work environment to provide access to the place of work and working time to facilitate the employment of individuals with disabilities.

The Township of Carlow/Mayo will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to disability.

- An individual accommodation plan process policy has been developed for the creation of accommodation plans. The accommodation plan shall include provisions for adaptation of the job, including adjustment and modification of machinery and equipment and/or modification of the work hours, and the adaptation of the work environment to provide access to the place of work to facilitate the employment of individuals with disabilities.
- Return-to-work process and plan policies have been developed including situations where the employee is absent under provisions XIV of the Employment Standards Act.

The Township of Carlow/Mayo will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if it is issuing performance management, career development and redeployment processes.

- When conducting performance reviews, supervisors shall take into account the effectiveness of measures for disabled persons and take steps to improve the effectiveness of these measures, where necessary. Example – Visual impairment and the ability to be employed for evening duties.

- When providing training services and/or career opportunities, the Township of Carlow/Mayo shall take account of the venue accessibility for workers with disabilities.

Procurement

The Township of Carlow/Mayo will take the following steps to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self serve kiosks, current or future.

By-law number 06-2015 provides the following provision:

Accessibility

In acquiring goods and services for the municipality, municipal staff shall consider and have regard to disability accessibility issues as they may reasonably pertain to such acquisitions of goods and services in accordance with the Township's Procurement By-law.

If it is not possible and practical to do so, the Township will provide an explanation on request. Explanations shall be forwarded by the appropriate Department Head in an accessible manner and shall be copied to the Clerk's office for further review so that such issues shall be incorporated into the multi-year accessibility plan to prevent and remove such barriers.

Training

The Township of Carlow/Mayo will provide training to all employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will also be provided to people involved in the development and approvals of customer service policies, practices and procedures related to the provision of our goods and services. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

All employees, Council, management staff and volunteers shall review the Accessible Customer Service Policies, Practices and Procedures.

Employee Emergency Information Worksheet shall be completed by current and new employees. Employees with disabilities will be provided with individualized emergency response information when necessary.

All individuals associated with the Township of Carlow/Mayo will be trained on Accessible Customer Service as soon as practicable after being recruited. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- A review with the Clerk or designate of the Accessible Customer Service Policies, Practices and Procedures;

- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities;
- What to do if a person with a disability is having difficulty in accessing the Township of Carlow/Mayo's goods and services.

Timing of Training

Staff will be trained on an ongoing basis when new and/or changes are made to policies and/or procedures to ensure that up-to-date training is completed.

Record of Training

All organizations, with the exception of private and not-for-profit organizations with 49 or fewer. All organizations, with the exception of private and not-for-profit organizations with 49 or fewer employees, must keep records of the number of individuals who were trained, and the dates that the training was provided.

Facility Improvements

Municipal Office

A Municipal Office was constructed in 1994. The building is wheelchair accessible with a ramp and rails installed along the south side of the building to the east door entrance. A gate, doorbell and portable door ramp has been installed at the east door entrance.

Handicap parking space was designated at the municipal office and accessibility sign was installed to indicate location of space.

Concrete walkway along the west side of the municipal office, adjacent to the designated handicap parking space, meets the concrete walkway at the north entrance of the building.

In 2015 the following work was completed:

1. Built a new concrete accessibility ramp and steel railings at the front of the building replacing the wood accessibility ramp and railings
2. Widen the doorway at the front of the building to allow a new 38" accessible exterior door complete with automated power door openers
3. Widen the doorway for the entrance into an accessible washroom, renovated the washrooms into one unisex accessible washroom
4. Built an accessible service counter in the foyer
5. Relocated the designated handicap parking space

Carlow Community Centre

The Carlow Community Centre west entrance is wheelchair accessible with a ramp and rails installed. A doorbell has been installed at the west entrance. A second wood

accessibility ramp and rails were installed at the north entrance in the year 2013. Door ramp at main entrance was installed.

A unisex barrier-free washroom was installed.

Handicap parking space was designated and an accessibility sign was installed to indicate location of space.

In 2014 the following work was completed:

1. Designated another handicap parking space
2. Handicap parking spaces were paved and additional paving of the parking lot
3. Playground equipment, with accessible structures, were purchased and installed

In 2015 the following work was completed:

1. New 38" accessible exterior door complete with automated power door openers installed
2. One additional handicap parking sign installed

Mayo Community Centre

The Mayo Community Centre east entrance is wheelchair accessible with a ramp and rails installed. A doorbell has been installed at the east entrance.

Barrier-free washrooms were installed.

Handicap parking space was designated and accessibility sign was installed to indicate location of space.

In 2014 the following work was completed:

1. Designated another handicap parking space
2. Handicap parking spaces were paved and additional paving of the parking lot
3. Playground equipment, with accessible structures, were purchased and installed

In 2015 the following work was completed:

1. New 38" accessible exterior door complete with automated power door openers installed
2. One additional handicap parking sign installed

Accessible outdoor privy has been installed at the Mayo Community Centre.

Foster Lake Park

Accessible outdoor change rooms have been installed at the public park.

In 2014 playground equipment, with accessible structures, were purchased and installed.

Section Two: Strategies and Actions

Customer Service

Township of Carlow/Mayo is committed to providing accessible customer service to people with disabilities. We will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

We will continue to provide training on Accessible Customer Service as soon as practicable when a new employee is hired. Training will be provided on an ongoing basis, such as new employees, or when there is a change to our accessibility policies.

Information and Communications

Township of Carlow/Mayo is committed to making our information and communications accessible to people with disabilities therefore we will provide, on request, information in an accessible format or with communication supports to people with disabilities, in a manner that takes into account their disability.

Staff will be trained on how to interact and communicate with people with various types of disabilities as per the accessible customer service training.

The following methods will be used for distribution of public information, upon request;
Electronic mail (Email)

Hard Copy (First Class Post) Digital Copy (USB Key)

Other - upon request, conversion to alternate communication methods (braille, voice recording, etc.) will be undertaken.

Employment

Township of Carlow/Mayo is committed to fair and accessible employment practices.

The Municipality will take the following steps to notify the public and staff that, when requested, will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- The following provision shall be included in all future employment advertisements;

Accommodations for persons with disabilities will be provided, on request, to support candidate participation in all aspects of the recruitment process. To request accommodation please contact the Municipal Clerk.

- All job and/or recruitment advertisements whether online, in print or internal shall be reviewed by Clerk prior to posting.

Adaptation of the job, including adjustment and modification of machinery and equipment and/or modification of the job content, work organization and the

adaptation of the work environment to provide access to the place of work and working time to facilitate the employment of individuals with disabilities.

Township of Carlow/Mayo will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to disability.

- An individual accommodation plan process policy has been developed for the creation of accommodation plans. The accommodation plan shall include provisions for adaptation of the job, including adjustment and modification of machinery and equipment and/or modification of the work hours, and the adaptation of the work environment to provide access to the place of work to facilitate the employment of individuals with disabilities.
- Return-to-work process and plan policies have been developed including situations where the employee is absent under provisions XIV of the Employment Standards Act.

Township of Carlow/Mayo will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if it is issuing performance management, career development and redeployment processes.

- When conducting performance reviews, supervisors shall take into account the effectiveness of measures for disabled persons and take steps to improve the effectiveness of these measures, where necessary. Example – Visual impairment and the ability to be employed for evening duties.
- When providing training services and/or career opportunities, the Township of Carlow/Mayo shall take account of the venue accessibility for workers with disabilities.

Procurement

Township of Carlow/Mayo will take the following steps to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self serve kiosks, current or future.

By-law number 06-2015 provides the following provision:

Accessibility

In acquiring goods and services for the municipality, municipal staff shall consider and have regard to disability accessibility issues as they may reasonably pertain to such acquisitions of goods and services in accordance with the Township's Procurement By-law.

If it is not possible and practical to do so, the Township will provide an explanation on request. Explanations shall be forwarded by the appropriate Department Head in an accessible manner and shall be copied to the Clerk's office for further review so that such issues shall be incorporated into the multi-year accessibility plan to prevent and remove such barriers.

Self-Service Kiosks

Self-services kiosks are not generally utilized by the Township of Carlow/Mayo since the geographical and rural nature of the Township leaves outdoor self-service kiosks susceptible to damage and vandalism.

Training

Township of Carlow/Mayo will continue to provide training to all employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will also be provided to people involved in the development and approvals of customer service policies, practices and procedures related to the provision of our goods and services. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Training will be provided on an ongoing basis, such as when new employees are hired, or when our accessibility policies change.

Records of the number of individuals who were trained and training dates will be kept on file.

Design of Public Spaces

Township of Carlow/Mayo will meet accessibility laws when building or making major changes to public spaces.

The Township of Carlow/Mayo is committed to meeting the design of public spaces standard for newly constructed or redeveloped public spaces to be accessible for people with disabilities.

The Township of Carlow/Mayo will make new and existing communal spaces undergoing major renovations and buildings more accessible.

Most of the spaces the design of public spaces covers are outdoors for instance there are requirements for accessible:

- Recreational trails and beach access routes
- Outdoor picnic eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Accessible parking (on and off street)

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals

Township of Carlow/Mayo will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

In the event of a service disruption, the Township will notify the public of the service disruption and alternatives available. This notification shall be as outlined under Accessible Emergency Information.

Facility Barriers

Barrier Identification Methodologies

In order to identify barriers the following methodology was used:

Methodology	Description	Status
Inspection by Working Group of all Municipally owned buildings	A physical inspection of all municipally owned buildings to help identify any barriers at the Municipal Office, Public Works Department, Community Centres and Recycling Depots	The inspection has been completed. Barriers were identified at the Works Garage, Community Centres and Recycling Depots

Barriers Identified

Council will have to decide which barriers should be addressed each year keeping in mind budget restraints and feasibility.

Barrier	Type of Barrier	Strategy for Removal or Prevention
Carlow Community Centre		
Kitchen Counter	Architectural	If renovations planned a section of counter would be cut to accommodate handicapped
Mayo Community Centre		

Kitchen Counter	Architectural	If renovations planned a section of counter would be cut to accommodate handicapped
Works Garage		
Barrier-free washroom	Architectural	Renovate existing washroom Non-public buildings/no public access
General handicap signage needed		Non-public buildings/no public access
Sand & Salt Shed		
General handicap signage needed		Non-public buildings/no public access
Mayo Storage Shed		
General handicap signage needed		Non-public buildings/no public access
Recycling Depots		
Not accessible	Architectural	Assistance at all times during hours of operation by staff

Barriers to be addressed in 2021 to 2025

No barriers have been identified to be addressed in 2021 to 2025, however a continued review of all by-laws, policies and programs will continue to ensure that there are no new barriers created in the future.

Changes to existing policies

Any policy, practice or procedure of the Township of Carlow/Mayo that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Feedback and Contact Information

The Township of Carlow/Mayo welcomes your feedback on the Township's facilities and our delivery of goods and services to people with disabilities. Further the Township of Carlow/Mayo is committed to providing information in a format that meets your needs. To submit your feedback or request information in alternate format, please contact:

Arlene Cox, Clerk-Administrator
Township of Carlow/Mayo
3987 Boulter Road, Boulter, Ontario, K0L 1G0
Email – clerk@carlowmayo.ca
Telephone: 613-332-1760 extension 203

For More Information

For more information on this accessibility plan, please contact the municipal office at 613-332-1760 or clerk@carlowmayo.ca
Office hours: Monday to Thursday – 9:00 a.m. to 5:00 p.m.
Telephone: 613-332-1760
Fax: 613-332-2175
Standard and accessible formats of this document are free on request from the Township of Carlow/Mayo.