



THE CORPORATION OF THE
TOWNSHIP OF RED ROCK

MULTI-YEAR ACCESSIBILITY PLAN

2023

Submitted to
Mayor and Council
Township of Red Rock

Prepared by
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Executive Summary

Regulation 191/11: Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005 requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

This plan describes the measures the Township of Red Rock has taken in the past, and the measures the municipality will take in the future to identify, remove, and prevent barriers to persons with disabilities. The plan focuses on municipal facilities and services with a view to improving access for the public and employees of the Corporation of the Township of Red Rock.

The municipality has undertaken several initiatives to reduce physical barriers in the community inclusive of accessible washrooms in public facilities (Library, Recreation Centre lobby, Interpretative Centre, Marina Park), electronic door mechanisms (Municipal Office, Interpretive Centre), and access ramps (Interpretive Centre). The municipality will continue to pursue additional door mechanisms for its other facilities, reduction of accessibility barriers in the construction of new infrastructure, and inclusion of consideration toward barriers to accessibility in development of municipal policy and regulations.

Administration identified various barriers to persons with disabilities throughout the development of this plan. Administration recommends the consistent review & identification of barriers denying access to persons with disabilities within the municipal environment with a view to reducing barriers where possible.

The Corporation of the Township of Red Rock strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

The municipality trains every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

The Township of Red Rock maintains records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

1.0 AIM

The aim of this plan is to set the framework from which the Township of Red Rock will identify, prevent, and remove (where possible) barriers to persons with disabilities who utilize the facilities and services of the municipality.

2.0 OBJECTIVES

The Objective of this Plan is to:

1. Describe the process by which the municipality will identify, remove, and prevent barriers to persons with disabilities.
2. Review prior initiatives taken toward the identification, prevention and removal of barriers to person with disabilities.
3. List the facilities, services, policies and municipal legislation that the municipality will review to identify barriers to persons with disabilities.
4. Describe the measures the municipality will take to identify, prevent, and remove barriers to persons with disabilities.
5. Describe how the municipality will make this Accessibility Plan available to the public.

3.0 DEFINITIONS

Barrier - A “barrier” is anything that stops a person with a disability from fully taking part in society because of that disability. Some barriers include:

- Physical barriers – e.g., a step at the entrance to a store;
- Architectural barriers – e.g., no elevators in a building of more than one floor;
- Information or communications barriers – e.g., a publication that is not available in large print;
- Attitudinal barriers – e.g., assuming people with a disability cannot perform a certain task when in fact they can;
- Technological barriers such as traffic lights that change too quickly before a person with a disability has time to get through the intersection; and,
- Barriers created by policies or practices – e.g., not offering different ways to complete a test as part of job hiring.

Disability - The following is the same definition as used in the *Ontario Human Rights Code*.

A “disability” is:

(a) Any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness and includes, but is not limited to:

- 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

(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*.

Note: For other definitions, please refer to Section 2 of the *Accessibility for Ontarians with Disabilities Act, 2005*.

4.0 DESCRIPTION OF THE TOWNSHIP OF RED ROCK

VISION STATEMENT

Red Rock strives to be a welcoming and safe community that provides all the amenities of an urban centre in a picturesque rural setting with growth opportunities and a Quality of Life that is unique.

MISSION STATEMENT

The Township of Red Rock is a caring, inclusive community nestled as a Superior Treasure. We are dedicated to providing services in a sustainable and responsible manner.

STATEMENT OF COMMITMENT

The Township of Red Rock is committed to treating all people in a way that allows them to maintain their dignity and independence. 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.

Our Municipal departments provide reliable, high-quality services to Red Rock and its residents. We work hard to maintain quality of life for our residents, providing accessible services. This plan is a commitment from Mayor and Council and provides a roadmap that Council and Administration can build on together, in partnership with the community to ensure a progressive future for our Municipality.

The Township owns and/or operates a number of facilities, including Municipal Building (administration offices and Public Library) Recreation Centre (arena, fitness room, gymnasium, bowling alley, meeting rooms), Interpretive Centre, Marina, Firehall and parks.

5.0 FORMER INITIATIVES

The Corporation of the Township of Red Rock has completed the following accessibility initiatives.

Customer Service

- Establishment of Accessibility Standards for Customer Service

Information and Communications

- Website meeting WCAG 2.1 level AA AODA accessibility standards
- Accessible formats of municipal policies and procedures are available upon request.

Employment

- The Township of Red Rock is committed to fair and accessible employment practices. When requested, the Township will accommodate disabilities during recruitment and assessment processes and when individuals are hired. If needed, an individual accommodation plan and/or workplace emergency plan will be created for any employees who have a disability.

Training

- Staff, policy makers and volunteers are trained on providing accessible customer service.

Design of Public Spaces

- Accessible public washrooms in the Recreation Centre
- Installation of power accessible doors in the Municipal Office
- Installation of accessible canoe/kayak launch
- Accessible marina
- Barrier-free design and construction of the Interpretative Centre
- Sidewalk and municipal infrastructure updated to meet current accessibility standards including inclines from sidewalks to street level.
- Accessible outdoor public eating areas with accessible picnic tables

7.0 BARRIERS TO BE ADDRESSED

Customer Service

The Township of Red Rock is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others.

New staff will receive training on providing accessible customer service to people with disabilities as part of their orientation training.

Information and Communications

The Township of Red Rock is committed to making our information and communications accessible to people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency and safety information.

The Township of Red Rock will consult with people with disabilities to determine their information and communication needs.

We will ensure existing feedback processes are accessible to people with disabilities upon request.

The municipal website will continue to be WCAG 2.1 Level AA compliant at minimum and will undergo annual assessments to ensure compliance.

The Township will develop an Age-Friendly and Inclusive Community Plan to identify and address barriers within the community. This plan will allow for community input and

will be available on the municipal website. This plan will be produced pending funding approval, anticipated for 2023/2024.

Within the next 5 years the Township of Red Rock plans to have more self-serve options available on its website including the purchasing of memberships, permit applications, bill payments and space reservations.

Employment

The Township of Red Rock is committed to fair and accessible employment practices.

We will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired.

If needed, we will create an individual accommodation plan and/or workplace emergency information for any employees who have a disability.

Our performance management, career development, redeployment, and return-to-work processes will take into account the accessibility needs of employees with disabilities.

Training

The Township of Red Rock is committed to training staff and volunteers on Ontario's accessibility laws and on accessibility aspects of the Ontario Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and Council.

Training will occur for employees, volunteers, and councillors as part of their orientation training, as well as for existing employees, volunteers, and councillors on an annual basis.

Design of Public Spaces

The Township of Red Rock will meet accessibility laws when designing or making major changes to public spaces. Public spaces including:

- Service-related elements like services counters, fixed queuing lines and waiting areas
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps and rest areas
- Accessible off-street parking
- Recreation trails/beach access routes
- Outdoor public eating areas or picnic areas
- Outdoor play spaces, like playgrounds

Future initiatives the Township is planning include:

- Barrier-free, power accessible doors into the Recreation Centre at the Baker Street entrance (2023/2024)

- Barrier-free, power accessible doors into the arena area in the Recreation Centre (2024/2025)
- Barrier-free, power accessible doors into the Golden Club/Meeting Room in the Recreation Centre (2024/2025)
- Barrier-free, power accessible doors into the public washrooms in the lobby at the Recreation Centre (2024/2025)
- Design and construction of an accessible playground/play space (2023-2029)
- Design and construction of accessible trails/paths throughout the municipality (2023-2030)

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

8.0 PLAN EVALUATION – PROGRESS MONITORING

In compliance with the *Accessibility for Ontarians with Disabilities Act, 2005*, the Township of Red Rock is committed to maintaining a comprehensive and up-to-date Accessibility Plan. The plan will be reviewed and updated a minimum of once every five years.

9.0 COMMUNICATION OF THE PLAN

The Accessibility Plan will be present to Council for approval, reviewed and presented to Council every five years, and reviewed by new Council members at the beginning of their term upon election. Once approved, the plan will be posted for public review in the Municipal Office and on the Municipal website at www.redrocktownship.com

For More Information

For more information on this accessibility plan, please contact: Mark Figliomeni, CAO

Phone: 807-886-2245 Email: cao@redrocktownship.com

Standard and accessible formats of this document are free on request from:
Whitney Odahl, Municipal Secretary

Phone: 807-886-2245 Email: admin@redrocktownship.com

SCHEULDE "A"
2023 ACCESSIBILITY BARRIERS

Requirement	Steps	Timeline
1. Ensure continued compliance with the Accessible Customer Service Policy	(a) Ensure policies, practices and procedures are consistent with principles in the customer service standard (dignity, independence, integration, equality of opportunity) (b) Ensure training is conducted per policy (c) Ensure feedback process is followed (d) Ensure notification is given in the case of temporary disruptions	On-going
2. Online Self-Serve options	(a) Website redevelopment to include self serve options for bill payments, permit applications, membership purchases and space reservations/rentals.	Completion expected by December 2028.
3. Renovation of the Red Rock Recreation Centre to include accessibility requirements	(a) Entrances into the building via Baker Street (b) arena, Golden Club Room and lobby washrooms will have barrier-free access	a) Completion expected by December 31, 2024. b) Completion Expected by December 2025
4. Outdoor Recreation Infrastructure Project to include accessible playground equipment	(a) New playground infrastructure will include equipment suitable for children and people with disabilities to enjoy outdoor recreation activities.	Completion expected by December 31, 2029.
5. Active Transportation Implementation Project to include accessible walking paths and sidewalks	(a) New accessible sidewalks and walking paths will be developed throughout the municipality	Completion expected by December 31, 2030.
6. Age-Friendly and Inclusive Community Plan	a) Study and Action Plan developed to identify other barriers within in the community with recommendations	Completion expected by March 31 2024 (pending funding approval)