



Town of Aylmer  
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## **Town of Aylmer Multi-Year Accessibility Plan 2015-2020**

### **Accessibility Plan and Policies for the Town of Aylmer**

This 2015-20 accessibility plan outlines the policies and actions that the Town of Aylmer will put in place to improve opportunities for people with disabilities. The Town of Aylmer is committed to provide an inclusive workplace, environment and community. Details of current policies to ensure this commitment include: Integrated Accessibility (Policy #2.17), Workplace Discrimination, Harassment and Violence Policy (Policy #2.11), Commitment to a Civil Workplace Environment and Workplace Interactions (Policy #2.13), Accessibility Policy (Policy #2.14), Emergency Workplace Response for Employees with Disabilities (Policy #2.15), Accommodation Policy (Policy #2.16) Purchasing Policy (By-Law #33-13), Accessible Customer Service Policy (Res. 258-09).

The intent of the Multi – Year Plan is to prevent, identify and remove barriers and obstacles that stand in the way of persons with disabilities from being able to access services, facilities and information. A barrier is defined as anything that prevents a person with a disability from fully participating in all aspects of society because of a disability. The traditional definition of a barrier used in the context of accessibility has been expanded to include obstacles beyond physical boundaries. There are several other categories of barriers to consider such as:

**Environmental Barriers:** Features, buildings or spaces that restrict or impede physical access. For example, a doorway that is too narrow to accommodate entry by person in a motorized scooter.

**Communication Barriers:** Obstacles with processing, transmitting or interpreting information. For example, print on a brochure that is too small to read or documents not available in alternative formats.

**Attitudinal Barriers:** Prejudgments or assumptions that directly or indirectly discriminate. For example, assuming that all visually impaired persons can read Braille.

**Technological Barriers:** Occur when technology cannot or is not modified to support various assistive devices and/or software. For example, a website that does not provide for increased text size or contrast options.

**Systematic Barriers:** Barriers within an organization's policies, practices and procedures that do not consider accessibility. For example, listing a driver's license as an employment qualification for an office position may prohibit persons with visual impairments from applying.

**Environmental Barriers:** Features, buildings or spaces that restrict or impede access. For example, a doorway that is too narrow to accommodate a person with a wheelchair.

### **Statement of Commitment**

The Town of Aylmer is committed to removing barriers that prevent people with disabilities from accessing our goods, services and facilities.

This Multi-Year Accessibility Plan outlines the Town's approach to ensuring that services provided will be done so in an accessible manner. The Town will continue to develop inclusive workplace policies and procedures.

### **Accessible Emergency Information**

The Town of Aylmer is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

### **Training**

The Town of Aylmer will provide training to employees and volunteers 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 suits the duties of employees and volunteers.

The Town of Aylmer took the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

- Provide time to review training resources through AccessForward.
- Provide time and printed training materials from AccessForward for those without internet access.
- Training provided to Council by County of Elgin Accessibility Coordinator early 2015.

## **Kiosks**

Currently there are no kiosks owned by the Town of Aylmer and accordingly this section of the legislation is not applicable.

## **Information and Communication**

Town of Aylmer 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 Town of Aylmer took the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014.

- Work with the Town's web page design consultant to be compliant.
- The web page and content was tested and was compliant as of September 1, 2013. On-going tests will take place to ensure compliance remains intact.

Town of Aylmer took the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- Contact information will be provided on our web page for providing feedback.
- Provide staff contact information to assist people with disabilities obtain any information they require in an accessible format best individually suited.

Town of Aylmer took the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016.

- A form will be provided on the website to request desired information.
- A notice will be posted on the website that accessible formats are provided upon request.
- A template was developed for staff to utilize to ensure reports coming forward to Council were in an accessible format.

Town of Aylmer will require to convert internal documents posted to the web site (reports, By-Laws, etc.) from 2012 to present. Resources will be required in coming budget years to undergo the conversion process.

**Town of Aylmer will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by January 1, 2021.**

- RFP for website overhaul has been awarded in 2020 and requires compliance to accessibility legislation.

## **Employment**

Town of Aylmer is committed to fair and accessible employment practices. An Accommodation Policy (Policy #2.16) is developed for the purpose of ensuring Town of Aylmer provides an inclusive workplace.

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

- Work with an applicant to ensure they are included in the recruitment process.
- Provide accessible formats and communications support when requested.

Town of Aylmer 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 a disability.

- Communicate the policy for job accommodations (Policy #2.16)
- Develop individual accessibility plans (temporary or permanent) as needed (Policy #2.16)

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if Town of Aylmer is using performance management, career development and redeployment processes.

- Training will be provided in accessible format when available.
- Development opportunities will be available to employees with disabilities when available.

Town of Aylmer will take the following steps to prevent and remove other accessibility barriers identified.

- Consult with the public regarding other accessibility barriers as identified.
- Ensure purchases include structural and technical features to assist people with disabilities where possible.

## **Transportation**

### **Accessible Taxicab Service**

- The Town has notified owners and operators of municipal taxicabs that they are prohibited from charging a higher fare for persons with disabilities or for the storage of assistive devices.

- Taxicab owners and operators have been notified of the requirement that their vehicle registration and identification information must be displayed on the back bumper of vehicles and have the same information available in an accessible format upon request.
- Accessible Taxi Survey conducted to establish whether there is a need for on-demand accessible taxicabs has been conducted and communicated to taxicab owners in the community.

## **Design of Public Spaces**

Town of Aylmer will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes.
- Outdoor public eating areas like rest stops or picnic areas.
- Outdoor play spaces, like playgrounds.
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals.
- Accessible off street parking.
- Service-related elements like service counters, fixed queuing lines and waiting areas.
- Review procedures related to the Design of Public Spaces and train staff as necessary.

Town of Aylmer will put following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

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

For more information on this accessibility plan, please contact Jennifer Reynaert at:

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Accessible formats of this document are available free upon request from:

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