



The Corporation of the Town of LaSalle

Date	October 1, 2019	Report No:	CL-28-18
Directed To:	Mayor and Members of Council	Attachments:	Draft Multi-Year Accessibility Plan
Department:	Council Services	Policy References:	
Prepared By:	Linda Jean, Deputy Clerk		
Subject:	2018 – 2022 Multi-Year Accessibility Plan		

RECOMMENDATION:

That the report of the Deputy Clerk dated October 1, 2018 (CL-28-18) regarding the 2018 – 2022 Multi-Year Accessibility Plan BE RECEIVED and that the 2018 – 2022 Multi-Year Accessibility Plan BE ADOPTED in accordance with the Integrated Accessibility Standards Regulation (IASR) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

REPORT:

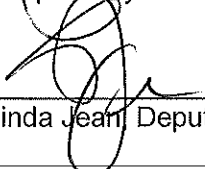
The Integrated Accessibility Standards Regulation (IASR) has established accessibility standards for public sector organizations and has introduced requirements for Information and Communications, Employment, Transportation and Design of Public Spaces. The IASR has also established the compliance framework for these regulations.


One of the requirements established is the implementation of a multi-year accessibility plan which contains a review of completed and future initiatives.

Attached is a draft copy of the 2018 – 2022 multi-year accessibility plan which has been reviewed and adopted by the LaSalle Accessibility Advisory Committee. The new five-year accessibility plan includes both new and continuing priorities and commitments that will help achieve the goal of identifying, removing and preventing barriers to accessibility.

As it is important to monitor and report on the progress and results of the five-year accessibility plan, the LAAC will conduct an annual review of the document and report on progress made.

Respectfully submitted,


Linda Jean, Deputy Clerk

Reviewed by:							
CAO 	Finance	Council Services	Public Works	DSI	Culture & Rec	Fire	



Multi-Year Accessibility Plan 2018-2022



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A Message from....

LaSalle's Accessibility Advisory Committee



Persons with disabilities represent a significant and growing part of the population in the province of Ontario. Approximately 1.9 million Ontarians have a disability - about 16% of the population. As the Baby Boom generation reaches retirement age, it is estimated that approximately 20% of the population will have disabilities.

The 2018-2022 Town of LaSalle Multi-Year Accessibility Plan provides an outline of the initiatives as well as future initiatives the Municipality has taken to date to provide a barrier free community ensuring we are meeting the needs of our diverse community and maintaining compliance with the *Accessibility for Ontarians with Disabilities Act, 2005, (AODA)*

Committee Members:

Councillor Mike Akpata (Co-Chair)

Councillor Crystal Meloche (Co-Chair)

John Boyko

Savitri Dhiman

Russ Hazael

Jeff Kapasi

Cynthia Butcher

Prepared by:

Linda Jean Deputy Clerk

Rosa Miceli Council Coordinator

Our Commitment



The Town of LaSalle is committed to the growth of an accessible community by enhancing programs, services and facilities for all residents. Accessible services meet people's needs while protecting the dignity and independence of people with disabilities. When services are accessible, people can easily navigate into and around buildings and offices, receive information in a format that works for them, and work in an accommodating place. We are committed to treating all people in a way that allows them to maintain their dignity and independence and are committed to achieving this in a timely manner.

This commitment has guided the Town in developing, implementing, maintaining and enhancing accessibility in the areas of customer service, information and communications, employment and transportation for all residents with disabilities. The Town affirms its commitment to meet the requirements of the Ontarians with Disabilities Act, 2001, Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Ontario Human Rights Code.

Council, employees, volunteers and those providing a good, service, program or facility on the Municipality's behalf are responsible for adhering to the parameters of this accessibility plan and for ensuring that the needs of people with disabilities are addressed when accessing the Municipality's good, services, programs and facilities.

The Town of LaSalle welcomes feedback in relation to this Plan, in the format most convenient to the person providing feedback. Our Accessibility Policies, Multi- Year Accessibility Plan and feedback are available at the Town of LaSalle website, www.lasalle.ca



Accessibility Advisory Committee

The regulations require the Town of LaSalle to have an Accessibility Advisory Committee to advise Council on the preparation and implementation of accessibility plans in order to remove barriers for people with disabilities, to ensure that new barriers are eliminated and to promote accessibility in the community. The majority of members must be persons with a disability.

The role of the AAC includes reviewing and advising Council in the following areas:

- New and existing municipal buildings where approval is required by the Town of LaSalle
- Significant renovations to municipal facilities
- Leased facilities or any other facility used as a municipal building
- Goods and services provided by the Town of LaSalle or agents providing services under contract with the Corporation as defined under the Accessibility for Ontarians with Disabilities Act (AODA)
- Integrated Accessibility Standards Regulation

During the Multi-Year Accessibility Plan 2013-2017, the LAAC has:

- reviewed the 2013-2017 Multi Year Accessibility Plan including the Mandate, Terms of Reference, Accessible Customer Service Policy and Purchasing Policy
- performed a review of various new municipal facilities including the Town of LaSalle Civic Centre, the LaSalle Police Department and the LaSalle Fire Department
- reviewed building projects for municipal facilities including the Front Road Accessible Park, the Vollmer Complex accessible family change room, accessible splash pad and the accessible playground with play surface

An Accessible LaSalle



The objectives of the Town of LaSalle's Multi-Year Accessibility Plan are to incorporate these standards and outline the Municipality's strategy to prevent and remove barriers and meet its accessibility requirements under the A O D A. The first plan was initially reviewed by the Accessibility Advisory Committee in 2013. It is posted on the Municipality's website and is available in alternate accessible formats upon request.



In the development of the Multi-Year Accessibility Plan, the Municipality commits to the following:

- To post the Multi-Year Accessibility Plan on the Municipality's website and provide it in an accessible format upon request;
- To review and update the Multi-Year Accessibility Plan at least once every five years in conjunction with the Accessibility Advisory Committee;

The Integrated Standards are:

- Customer Service
- Information and communications
- Employment
- Transportation
- Design of public space

The general AODA requirements are:

- Procurement and purchasing
- Staff, volunteer and third-party training

Legislative Background



The Accessibility for Ontarians with Disabilities Act was passed by the Ontario legislature with the goal of creating standards to improve accessibility across the province.

The Act allows the government to develop specific standards of accessibility designed to make Ontario more accessible in a number of areas: customer service, employment, information and communications, transportation and built environment.

Ontarians with Disabilities Act, 2001 (O D A), S.O. 2001, CHAPTER 32

In 2001, the *Ontarians with Disabilities Act* (O D A) was established 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, S.O. 2005, C.11 (A O D A)

The *Accessibility for Ontarians with Disabilities Act* (A O D A) was enacted in 2005 and was created to compliment the O D A and to address discrimination against persons with disabilities in Ontario. The purpose of the A O D A is to develop, implement and enforce 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 to provide for the involvement of persons with disabilities in the development of the accessibility standards.

O. Reg. 191/11: Integrated Accessibility Standards

The Integrated Accessibility Standards Regulation (I A S R) were created as part of the A O D A. The I A S R establishes the accessibility standards for each of information and communications, employment, transportation, the design of public spaces and customer service. These standards are rules that businesses and organizations in Ontario have to follow to identify, remove and prevent barriers to improve accessibility for persons with disabilities.

Progress So Far



The Town of LaSalle has made significant progress in meeting the AODA requirements and standards. The Town's journey to accessibility is ongoing and every effort will be made to continue preventing and removing barriers.

In the Past 5 years:

- Created family change areas that is accessible for the splash pad
- Offered partnerships with community organizations that assist persons with disabilities including Family Respite Services, Community Living, Chronic Disease Management and the Friendship Club
- Supported therapy programs in the H2Oasis pool at the Vollmer Recreation Complex
- Operate the accessible lift for the pool and whirlpool to ensure accessibility
- Provide accessible recreation programming for children at day camps and Oodles and Doodles
- Incorporated accessibility considerations into the Purchasing and Procurement Bylaw
- Reviewed building projects for municipal facilities including the Front Road Accessible Park, the Vollmer Complex accessible family change room, accessible splash pad and the accessible playground with play surface
- As of 2015 all new web content on the Town of LaSalle's website conforms to WCAG 2.0 Level A to ensure it is accessible to people with all disabilities. The website is accessible to the visually impaired as it has technology allow screen read software called Browsealoud
- In March 2017, LaSalle Council agreed to enter into a contract with Transit Windsor to provide transit service in LaSalle. The LaSalle route buses are fully accessible and are equipped with [Intelligent Transportation System \(ITS\)](#). ITS provides Stop Annunciation (AODA requirement) providing onboard voice and visual announcements. Security cameras have been installed on each Transit Windsor bus. This feature will enhance the safety of our riders and operators.
- An agreement with Handi-Transit, a specialized transit provider to subsidize trips for persons with disabilities requiring the service continues.
- The Town of LaSalle has successfully met the requirements of this standard through the development of Accessibility Standards for Customer Service Policy.
- Services Animals are welcome in all Town of LaSalle premises unless the animal is excluded by law.
- The Town of LaSalle is using internet and telephone voting in the 2018 election. As Accessibility is a cornerstone by which every election is measured, E-voting will provide visually impaired voters with options including telephone and their internet screen recognition readers. Persons with other physical disabilities or mobility issues do not need to attend a voting station or bring their voter kit to a mailbox. Internet and phone voting are the most accessible forms of voting providing persons with disabilities with the most independence. Many persons with disabilities already have adaptive devices on their home computers and phones that would be used to access the internet

Progress So Far

or vote by phone without the assistance of a family member or friend. Special voting hours prior to election day are established as well as assistance at the two retirement home in Town are provided to assist residents with the voting process. A similar process occurred in 2010 and 2014.

- In 2018 the pebble play surface at Vince Marcotte Park was converted to an accessible rubberized play surface, also in 2018, a new accessible playground with play surface and a new accessible splash pad was constructed at the Vollmer Recreation Complex.



Planned Initiatives 2018- 2022

Achieving Accessible Customer Service

The Town of LaSalle is committed to recognizing the diverse needs of its residents and customers by striving to provide services that are accessible to all persons we serve.

The Town will promote accessible customer service through the development of policies, procedures & practices that considers persons with disabilities. The guiding principles are dignity, independence, equal opportunity, respect and integration.

The Accessibility Standards for Customer Service Policy is available through the Town of LaSalle website or in an alternate accessible format upon request.

Planned Initiatives	Planned Actions	Department	Timeframe
Accessible Customer Service Standard	<ul style="list-style-type: none"> Review procedures to identify areas that can be improved. Ensure that all changes align with legislations and Town policies. 	Clerk's Department	Ongoing
Training	<ul style="list-style-type: none"> Continue Integrated Accessibility Standards Regulations and Human Rights Code training which includes the training of new hires, volunteers and individuals who serve the public on behalf of the Municipality 	Clerk's Department/ Human Resources	Ongoing

Planned Initiatives 2018- 2022



Planned Initiatives	Planned Actions	Department	Timeframe
Integration Services	<ul style="list-style-type: none"> • Focus on growing recreation and leisure partnerships to increase programs offered that are accessible and inclusive in collaboration with community organizations • Incorporate accessible programming in pools and on trail networks throughout the municipality • Launch the new Active Interactive map so residents with any impairments can find information on recreation and leisure opportunities within the Town of LaSalle • Grow the Sneakers and Speakers series focuses on mobility and accessibility for the seniors 55+ within the Town 	Culture and Recreation	Ongoing

Planned Initiatives 2018- 2022

Planned Initiatives	Planned Actions	Department	Timeframe
Self Service Kiosks	<ul style="list-style-type: none"> The Town of LaSalle will continue to incorporate accessibility features when designing, procuring or acquiring self-service kiosks 	All Departments	Ongoing

Planned Initiatives 2018- 2022

Providing Comprehensive and Accessible Information

Information and communication are a large part of the Town of LaSalle's daily business. It is because of this that it is so important to ensure that information and communications are created and presented in a way that considers accessibility.

The Municipality follows universal design principles and best practices when developing, implementing and maintaining information and communications strategies and products. This includes websites and print communications materials as well as face-to-face interactions.

Planned Initiatives	Planned Actions	Department	Timeframe
Accessible LaSalle	<ul style="list-style-type: none"> As of 2015 all new web content on the Town of LaSalle's website conforms to WCAG 2.0 Level A to ensure it is accessible to people with all disabilities The website is accessible to the visually impaired as it has technology allow screen read software called Browsealoud. Staff have received and will continue to receive training on developing content for the municipal website and a tip sheet for accessible documents will be created for Staff in 2019 By 2020 all web content, intranet and all Town forms will conform with WCAG 2.0 Level AA 	All Departments	Ongoing
Accessible Training Documents	<ul style="list-style-type: none"> Staff being continuously trained on accessible Word, PowerPoint, Excel and PDF documents 	All Departments	Ongoing

Planned Initiatives 2018- 2022

Planned Initiatives	Planned Actions	Department	Timeframe
Notices	<ul style="list-style-type: none"> Continue to provide emergency information in formats that are accessible and take into account the disabilities of members of the public requesting information. They also provide notice of temporary service disruptions that include the reason and duration to the public. Ensure that our Everbridge emergency notification system is accessible for the hearing impaired. 	Office of the CAO (Communication Services)	Ongoing

Planned Initiatives 2018- 2022



Continuing Accessible Employment Practices

Employment Standards set out accessibility requirement that the Town of LaSalle must follow to support the recruitment of accommodation of employees. This means that every person that works within the Municipality will be able to participate fully and meaningfully as a Town of LaSalle employee.

Planned Initiatives	Planned Actions	Department	Timeframe
Accommodation in Recruitment	<ul style="list-style-type: none">• Notifying employees and the public about the availability of accommodation for applicants with disabilities in its recruitment, selection and notification process• Notifying and providing accessible formats of communication as requested	Humans Resources	Ongoing
Employee Accommodation Plans	<ul style="list-style-type: none">• Continue to offer individualized employee accommodation plans.• Accommodations will be made that take into account a person's disability such as physical, hearing, vision, deaf-blind, speech, mental health, learning, intellectual, sensory and temporary disabilities	Human Resources	Ongoing

Planned Initiatives 2018- 2022

Planned Initiatives	Planned Actions	Department	Timeframe
Individualized Emergency Response Information	<ul style="list-style-type: none"> Continue to collect individualized emergency response information for new employees Advising employees of the workplace emergency response information and developing a procedure for implementation and accommodation 	Human Resources	Ongoing

Planned Initiatives 2018- 2022



Enhancing Accessibility of Public Spaces

The Municipality is committed to enhanced accessibility of our public spaces. As Municipal public spaces are constructed or redeveloped, the Municipality will ensure that persons with disabilities and the Accessibility Advisory committee are consulted.

Planned Initiatives	Planned Actions	Department	Timeframe
Recreational Trails and Access Routes	<ul style="list-style-type: none"> • Clear widths, firm and stable surfaces, clear signage, location of amenities and ramps 	Public Works	Ongoing
Outdoor Public Eating Spaces	<ul style="list-style-type: none"> • Portion of spaces accessible and level 		
Outdoor Play Spaces	<ul style="list-style-type: none"> • firm and stable clear ground space • Firm and stable surfaces, incorporate accessibility features such as a sensory and active play components • Potential lift to be installed at Outdoor Splash pad bathroom pending approval of grants • Ensure more accessible washrooms pending approval of grants • Work in collaboration with the Culture and Recreation and Public Works departments to ensure playgrounds and plays spaces meet AODA requirements by 2025 	Culture and Recreation/Public Works	

Planned Initiatives 2018- 2022



Planned Initiatives	Planned Actions	Department	Timeframe
Pedestrian Crossing Signals	<ul style="list-style-type: none"> Installation of accessible pedestrian crossing signals at intersections have been installed throughout the Municipality and will continue to be installed as new crossing signals are installed 	Public Works	Ongoing
Accessible Sidewalks and Pathways	<ul style="list-style-type: none"> The Town of LaSalle has installed flat ramps with bumps at sidewalk intersections as well as accessible asphalt and concrete pathways and trails throughout the Town. This process will continue as new sidewalks and paths are created 	Public Works	Ongoing
Exterior Paths of Travel	<ul style="list-style-type: none"> Clear widths, ramps, tonal contrast and stairs have tonal contrast and tactile profiles, pedestrian signals, rest areas. This standard does not apply to paths of travel that are regulated by Ontario Building Code (ex. a path of travel from a parking lot with accessible parking spaces to an accessible building entrance) 	Public Works	Ongoing
Accessible Parking	<ul style="list-style-type: none"> Accessible aisle between parking spots on Municipal Property with a minimum number of spots, signage, will provide two types of parking: Type A – wide parking spot 3400 mm with 	Public Works	Ongoing

Planned Initiatives 2018- 2022



Planned Initiatives	Planned Actions	Department	Timeframe
	signage "van accessible" Type B – standard 2400 mm		
Service Related Elements	<ul style="list-style-type: none"> Service Counters, fixed queuing guides (width, turn around space, cane detectable) and waiting areas (accessible seating and mobility aid space) 	All Departments	Ongoing
Maintenance and Restoration	<ul style="list-style-type: none"> Maintenance and Restoration will be reviewed as needed The Town of LaSalle will reasonably continue to maintain public spaces. All trails, playgrounds and paths as well as playgrounds and walkways/sidewalks will be continuously maintained within reason by the Town of LaSalle to ensure the safety of citizens and to prevent barriers to people with disabilities 	Public Works	Ongoing

If a public space is temporarily disrupted or not functioning, the public will be notified in a variety of formats to educate about the scope of the disruptions.

Members of the public are encouraged to notify the Town of LaSalle if a function or maintenance issue occurs in a public space.

Conclusion



The Town of LaSalle continues in its efforts to remove barriers from within the municipality. In accordance with the Provincial Legislation, the Municipality will continue to meet its compliance obligations by developing and implementing programs, policies and initiatives that create and maintain a fully accessible and inclusive community.

The identification and removal of barriers will continue to be an ongoing activity for municipal Council, employees, volunteers and those providing a good, service, program or facility on the Municipality's behalf.

For further information, please contact the Clerk's Office:

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