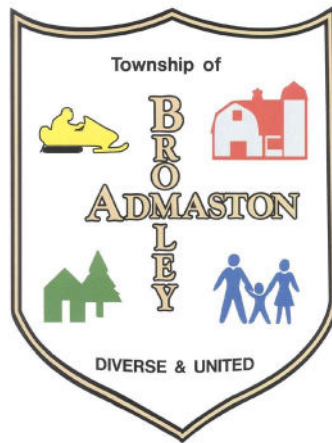


# **CORPORATION OF THE TOWNSHIP OF ADMASTON/BROMLEY**



## **MULTI-YEAR ACCESSIBILITY PLAN**

2022 - 2025

## INTRODUCTION

The Township of Admaston/Bromley is a rural township located in the County of Renfrew in Eastern Ontario. The Township's population is approximately 3100 people and provides the following services to its residents:

- Administration
- Public Works
- Emergency Services – Douglas Fire Department & Emergency Management
- By-Law Enforcement
- Culvert Replacement
- Library Services
- Recreation Services
- Waste Facilities
- Asset Management

Our Mission is to deliver high quality services to the residents of Admaston/Bromley in an efficient and cost-effective manner. We further try to deliver our services as accessibly as possible, ensuring all information is on our website or just an email away.

The Township of Admaston/Bromley is committed to eliminating barriers (where possible) and improving accessibility, for persons with disabilities, in a manner that respects dignity, independence, integration and equal opportunity.

The Township recognizes the diverse needs of our residents and customers and will continue to make every effort to provide the same access and rights to municipal services as all other members of our community, for those persons with disabilities. For this reason, the Township is committed to modifying service delivery, programming, and other workplace processes, policies, and procedures to ensure equal access for all of our residents and customers.

The Township of Admaston/Bromley notifies employees, job applicants and the public that accommodations can be made during recruitment and hiring.

We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request.

We consult with the applicants and provide or arrange for suitable accommodation.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment.

We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability.

We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) Information that is needed in order to perform the employee's job; and
- b) Information that is generally available to employees in the workplace.

Where needed, we will also provide customized information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) When the employee moves to a different location in the organization;
- b) When the employee's overall accommodations needs or plans are reviewed;
- c) When the employer reviews its general emergency response policies.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

A copy of our Accessible Employment Policy is available upon request.

## DESIGN OF PUBLIC SPACES

The Township of Admaston/Bromley will meet accessibility laws when building or making major changes to public spaces. We put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

## FEEDBACK

The Township of Admaston/Bromley welcomes feedback on accessibility including accessing facilities, programs, services and information. Please contact the township should you need assistance to provide feedback.

## DOCUMENTS

The Township of Admaston/Bromley will provide documents in an accessible format or with communication support, upon request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the information in an accessible format in a timely manner and, at no additional cost.

## PROCUREMENT

In 2020, the Township of Admaston/Bromley updated its Purchasing and Tendering Policy and as such ensured that the promotion and incorporation, wherever possible, of the requirements of the Ontarians with Disabilities Act, 2001, (ODA), C-81 Accessible Canada Act, the Accessibility of Ontarians with Disabilities Act, 2005, (AODA), and specifically, Ontario Regulation 191-11 made under the Accessibility for Ontarians with Disabilities Act, 2005, in procurement activities of the Township, and in cases where it is deemed not practicable to incorporate accessibility features in procurement activities, an explanation shall be provided upon request.

## CUSTOMER SERVICE POLICY – SERVICE ANIMALS / SUPPORT PERSONS

In 2014, the Township of Admaston/Bromley adopted the Integrated Accessibility Standards Regulation (IASR) and through that policy adopted the required Customer Service Policy. The Customer Service Policy allows people with disabilities to be accompanied by their guide dog or service animal on the premises they own or operate that are open to the public, unless the animal is excluded by law, the Township will use other measures to provide services to the person with a disability.

The Township will permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.

Where admission fees are charged, the Township will provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.

## TEMPORARY DISRUPTIONS

The Township of Admaston/Bromley will continue as it has to notify the public of temporary disruptions that involve Township goods, services or facilities.

## TRAINING

The Township of Admaston/Bromley is committed to training all staff and volunteers in accessible customer service, other Ontario accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) All persons who participate in developing the organization's policies;
- b) All other persons who provide goods, services or facilities on behalf of the organization.

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- Our policies related to the Customer Service Standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities
- What to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

## ACCESSIBLE WEBSITES AND WEB CONTENT

The Township of Admaston/Bromley is committed to ensuring that the township's internet sites and web content will be made as accessible as possible and information will be made available in an accessible format upon request.

