



Centre Wellington

<http://www.centrewellington.ca/livehere/Pages/Accessibility-and-Inclusion.aspx>

MULTI-YEAR ACCESSIBILITY PLAN



Legislation and Responsibility

Ontario Regulation 191/11 – Integrated Accessibility Standards Regulation (IASR) to the *Accessibility for Ontarians with Disabilities Act* (AODA) requires municipalities with 50 or more employees to create a written multi-year accessibility plan and update it at least once every five years. The purpose of the multi-year plan is to outline the steps the municipality will take to prevent and remove barriers to accessibility and ensure its compliance with the AODA. The Township of Centre Wellington’s multi-year accessibility plan for 2024-2028 will be implemented within the provisions of the AODA and the IASR.

The Township is equally committed to supporting employees through advice, policies, tools and resources and governance structures that promote an inclusive workplace and support employees in delivering accessible goods, services and facilities.

Under the AODA, the Integrated Accessibility Standards Regulation (IASR) contain standards in the following areas:

1. **Customer Service** (Outlines requirements for removing barriers for people with disabilities so they can access goods, services and/or facilities).
2. **Information and Communications** (Outlines requirements for organization to create, provide and receive information and communications that are accessible for people with disabilities).
3. **Employment** (Employers must make their workplace and employment practices accessible to potential or current employees with disabilities).
4. **Transportation** (Outlines requirements for transportation service providers, particularly, features and equipment on vehicles, routes and services offered must be accessible to people with disabilities) and;
5. **Design of Public Spaces** (Outlines the need for newly construction or redeveloped public spaces to be accessible for people with disabilities)

The multi-year accessibility plan and annual status reports on the progress of measures taken to implement the plan will be posted on the Township’s website in an accessible format. The document is prepared in consultation with the Joint Accessibility Advisory Committee and Township Departments and is generally updated every 5 years.

Joint Accessibility Committee

The Township of Centre Wellington is a member of the County of Wellington Joint Accessibility Advisory Committee (JACC). The core function of the Committee is to focus on advising the area municipalities regarding the identification, removal and prevention of barriers, and to serve as a resource for municipal staff from all the municipalities represented by the Committee.

On April 24, 2023, the Township of Centre Wellington adopted the new Terms of Reference for the Joint Committee and assigned the Manager of Legislative Services & Municipal Clerk to attend the meetings.

Centre Wellington 2024-2028 Strategic Plan

In May 2023, the Strategic Plan for Centre Wellington was completed and adopted by Council.

Vision – The community to experience life along the Grand River

Mission – We are an active, caring, innovative, safe and connected community

Values – Integrity, Collaboration, Innovation, Equity, Diversity & Inclusion

Goal Two – Improve the activity, health and wellness of our community, includes a priority to create an inclusive and accessible community.

A link to the entire plan is provided below:

<https://www.centrewellington.ca/township-services/reports-studies-and-plans/>

2023 Accomplishments and Highlights

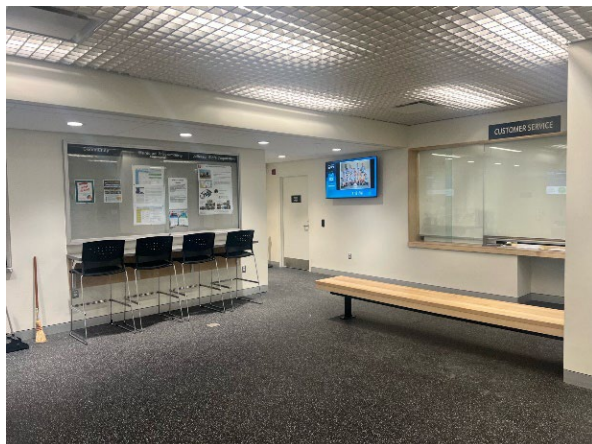
Jefferson Elora Community Centre

The Township had an opportunity to use significant funding from upper-levels of government to assist in making portions of the Jefferson Elora Community Centre substantially improved, addressing health and safety, accessibility, and aging infrastructure.

The scope of work for the project included:

- Replacement of the concrete ice pad, arena boards, protective glass system, and ice making refrigeration equipment.
- Update the refrigeration/mechanical room and equipment for life cycle replacement while maintaining TSSA standards and best industry practices.
- Modify the building to meet AODA standards (Accessibility for Ontarians with Disabilities Act), including accessible dressing rooms, an accessible area for viewing the ice surface, accessible washrooms, entrances, and doors.
- Renovate the lobby for improved accessibility, customer service and traffic flow.

The Grand Opening was held on January 5, 2024.





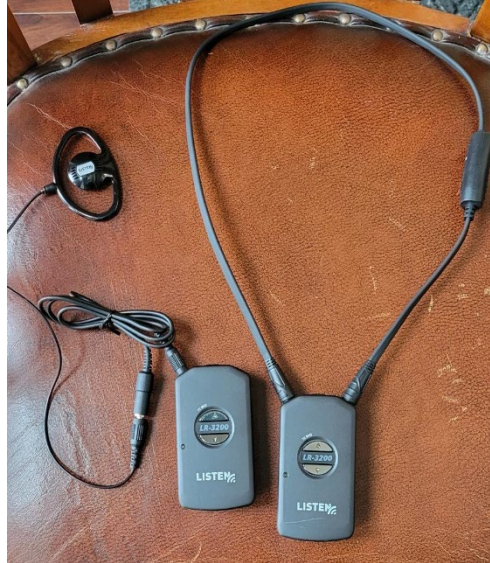
Hoffer Park Washroom

The new self-cleaning, fully accessible and gender-neutral washroom located in Hoffer Park was officially opened in the summer of 2023.



Council Chamber Technology Upgrades

Technology upgrades to the Council Chamber, now facilitates improved visuals, the ability to attend meetings remotely or in person for Members of Council and/or the public and access to assisted hearing devices.



Multi-Year Accessibility Plan Timeline and Deliverables

The Township of Centre Wellington's Multi-Year Accessibility Plan sets out the approach in the following areas:

- Policies, procedures and practices
- Communications and awareness
- Technology
- Infrastructure
- Training
- People

Key Outcomes

1. People with disabilities will have access to goods and services.
2. People with disabilities will have access to information and communications in alternative formats.

3. People with disabilities can participate fully in services and employment with the Township, including a barrier-free recruitment process.
4. People with disabilities experience improved accessibility in Township-owned facilities.

Customer Service

The Township of Centre Wellington is committed to ensuring people with disabilities receive Township goods and services of the same quality and within the same timeline as others and benefit equally from customer service initiatives. Township employees have access to tools, resources, policies and procedures to support accessible customer service. The Township will achieve this by:

- Reviewing and updating policies to ensure high quality, accessible service.
- Including accessibility requirements into staff training and orientation materials.
- Reviewing customer feedback and taking appropriate action.
- Barrier free access to Township facilities providing customer service.

Approach

1. Review and update as necessary the Township's Accessible Customer Service Policy,
2. Review internal processes for staff to request a communication support or alternate format.
3. Continue to make alternate formats available through the Municipal Clerk and with the assistance of the County of Wellington.
4. Continue to provide Accessible Customer Service Training to all staff, new employees and volunteers.
5. Continue to review and update policies to ensure consideration of people with disabilities.
6. Continue to review and improve current processes to receive feedback from the public.
7. Continue to review and improve current processes on how the public can request an alternate format.
8. Continue to use ICompass software for Council and Committee agendas and minutes to improve accessibility.
9. Continue to evaluate Township programs and services to ensure inclusion and equitable participation of employees, residents and visitors with disabilities in Township operated programs.
10. Continue to improve accessibility of election services through the identification, removal and prevention of barriers that affect electors and candidates with disabilities.
11. Continue to review and improve the Election Accessibility Plan for municipal elections.

Information and Communications

Information and communications are an important part of the Township of Centre Wellington

operations and service provision. It is important to the Township that information and communications are created in a way that considers accessibility.

The Township will follow universal design principles and best practices when developing, implementing and maintaining information and communications strategies and products. This will include: websites, intranet sites, printed communication materials, social media, as well as face-to-face interactions.

The Township is committed to ensuring information and communications are available and accessible to people with disabilities. We will do this by:

- Achieving compliance with the Web Content Accessibility Guidelines with respect to the Township's new website launched January 2024, to ensure internal and external websites are accessible to people with disabilities;
- Developing resource materials for creating accessible documents for common software programs such as MS Word, Excel and PowerPoint.
- Developing a training strategy to ensure staff has the knowledge, tools and technical advice to create accessible materials.

Approach

1. Continue to Provide Accessible Documents Training (Word and PDF)
 - Provide resource material to staff
 - Ensure resource material is readily available to staff
 - Training specific staff on how to verify and repair PDF's
2. Launch of new Website in 2024, compliant with web content accessibility guidelines WCAG 2.0, Level AA,
3. Ensure documents are available in an alternate format, upon request.
4. Review information and communications processes and products to improve accessibility.
5. Making sure emergency information, procedures, plans and public safety information is available in alternative formats when requested through our partnership with the County of Wellington.
6. Continue to ensure Township employees understand the accommodation request process, including the requirement to arrange for accessible formats and communication supports, and the requirement to consult with the person making the request in order to determine suitable accessible formats or communications supports.
7. Continue to evaluate and remediate Township website content and ensure it meets or exceeds accessibility compliance requirements by providing the appropriate frameworks, tools, guidelines and training for use by all employees.

Employment

The Township of Centre Wellington is committed to ensuring the process of advertising, recruiting and retaining employees is as inclusive as possible in order to build an effective workforce. Human Resources staff have received training to meet compliance under the Integrated Accessibility Standard Regulation. Training includes a variety of topics, such as:

- Understanding employer obligations to provide employment accommodations.
- How to identify and remove barriers in the workplace.
- Enhancing workplace emergency responses through individualized emergency response information and assistance as required.
- Revising individual work plans and developing a manager's guide, as well, supporting tools and templates to remove barriers from the recruitment process.

Approach

1. Review and update as necessary the Work Place Accommodations for Disabilities Policy.
2. Review and update as necessary the Hiring and Selection Policy.
3. Review and improve recruitment process to remove barriers from the hiring process.
 - Review job advertisements and descriptions on a go-forward basis.
 - Remove barriers from the selection process. All applicants invited to interviews are asked if they require accommodations in order to participate.
4. Inform employees of policies to support employees with disabilities, current employees are advised of policies through the Township's Intranet site.
5. Provide or arrange for accessible formats and communication supports when it is requested by an employee with a disability and the information or device is needed to perform the employee's job.
6. Review the written process for the development of documented individual accommodation plans for employees with disabilities.
7. Review and update as necessary the return to work process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work.
8. Continue to embed an equity analysis into all recruitment processes to remove any unintended accessibility barriers.
9. Employment advertisements are posted in a variety of media outlets, social media and websites. Employment advertisements and descriptions are made available in an alternate format upon request.

Transportation

The majority of the Transportation standard does not apply to the Township of Centre Wellington, as the Township is not a transportation service provider (no public transit system).

With regard to the accessibility requirements for taxicabs, the Township of Centre Wellington entered into a reciprocal agreement in 2009 with the County of Wellington. This agreement delegates the authority to the County for the licensing and regulation of taxicabs, accessible taxicabs and limousine services. In December 2011, the County of Wellington amended Taxi By-Law 5266-11 to reflect the requirements in the Integrated Accessibility Regulation.

Ride Well

In 2019, Wellington County launched a County wide, demand based, public transit service available to all residents and visitors. This pilot service is funded by the Government of Ontario and offers a safe, affordable option for people to move throughout the County. The program was awarded two additional years of funding and is now set to complete in 2025. Accessible rides must be reserved by phone, Monday to Friday between 8:30am to 4:30pm, excluding Statutory Holidays.

Township Shuttle Bus Service

The downtown shuttle bus program ran as a pilot project in the summer of 2022. The success of the program led to continuation in the summer of 2023 with added stops and an On-Board Talent Program featuring up-and-coming local artists. With 48 hours notice, an accessible Shuttle bus is available through Red Car Service.

Design of Public Spaces

The Township of Centre Wellington adopted the County of Wellington Facility Accessibility Design Manual (FADM) in 2014. The FADM is a document that addresses accessibility requirements for the design and construction of new facilities, as well as the retrofit, alteration and addition to existing facilities. It incorporates the belief in universal design, which recognizes the broad diversity of people who use Township facilities. Currently, the FADM exceeds the Barrier-Free section of the Ontario Building Code. The Township of Centre Wellington will strive to ensure new facilities and extensive renovations are designed and built in accordance with the FADM.

The County of Wellington plans to undertake a complete review and update of the Facility Accessibility Design Manual in 2024 and the Township will once again be asked to adopt the standard.

2024-2028 Goals and Priorities

Accessibility Standard	Goals and Priorities	Timeline
Information and Communications	New website, compliant with Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.	2024
	The Active Transportation and Mobility Master Plan will establish an active transportation network for the Township that considers the varied mobility needs of all residents and visitors. The Plan will take the Township's existing network of sidewalks, trails, multi-use paths, and roads into consideration, and make recommendations for future improvements to enhance safety, connectivity, and accessibility.	23/2024
	Parks and Recreation Master Plan (PRMP) will set the direction for Parkland, Recreation facilities and amenities, recreation services, programs and Parks and Recreation service levels to the year 2054. The Plan will be provided in an accessible format.	RFP award in 2024 with completion in 2025
Design of Public Spaces 2023 and 2024	Pedestrian Signals Hill Street - Modification of the existing signalized pedestrian crossing to include features compliant with AODA standards, including the addition of audible push-buttons.	23/2024
	Bridge Street - Existing Level 2 Type D pedestrian crossing upgraded to a Level 2 Type C pedestrian crossing with flashing beacons. Upgrade increases driver awareness of pedestrians crossing at this location.	23/2024
	McNab Street, High Street to Bridge Street - Construction of a new pedestrian sidewalk, spanning the length of the project	23/2024

	Beatty Line, Millage Ln/Elliott Ave to Garafraxa Street W - Construction of a new off-road multi-use path and pedestrian crossing with tactile plates at the new roundabout.	23/2024
	Moir Street, Geddes Street to Princess Street - Construction of a new pedestrian sidewalk, spanning the length of the project	23/2024
	Salem School Pedestrian Crossing Existing Level 2 Type D pedestrian crossing upgraded to a Level 2 Type C pedestrian crossing with flashing beacons. Upgrade increases driver awareness of pedestrians crossing at this location.	23/2024
	East Mill Street, Metcalfe Street to Melville Street - Construction of wider sidewalks, a new pedestrian crossing at the intersection of East Mill Street and Melville Street, and the installation of curb bump-outs and tactile plates at pedestrian crossing locations.	23/2024
	Improvements – St. David and Strathallan Streets intersection - Modifications the existing signalized intersection to include features compliant with AODA standards.	23/2024
	Traffic signal actuator replacements St. David and Strathallan Streets intersection. Modifications to the existing signalized intersection to include features compliant with AODA standards.	23/2024
	Traffic signal actuator replacements Tower Street and McQueen Blvd intersection. Modifications to the existing signalized intersection to include features compliant with AODA standards.	23/2024
	Traffic Calming Measures - Improvements to accessibility and pedestrian safety at various locations in	23/2024

	the Township: a new pedestrian refuge island on St. Andrew Street East, pedestrian crossing improvements at Milburn Blvd and Beirnes Court, and pedestrian safety improvements at the intersection of McQueen Blvd and Milburn Blvd.	
	Design of accessible updates to the Belwood Community Hall. Accessible entrance and washrooms main focus of the upgrades.	Design in 2024, construction 2025
	Replace Foote and Victoria Park playground structures. Structures will meet AODA standards.	2024
	Bissell Park Multi-Use Pad. Will be designed to AODA Standards, details to follow in the design work.	Design in 2024, construction in 2025
	Redevelopment of Confederation Park. AODA Standards will be considered, however, natural topography and grade of the recreation trail will be challenging	Design in 2024, work in year 2025 and beyond
	Jefferson Elora Community Centre Parking Lot	Accessible parking provided
	Millburn Park Playground and Washrooms built to AODA standards	Design 2024, construction 2025
	Farley Park, built to AODA standards	Design in 2024
Design of Public Spaces 2025 and Beyond	Operations Centre - The New Township Operations Centre will be constructed in accordance with all AODA requirements and the design of the facility will focus on creating an accessible and inclusive space for employees and visitors.	2025 and 2026 Construction
	Design of Block D, Belsyde Cemetery, Fergus - The cemetery expansion will be constructed in accordance with all AODA requirements, and the design will focus on creating an accessible and inclusive space for visitors.	2025
	Tourism Office Renovations, Improvements to Customer Service Area to meet AODA standards.	2025

	Multi-use Court and CW Sportsplex	Subject to PRMP
	CW Sportsplex Hall Renovation	Subject to PRMP
	Basketball nets	Subject to PRMP
	Indoor Turf Facility	Subject to PRMP

Contact Information

The Township of Centre Wellington is committed to removing barriers for people with disabilities and providing accessible services for our residents. As we strive to be more accessible, we would like your input. Do you have any thoughts or feedback on what we have accomplished so far? Or do you have ideas on how our projects or policies could be improved?

Please contact us with your questions and ideas.

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This document is available in alternative formats.