

**THE CORPORATION OF THE
TOWNSHIP OF ARMSTRONG**

BY-LAW 2023-60

**BEING A BY-LAW TO ADOPT AN ACCESSIBLE CUSTOMER
SERVICE POLICY AND POLICIES UNDER THE INTEGRATED
ACCESSIBILITY STANDARDS REGULATION.**

WHEREAS the Province of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA), 2005;

AND WHEREAS the Province of Ontario passed Ontario Regulation 429/07 Accessibility Standards for Customer Service made under the AODA requiring municipalities to establish customer service policies, practices and procedures governing the provision of its goods or service to persons with disabilities;

AND WHEREAS the Province of Ontario created Integrated Accessibility Standards Regulation (Ontario Regulation 191/11);

AND WHEREAS the Corporation of the Township of Armstrong deems it necessary to create plans and policies as identified under regulation;

NOW THEREFORE the Corporation of the Township of Armstrong hereby enacts as follows:

1. **THAT** the Accessibility Policy is hereby adopted and attached as Schedule "A", attached hereto and forming part of this by-law.
2. **THAT** the Multi-year Accessibility Plan is hereby adopted and attached as Schedule "B", attached hereto and forming part of this by-law.
3. **THAT** the Annual Status Report is hereby adopted and attached as Schedule "C", attached hereto and forming part of this by-law.
4. **THAT** all other by-laws, policies, resolutions, or parts thereof, contrary hereto or inconsistent herewith, be and the same are hereby repealed.
5. **THAT** this by-law comes in force and effect upon the passing thereof.

**READ A FIRST AND SECOND AND THIRD TIME AND PASSED THIS
22ND DAY OF NOVEMBER, 2023.**


JEAN MARC BOILEAU/MAYOR


DAN THIBEAULT CAO/CLERK TREASURER

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SCHEDULE A- ACCESSIBILITY POLICY

1. Accessibility Policy Requirement

Regulation 191/11: Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005* requires organizations to create written accessibility policies and make them publicly available. Accessibility policies are the formal rules an organization puts in place to achieve its accessibility goals.

The law is flexible, so you can develop your accessibility policies in a way that works best for your organization. There is no right or wrong way. This section applies to the Government of Ontario, Legislative Assembly of Ontario, Designated Public Sector organizations as well as business/non-profit organizations with 50 or more employees.

2. Policy

2.1. Statement of Organizational Commitment

The Township of Armstrong is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

The Township of Armstrong is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The Township of Armstrong understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

The Township of Armstrong is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

2.2. Training

We are committed to training all staff, Council, and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

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 Standards

- 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 a 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. These include: the Lift at the Municipal Office and the Lift at the Recreation Centre.
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

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

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

2.3. Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

2.4. Communication

We communicate with people with disabilities in ways that take into account their disability.

We will work with the person with disabilities to determine what method of communication works for them.

2.5. Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirm the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario

- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

2.6. Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

If a fee or fare is normally charged to a customer for accessing your goods, services or facilities, a Fee/fare will not be charged for support persons.

We notify customers of this by posting a notice outside of venues that charge a fee.

In certain cases, this organization might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, the Township of Armstrong will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

If the Township of Armstrong determines that a support person is required, we will waive the admission fee or fare (if applicable) for the support person.

2.7. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be made publicly available in the following ways:

- Posted outside of the applicable facility
- On our Facebook page

2.8. Feedback Process

The Township of Armstrong welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- Contact the Municipal Office by email at general@armstrong.ca
- Contact the Municipal Office by phone at 705-563-2375

All feedback, including complaints, will be forwarded to the CAO Clerk Treasurer for their review.

Customers can expect to hear back in 30 days.

The Township of Armstrong ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

2.9. Notice of Availability of Documents

The Township of Armstrong notifies the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

- At the Municipal Office
- On our Facebook Page
- On our Website

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

2.10. Procurement

We will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, when possible.

2.11. Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

2.12. Employment

We notify 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 successful applicants of policies for accommodating employees with disabilities when making offers of employment.

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 emergency 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; and
- c) when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

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.

3.13. Design of Public Spaces

We will meet accessibility laws when building or making major changes to public spaces.

Our public spaces include:

- Recreational trails
- Outdoor public eating areas like picnic areas

- Outdoor play spaces, like playgrounds
- Accessible off-street parking
- Accessible on-street parking
- Service-related elements like service counters, fixed queueing lines and waiting areas

We put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

3.14. Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.

SCHEDULE B – MULTI-YEAR ACCESSIBILITY PLAN (2023-2027)

The Township of Armstrong’s Multi-Year Accessibility Plan is designed to support the principles and requirements outlined in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Regulation 191/11 – Integrated Accessibility Standards Regulation (IASR). This plan will serve as a road map to help the Township meet the legislative requirements and remove barriers to accessibility.

1. CONTACT INFORMATION

Municipality:

The Corporation of the Township of Armstrong

Address:

35 Tenth Street E
PO Box 546
Earlton, ON P0J 1E0

Telephone: 705-563-2375

Website: www.armstrongtownship.com

Email: general@armstrong.ca to request an alternative format that meets your needs.

2. ACCESSIBILITY ACHIEVEMENTS & PROGRESS

A. Customer Service Standard

- Accessible Customer Service Policy (updated in November 2023)
- Development of a complaints and comments form and a process to encourage feedback on all concerns including accessibility.

B. Information and Communication

- Implementation of an e-agenda software system, AllNet, which produces fully accessibility-compliant content including agendas and minutes.
- Development and launch of a new Town website through eSolutions Group which meets the requirements under the AODA and Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

C. Employment Standard

- Implementation of policies for notification of public and employees regarding the availability of accommodation during recruitment.
- Implementation of policies and procedures for accommodation of employees.
- Documentation of individual accommodation plans.

D. Built Environment (Facilities)

- Addition of Accessible Washroom at Municipal Office and Library
- Regular and continued maintenance of the elevator located at Town Hall
- Improvements to accessible path and Pavilion at the Park

E. Other

- 2022 Municipal Election: Development of a Municipal Election Accessibility Plan, which addressed specific accessibility requirements in relation to the election.

3. OUR PRIORITIES – 2023-2027

- Continued sidewalk maintenance
- Work on options to re-establish accessibility to Municipal Office and Library
- Work on options to make changeroom options available at the Pool
- Continued accessibility planning for the 2026 Municipal Election
- Updated Accessible Customer Service training delivered to all members of staff, Council and Volunteers

SCHEDULE C- ANNUAL STATUS REPORT

The Township of Armstrong has established a multi-year accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the *Accessibility for Ontarians with Disabilities Act* and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for 2023 on the progress of measures taken to improve accessibility. The purpose of this report is to track our organization's progress and make the public aware of our initiatives.

This report is available online at www.armstrongtownship.com.

To request an alternate format of this annual status report, please contact: general@armstrong.ca or 705-563-2375.

Accessibility Accomplishments in 2023

A. General Accomplishments

- Purchased new training software to better ensure regular training requirements are met

B. Customer Service Accomplishments

- Reviewed and updated Accessibility Policies.

C. Information and Communications Accomplishments

- Purchased new scanners to allow documents which are scanned to be readable enhancing the accessibility of these documents.
- Administration staff took a training course to better understand how to make documents accessible and ensuring they are meeting accessibility requirements.

D. Employment Accomplishments

- Ensured that jobs which were posted included wording on accommodations during the recruitment process.

E. Design of Public Spaces Accomplishments

- Installed a new accessible pavilion and paved path at the municipal park.
- Installed a new accessible washroom at the Municipal Office/Library

F. Summary of Consultations

- The Township welcomes continuous feedback on accessibility. Methods of feedback on accessibility accommodations is available on our website and posted in the municipal office.

G. Next Steps

- Working on re-training all staff, Council, and volunteers on accessibility.
- Work on options to re-establish accessibility to Municipal Office and Library

TOWNSHIP OF ARMSTRONG



**APPENDIX A – PUBLIC NOTIFICATION FOR DISRUPTION IN SERVICE /
AVIS PUBLIC D’INTERRUPTION DE SERVICE**

Type of Disruption: _____
Reason for Disruption: _____
Duration of Disruption: _____
Alternative Service: _____

Type d’interruption: _____
Raison pour l’interruption: _____
Durée de l’interruption: _____
Options alternatives: _____

Examples:

Type of Disruption: Municipal Office and Library Lift Closure
Reason for Disruption: Broken Lift Device
Duration of Disruption: At least 3 months
Alternative Service: Curbside – Contact Office at 563-2375 or Library at 563-2717

Type d’interruption: Bureau Municipal et la Bibliothèque -fermeture de l'ascenseur
Raison pour l’interruption: Ascenseur Brisé
Durée de l’interruption: Au moins trois mois
Options alternatives: Entrée–Contacter l’office - 563-2375 ou Bibliothèque 563-2717

Type of Disruption: Recreation Centre Lift Closure
Reason for Disruption: Broken Lift Device
Duration of Disruption: At least 3 months
Alternative Service: Virtual Attendance – Contact Office - 563-2375

Type d’interruption: Centre Récréation - fermeture de l'ascenseur
Raison pour l’interruption: Ascenseur Brisé
Durée de l’interruption: Au moins trois mois
Options alternatives: Participation virtuelle – Contacter l’office - 563-2375



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APPENDIX B-INVITATION FOR COMMENTS

We strive to improve accessibility for our customers with disabilities within the Township of Armstrong. We welcome your input and comments regarding the Provision of Goods and Services to people with Disabilities and the availability of the Accessibility policy.

These policies are available in hard copy by request from the Municipal Office and available from the municipal website at www.armstrongtownship.com.

Please access our website to fill out a service request, choosing “Accessibility” as the type [Service Requests | Municipal Services | Township of Armstrong \(armstrongtownship.com\)](http://armstrongtownship.com/en/municipal-services/service-requests).
<https://armstrongtownship.com/en/municipal-services/service-requests>

If the service request option doesn't work for you, please forward your comments by mail, e-mail or fax to:

Township of Armstrong
P.O. Box 546
Earlton, Ontario P0J 1E0

Phone: (705) 563-2375
Fax: (705) 563-2093
Email: general@armstrong.ca

ANNEXE B – INVITATION AUX COMMENTAIRES

Nous travaillons afin d'améliorer l'accessibilité pour nos clients dans le canton d'Armstrong. Nous apprécions votre participation et vos commentaires sur l'offre des biens et des services et sur nos politiques d'accessibilité.

Le plan d'accessibilité et les politiques sont disponibles en copie papier sur demande auprès du bureau municipal et sur le site Web municipal à <http://armstrongtownship.com/fr>

Veuillez accéder à notre site Web pour remplir une requête de service, en choisissant “Accessibilité” comme le type [Requête de service | Services municipaux | Township of Armstrong \(armstrongtownship.com\)](https://armstrongtownship.com/fr/services-municipaux/requete-de-service) <https://armstrongtownship.com/fr/services-municipaux/requete-de-service>

Si l'option de requête de service ne fonctionne pas pour vous, veuillez transmettre vos commentaires par poste, courrier électronique ou facsimile au:

Canton d'Armstrong
C.P. 546
Earlton, Ontario, P0J 1E0

Téléphone: (705) 563-2375
Fax: (705) 563-2093
Courriel: general@armstrong.ca



TOWNSHIP OF ARMSTRONG

APPENDIX C- OBTAINING COMMENTS

Thank you for visiting the Township of Armstrong. We value all our customers and strive to meet the needs of everyone. Please assist us by providing the following information:

Please tell us the date and time of your visit: _____

Did we respond to your customer service needs today? YES NO

Was our customer service provided to you in an accessible manner?
 YES SOMEWHAT NO (Please explain below)

Did you have any problems accessing our goods and services?
 YES (Please explain below) SOMEWHAT (Please explain below)
 NO

Please add any other comments your may have:

Contact information (optional)*:

Name: _____ Phone: _____

E-mail: _____

Date Received: _____ Date Action Taken: _____ Action Taken: _____ _____ _____ _____

Thank you.
The staff from the Township of Armstrong.

Personal information contained on this form is collected pursuant to the Municipal Freedom of Information and Protection of Privacy legislation and will be used for the purpose for which it was collected. Questions about this collection should be directed to the Clerk of the Township of Armstrong.