



MUNICIPALITY OF

PORT HOPE

Multi-Year Accessibility Plan

2021-2025



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MUNICIPALITY OF
PORT HOPE

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Municipality of Port Hope

2021-2025 Multi-Year Accessibility Plan

Overview Updated February 2021

The purpose of the Integrated Accessibility Standard Regulation is to establish, implement, maintain, and document a Multi-Year Accessibility Plan which outlines the Municipality's strategy to prevent and remove barriers and meet the requirements of the Provincial Regulation. In addition, the multi-year plan must be reviewed and updated at least once every five (5) years. Annually the Municipality will prepare a status report on the progress of measures taken to implement its strategy and we will post the status report on our website.

The Municipality's multi-year plan is meant to be a working document. It serves as a road map for the Municipality outlining the legislative requirements, detailing the areas of responsibility, clearly stating the actions we will take and establishing appropriate timeframes. The plan also references the legislated accessibility timeframes to ensure the Municipality meets its compliance deadlines.

Mobility needs for the Municipality of Port Hope continue to evolve in parallel with customer expectations, corporate direction, and Provincial legislative requirements. An accessibility presence remains a priority in the delivery of services in Port Hope.

There is a commitment in Port Hope to develop an overall system to facilitate accessibility that includes an increased service level, facility access, improved pedestrian connections, improved transit facilities, signage, access to information and effective operational programs and policies.

The purpose of this Multi-Year Accessibility Plan is to identify barriers and establish strategies to remove local accessibility issues and regulatory requirements, including discussions and timelines associated with regulatory and non-regulatory requirements. Consistent with requirements under the Integrated Accessibility Standards Regulation (IASR) 191/11, annual public consultation will be conducted to discuss and assess progress toward full system accessibility.

The plan reflects the legislation and is broken into multiple parts, each listing specific requirements associated with that part. The numbers in brackets beside each requirement refers to the corresponding section in the legislation.

This plan will serve as a road map to help Port Hope meet our legislative requirements and create a more inclusive organization.

Message from the Accessibility Advisory Committee

The mandate of the Accessibility Advisory Committee is to encourage and facilitate accessibility on behalf of all persons with disabilities by promoting public awareness and sensitivity; encouraging co-operation among all service and interest groups to ensure an inclusive community for all persons; identifying and documenting relevant issues and concerns; improving access to housing, transportation, education, recreation, and employment; improving communication among all levels of government and service agencies to make recommendations regarding policy, procedure and legislation; to educate and champion needs that arise based on the Accessibility for Ontarians with Disabilities Act (2005); and recognizing that the needs of all persons, including persons with disabilities, are constantly changing.

The Port Hope Accessibility Advisory Committee is a team formed of residents who have had or have experienced some type of disability. They have a collective experience that helps to improve our community in so many ways. Through monthly open meetings the committee reviews upcoming projects and plans, oversees the process of the Multi-Year Accessibility Plan and applies their knowledge to collective outreach and educational initiatives.

Port Hope's new Multi-Year accessibility Plan will work hard to continue to remove barriers and improve accessibility for all persons with all types of disabilities. Our plan will continue to make upgrades to meet all Provincial requirements for full development, implementation and enforcement by January 1, 2025.

The Port Hope Multi-Year Plan Accessibility Plan shows the work needed to be done to address the needs of our community and visitors. Not only seniors but for all diverse needs. The plan will guide us to create an inclusive and welcoming community where all can access the same facilities, programs, and services.

We look forward to any input from our community, support for the Municipality of Port Hope, and the Government of Ontario.

Signed,

The Port Hope Accessibility Advisory Committee, known as AAC

We'd love to hear from you! Drop us a line at [accessibility @porthope.ca](mailto:accessibility@porthope.ca)

Glossary of Acronyms and Links to Definitions Provided in the Legislation

AODA is referring to the Accessibility for Ontarians with Disabilities Act

HR is referring to Human Resources

HRIS is referring to Human Resources Information System

JHSC is referring to Joint Health & Safety Committee

IASR is referring to Integrated Accessibility Standards Regulation O. Reg. 191/11

AAC is referring to the Port Hope Accessibility Advisory Committee

ODA is referring to Ontarians with Disabilities Act

OHRC is referring to the Ontario Human Right Code

Plan is referring to the Multi-Year Accessibility Plan

PDF is referring to Portable Document Format

RFP is referring to a Request for Proposal

SMT is referring to the Senior Management Team

WCAG is referring to the Worldwide Web Consortium Accessibility Guidelines

General Requirements

1.1 Establishment of Accessibility Policies

Requirements:

- Develop, implement, and maintain policies governing how we will achieve accessibility
- Must include statement of organizational commitment
- Policies must be written
- Policies must be made available to the public

Compliance Date: February 7, 2012

Areas of Responsibility:

- Human Resources Manager
- Legislative Services Manager / Deputy Clerk

Status: Complete but with ongoing review

Comments:

- By-law 11/2012 includes the Employment Standards Policy which addresses the accessibility requirements for persons with disabilities during the recruitment and selection process and during their employment when the person has been hired. The AODA Customer Service Policy addresses accessible customer service standards when providing municipal services for persons with disabilities.
- By-law 29/2013 and amending By-law 40/2019 provide for Duties of Accessible Taxi Cabs
- By-law 31/2009 provide for the Communications Policy
- Compulsory new hire employee training on AODA – Customer Service and AODA – Understanding Human Rights and Integrated Accessibility Standards Regulation
- Policy statement of Organizational Commitment - " The Municipality of Port Hope demonstrates their commitment to providing equal opportunity for persons with disabilities to access goods and services, in a manner which supports their independence, dignity and integration, through the implementation of this Customer Service Policy, practices and procedures."
- Hard copy or electronic copies of the two AODA policies are available on the common drive of the Municipality's electronic network and are distributed to all new hires.

- Copy of policy will be provided to the public and in alternate formats upon request

Action Items:

- Update following Policy statements of Organizational Commitment
- Customer Service Policy Statement: " The Municipality of Port Hope demonstrates their commitment to providing equal opportunity for persons with disabilities to access goods and services, in a manner which supports their independence, dignity and integration, through the implementation of this Customer Service Policy, practices and procedures."
- Employment Standards Policy Statement: "Further to the implementation of a Customer Service policy, practices and procedures, the Municipality of Port Hope demonstrates their support of persons with disabilities, in this Employment Standards Policy based on providing employment services which incorporate the core principles of independence, dignity, integration and equal opportunity."
- By-law 40/2010 and By-Law 11/2012– Review and rescind as required based on the requirements under IASR to develop policy all on the following standards: Information and Communications, Employment, Transportation, Design of Public Spaces, and Customer Service
- Include statement on the Municipal Website Accessibility page that all Accessibility policies can be provided in alternate formats upon request
- Review of AODA - Customer Service, AODA - Employment Standards, and Communications Policies including Statement of Commitment to ensure alignment with AODA, 2005 and O. Reg 191/11: Integrated Accessibility Standards
- Place notices at all reception counters notifying the public of our Statement of Commitment and that all policies are available, in alternative formats, upon request
- Develop procedure for staff who work with volunteers to advise HR of the names of volunteers who are providing service on behalf of MPH (as per AODA requirements and not necessarily all volunteers) and who require training

1.2 Multi-Year Accessibility Plans

Requirements:

- Establish, implement, and maintain a Multi-Year Accessibility Plan outlining the strategies to prevent and remove barriers and meet requirements of the Regulation
- Plan must be posted to website
- Plan must be available in accessible format upon request
- Plan must be reviewed at least once every 5 years
- Plan must be established, reviewed, and updated in consultation with people with disabilities and our Accessibility Advisory Committee

- Must prepare an annual status report on the progress of measures taken to implement the strategy referenced in plan
- Annual status report must be posted to website
- Plan must be available in accessible format upon request

Compliance Date: January 7, 2014

Areas of Responsibility:

- Legislative Services Manager / Deputy Clerk
- Director, Works and Engineering
- Assistance and review by the AAC

Status: Complete with annual review

Comments:

- Multi-year Accessibility Plan outlining how the requirements of the IASR will be met has been developed and approved
- Original approved by Council on January 7, 2014
- First annual status report prepared and approved by Council on February 7, 2014 and annually thereafter
- Current plan and status report posted to “Multi-Year Accessibility Plan” section of Municipal website
- Plan and annual status report are provided in an accessible format or with appropriate communication support, upon request

*See “Accessible Formats and Communication Supports” (Section 2.2) for more information

Action Items:

- Legislative Services Manager / Deputy Clerk and the Director, Works and Engineering, with assistance by the AAC, will reconcile and provide an annual Plan update to Council in September each year. This timing will allow a framework for any budget considerations that need to be considered in the following year.

1.3 Procuring or Acquiring Goods, Services and Facilities

Requirement:

- Incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities
- If not practicable, provide an explanation, upon request

Areas of Responsibility:

- Purchasing and Risk Management Coordinator
- All employees procuring or acquiring goods, services, or facilities

Compliance Date: Ongoing

Status: Ongoing – Requirements triggered with every purchase

Comments:

- Current Purchasing By-Law does not have accessibility statement

Staff include accessibility criteria in the tender / proposal requirements, which are reviewed by the Purchasing and Risk Management Coordinator

Action Items:

- Incorporate commitment of accessibility into revised Purchasing By-law
- Purchasing related forms will be developed to meet AODA compliance standards and accessibility criteria

1.4 Self Service Kiosk

Requirement:

- Incorporate accessibility features when designing, procuring, or acquiring self-serve kiosks

Compliance Date: Ongoing

Areas of Responsibility:

- Information Technology Coordinator

Status: Ongoing – Requirements triggered when designing, procuring, or acquiring self serve kiosks

Comments:

The Municipality currently has 1 self serve kiosk at the Jack Burger Sports Complex that is used for entertainment purposes for sports memorabilia. This kiosk has several accessibility features built in.

Any new self-service kiosks will be required to incorporate accessibility features when designing, procuring, and acquiring such device.

1.5 Training

Requirements:

- Provide training on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities to:
 - All persons who are an employee of, or a volunteer who provides services to the Municipality of Port Hope
 - All persons who participate in developing the organizations policies
 - and all other persons who provide goods, service, or facilities on behalf of the organization
- Training should be appropriate to the duties of the employees, volunteers, and all other persons
- Training must be provided as soon as practicable
- Training with respect to any changes to the policies described in section 3 of the IASR must be provided on an ongoing basis
- A record of training must be kept including the dates on which the training is provided and the number of individuals to whom it is provided to

Areas of Responsibility:

- Human Resources Assistant
- Human Resources Manager

Status: Ongoing

Comments:

Action Items:

- A review of the HR Downloads training relevant to IARS will be completed by Human Resources and a training bundle will be developed and distributed to all current and future persons who fall under section 7.(1) of IARS.
- Human Resources will develop a Standard Operating Procedure regarding the distribution of IARS related policies and 7.(4) of IARS providing training in respect of any changes to the policies
- Include training on the following items to Employees
 - How to create AODA compliant documents and communications
 - Identifying AODA related feedback and how to address it
 - All Standards under IARS

Information & Communication Standard

2.1 Feedback

Requirement:

- Ensure processes for receiving and responding to feedback are accessible by providing or arranging to provide for accessible formats and communication supports, upon request

Compliance Date: April 2011

Areas of Responsibility:

- Communications Manager
- Each department seeking feedback

Status: Ongoing as feedback is requested

Comment:

- Feedback can be provided in person, over the phone, in writing, via email or any other way that is accessible to the individual – Individual to specify preferred format

Action Items:

- Train employees, particularly those in customer facing roles, to identify accessibility feedback (not always defined as such) and the procedures to address
- Update Communications Policy and Community Consultation Policy is planned for 2021 to reflect the changes and measures already in place that meet AODA compliance

2.2 Accessible Formats and Communication Supports

Requirements:

- Provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request (in a timely manner that considers the person's needs and at a cost no more than regular cost)
- Must consult the person making the request in determining the suitability of an accessible format or communication support

- Notify the public about the availability of accessible formats and communication supports

Compliance Date: May 2009

Areas of Responsibility:

- Communications Manager
- Information Technology Coordinator
- Each department creating and/or providing information and communication

Status: Ongoing as documents are created and/or requests are received

Comments:

- Information and communication will be provided in an accessible format or with appropriate communication support, upon request
- Accessible Word and PDF document training has been provided for select employees responsible for creating documents on behalf of the Municipality

Action Items:

- Additional/refresher training on creating accessible documents will continue to ensure that all employees can create accessible documents.
- Notices will be placed at all reception counters that notify the public that alternative formats and communication supports are available, upon request.
- Update Communications Policy to reflect the changes and measures already in place that meet AODA compliance

2.3 Emergency Procedures, Plans and/or Public Safety Information

Requirement:

- Provide publicly available emergency procedures, plans and/or public safety information in an accessible format or with communication supports, as soon as practicable, upon request

Compliance Date: January 1, 2012

Areas of Responsibility:

- Fire Prevention Inspector
- Communications Manager
- Joint Health & Safety Committee

Status: Ongoing

Comments:

- Emergency procedures, plans, fire safety plans, inspection reports, Orders and/or public safety information will be provided in an accessible format or with appropriate communication support, upon request
- Must consult with the requester on the format needed/provided
- By-law 32/2006 is a By-Law to establish an Emergency Plan within the Municipality of Port Hope.
- By-Law 07/2018 is a By-law to adopt an Emergency Management Program for the Municipality of Port Hope

Action Items:

- Update plans, inspection reports and Orders to an accessible format
- Investigate obtaining or creating public education materials in an accessible format

2.4 Accessible Website and Web Content

Requirements:

- New internet websites and web content must conform to WCAG 2.0 Level A
- All internet websites and web content must conform to WCAG 2.0 Level AA (exceptions: success criteria 1.2.4 - live captions & 1.2.5 - pre-recorded audio descriptions)

Compliance Date: January 1, 2014 (new and significantly updated) and January 1, 2021 (all)

Areas of Responsibility:

- Communications Manager
- Information Technology Coordinator

- All employees creating content for Municipal websites

Status: Ongoing

Comments:

- Accessible document training for select staff established standards for document accessibility (whether print or electronic)
- Further training conducted in 2020 for all corporate website content creators in advance of new corporate site being launched
- New corporate website was launched in 2020; Testing was completed in advance to ensure the site and all content on it meets WCAG 2.0 Level AA

Action Items:

- Ongoing accessibility checks will take place bi-annually to ensure compliance and best practices for accessibility on the porthope.ca and visitporthope.ca websites
- Ongoing outreach is taking place with arms-length organizations (i.e., Library, Archives, etc.), to provide support when needed or when collaborating on a common project.

Employment Standard

3.1 Recruitment General

Requirement:

- Notify employees and the public about the availability of recruitment-related accommodations

Compliance Date: Since the Accessibility for Ontarians – Employment Standards Policy implementation in 2012

Areas of Responsibility:

- Human Resources Manager

Status: Ongoing with every recruitment

Comments:

- During the recruitment process Human Resources will include the following statement on all Job Postings. Note: this statement shall be updated as required by IARS, *“The Municipality of Port Hope is an equal opportunity Employer. Work accommodations are available, upon request, in the recruitment process for applicants with disabilities”*.

3.2 Recruitment, Assessment or Selection Process

Requirements:

- Notify job applicants who have been selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used (interviews, testing, etc.)
- Consult with the candidate and provide or arrange to provide suitable accommodations in a manner that considers the candidates disability

Compliance Date: Since the Accessibility for Ontarians – Employment Standards Policy implementation in 2012

Area of Responsibility:

- Human Resources Manager

Status: Ongoing with every recruitment

Comments:

- Where the employment candidate has advised Human Resources of a disability, the candidate will be advised of the availability of accommodations in relation to the materials or processes used in the assessment and selection process. Recruitment accommodations will vary depending on the circumstances of each individual.
- Any recruitment accommodations provided will not change the nature of the qualification the Municipality of Port Hope is assessing or the level at which it is assessed
- Recruitment, assessment, and selection accommodations will be designed to allow for equitable assessment of candidates with accommodation needs without placing them at an advantage or disadvantage when comparing them to other candidates

3.3 Notice to Successful Applicant

Requirement:

- When making offers of employment, notify successful applicant of policies for accommodating employees with disabilities

Compliance Date: since the Accessibility for Ontarians – Employment Standards Policy implementation in 2012

Area of Responsibility:

- Human Resources Manager

Status: Ongoing with every recruitment

Comments:

- All Human Resources Policies, which include IARS topics, are provided to new hires to read and confirm they have read the policies. The Policy indicates that employees with disabilities may request reasonable employment accommodations.

3.4 Informing Employees of Supports

Requirements:

- Inform new and current employees of policies for supporting employees with disabilities, including but not limited to job accommodations that consider an employee's accessibility needs due to disability
- Inform new employees as soon as practicable after they begin their employment
- Provide updated information to employees whenever there is a change to existing policies on the provision of job accommodations that consider an employee's accessibility needs due to disability

Compliance Date: Since the Accessibility for Ontarians – Employment Standards Policy implementation in 2012

Area of Responsibility:

- Human Resources Manager

Status: Ongoing with every recruitment and when policies change

Comments:

Action Item:

- Included under 1.5 action item developing SOP for distribution of new and updated policies

3.5 Accessible Formats and Communication Supports for Employees

Requirements:

- When an employee with a disability requests it, provide/arrange for provision of accessible formats and communication supports for information that is required to perform their job
- When an employee with a disability requests it, provide or arrange for the provision of accessible formats and communication supports for information that is generally available in the workplace (i.e., agendas, meeting minutes, newsletters, forms, etc.)
- Must consult with the employee making the request in determining the suitability of an accessible format or communication support

Compliance Date: Since the Accessibility for Ontarians – Employment Standards Policy implementation in 2012

Areas of Responsibility:

- Human Resources Manager
- Employee’s Manager
- Communications Manager
- Information Technology Coordinator

Status: Ongoing, as requested

Comments:

Action Items:

- Ensure all Human Resources Documents are AODA compliant

3.6 Workplace Emergency Response

Requirements:

- Provide individualized workplace emergency response information to employees who have a disability, if necessary
- If an employee requires assistance, with their consent, provide individualized workplace emergency response information to designated person
- Information must be provided as soon as practicable after need has become known
- Review individualized emergency response plans when:
 - Employee moves to different location
 - Needs change or
 - When reviewing general emergency response policies

Compliance Date: Since the Accessibility for Ontarians – Employment Standards Policy implementation in 2012

Areas of Responsibility:

- Human Resources Manager

- Joint Health & Safety Committee
- Employee's Manager

Status: Ongoing, as identified

3.7 Performance Management

Requirement:

- Consider the individual accessibility needs and/or individual accommodation plans of an employee when using performance management processes

Compliance Date: Since the Accessibility for Ontarians – Employment Standards Policy implementation in 2012

Areas of Responsibility:

- Human Resources Manager
- Employee's Manager

Status: Ongoing

Comment:

Annual during Performance and Professional Development Reviews

3.8 Career Development and Advancement

Requirement:

- Consider the individual accessibility needs and/or individual accommodation plans of an employee during career development and advancement processes

Compliance Date: Since the Accessibility for Ontarians – Employment Standards Policy implementation in 2012

Areas of Responsibility:

- Human Resources Manager
- Employee's Manager

Status: Ongoing

Comments:

• When providing career development opportunities, we will consider what accommodations our employees with disabilities may need to:

- i) learn new skills, or
- ii) take on more responsibilities in their current position

3.9 Redeployment

Requirement:

• Consider the individual accessibility needs and/or individual accommodation plans of an employee when redeploying employees to ensure they continue to have their accommodation needs met

Compliance Date: Since the Accessibility for Ontarians – Employment Standards Policy was implemented in 2012

Areas of Responsibility:

- Human Resources Manager
- Employee’s Manager

Status:

Ongoing

Comment:

By maintaining our built environment in alignment with the Regulations we ensure a successful environment for employees. Where an inconsistency or issue is identified in an employee’s environment all solutions are considered to ensure accessibility in the workspace, whenever physically and fiscally possible.

Design of Public Spaces

Please note the requirements of the Design of Public Spaces standard applies to newly constructed or redeveloped public spaces on or after January 1, 2016 and has the following exceptions:

Recreational Trails (80.6-80.8)

Does not apply to trails solely intended for cross-country skiing, mountain biking or the use of motorized snow vehicles or off-road vehicles or wilderness trails, backcountry trails and portage routes

Outdoor Public Use Eating Spaces (80.16 - 80.17)

Applies to tables that are found in public areas, such as public parks, specifically intended for use by the public as a place to consume food

Outdoor Play Spaces (80.18 - 80.20)

Applies to an area that includes play equipment, such as swings, or features such as logs, rocks, sand or water, where the equipment or features are designed and placed to provide play opportunities and experiences for children and caregivers

Exterior Paths of Travel (80.21 - 80.31)

Applies to outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience. Does NOT apply to paths of travel regulated under the Ontario Building Code

Off-street Parking (80.32 - 80.38)

Does not apply to off-street parking facilities that are used exclusively for the parking of buses, parking of delivery vehicles, parking of medical transportation vehicles (such as ambulances), parking lot use for impounded vehicles. Also does not apply if off-street parking facilities are not located on a barrier-free path of travel regulated under the Building Code AND multiple off-street parking facilities on a single site serve a building or facility

Obtaining Services - Service Counters (80.41) and Fixed Queuing Guides (80.42)

Applies whether services are obtained in buildings or out-of-doors

Obtaining Services – Waiting Areas (80.43)

Accessible seating is a space in the seating area where an individual using a mobility aid can wait

4.1 Recreational Trails

Requirements

- Must consult with the public, persons with disabilities and municipal accessibility advisory committees before new or redeveloped existing recreational trails are constructed
- Must meet all technical requirements (see section 80.9, 80.11-80.13)

Compliance Date: Ongoing

Areas of Responsibility:

- Manager of Parks and Facilities
- Engineering Manager
- AAC

Status:

Ongoing for any new or renovated recreational trail after January 1, 2016

Comments:

- All new design plans for public spaces will be submitted to Municipal staff and to the AAC for review, consultation, and comment.

4.2 Outdoor Public Use Eating Spaces

Requirements:

- Minimum 20 percent of tables that are provided must be accessible to persons using mobility aids by having knee and toe clearance underneath table
- In no case shall there be fewer than 1 table that meets this requirement
- Ground surface leading to and under tables that are accessible must be level, firm and stable
- Tables that are accessible must have clear ground space around them to allow for a forward approach to the table

Compliance Date:**Areas of Responsibility:**

- Manager of Parks and Facilities
- Chief Building Official
- AAC

Status:

Ongoing for any new or renovated outdoor public use eating spaces after January 1, 2016

Comment:

- All new design plans for public spaces will be submitted to Municipal staff and to the AAC for review, consultation, and comment.

4.3 Outdoor Play Spaces

Requirements:

- Must consult with the public, persons with disabilities and municipal accessibility advisory committee on the needs of children and caregivers with various disabilities before constructing new or redeveloping existing outdoor play spaces
- Must incorporate accessibility features, such as sensory and active play components
- Must ensure outdoor play spaces have a ground surface that is firm, stable and has less impact attenuating properties for injury prevention and sufficient clearance to provide children and caregivers the abilities to move through, in and around

Compliance Date: Ongoing

Areas of Responsibility:

- Manager of Parks and Facilities
- AAC

Status:

Ongoing for any new or renovated outdoor play spaces after January 1, 2016

Comment:

- All new design plans for public spaces will be submitted to Municipal staff and to the AAC for review, consultation, and comment.

4.4 Exterior Paths of Travel

Requirements:

- Must meet technical requirements (see O. Reg, 191/11, section 80.23)
- Where an exterior path of travel is equipped with a ramp (see O. Reg, 191/11, section 80.24), stairs (see O. Reg, 191/11, 80.25), curb ramps (see O. Reg, 191/11, 80.26), depressed curbs (see O. Reg, 191/11, 80.27), accessible pedestrian signals (see O. Reg, 191/11, 80.28), rest areas (see O. Reg, 191/11, 80.29), specific technical requirements must be met

Compliance Date:

Areas of Responsibility:

- Manager of Parks and Facilities
- Engineering Manager
- AAC

Status:

Ongoing for any new or renovated exterior paths of travel after January 1, 2016

Comments:

- All new design plans for public spaces will be submitted to Municipal staff and to the AAC for review, consultation, and comment.

4.5 Off-street Parking

Requirement:

- Must provide two types of parking spaces: Type A (a wider parking space identified as "van accessible") and Type B (standard parking space)

- Access aisle (space between parking spots) must be provided for all parking spaces for the use of persons with disabilities
- Must have a minimum number of parking spaces for the use of persons with disabilities (see O. Reg, 191/11, section 80.36)
- Must be distinctly indicated by erecting an accessible permit parking sign (see section 80.37)

Compliance Date:

Area of Responsibility:

- Engineering Manager
- Transportation Manager

Status:

Ongoing for any new or renovated off-street parking after January 1, 2016

Comments:

- All new design plans for public spaces will be submitted to Municipal staff and to the AAC for review, consultation, and comment.

4.6 On-street Parking

Requirement:

- Must consult with the public, persons with disabilities and municipal accessibility advisory committees on the need, location and design of accessible on-street parking when constructing or redeveloping existing on-street parking

Compliance Date: Ongoing

Area of Responsibility:

- Engineering Manager
- Transportation Manager

Status: Ongoing for any new or renovated on-street parking after January 1, 2016

Comments:

- All new design plans for public spaces will be submitted to Municipal staff and to the AAC for review, consultation, and comment.

4.7 Obtaining Services - Service Counters

Requirements:

- Must be a minimum of one service counter that accommodates a mobility aid for each type of service provided and must be clearly identified with signage where there are multiple queuing lines and service counters
- Each service counter must accommodate a mobility aid where a single queuing line serves a single or multiple counter
- Countertop height of service counter that accommodates mobility aids must be such that it is usable by a person seated in a mobility aid
- Service counter that accommodates mobility aids must have sufficient knee clearance for a person seated in a mobility aid, where forward approach to the counter is required
- Floor space in front of counter must be sufficiently clear to accommodate mobility aid

Compliance Date: Ongoing

Area of Responsibility:

- Manager of Parks and Facilities

Status: Ongoing for any new or renovated service counter after January 1, 2016

Comments:

- All new plans to be submitted to the AAC for review, consultation, and comment

4.8 Obtaining Services - Fixed Queuing Guides

Requirements:

- Must provide sufficient width to allow for the passage of mobility aids and mobility assistive devices

- Must have sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction
- Must be cane detectable

Compliance Date:

Area of Responsibility: Ongoing

- Manager of Parks and Facilities

Status: Ongoing for new or renovated fixed queuing guides after January 1, 2016

Comments:

- All new plans to be submitted to the AAC for review, consultation, and comment

4.9 Obtaining Services - Waiting Areas

Requirement:

- Where seating is fixed to the floor, a minimum of 3 percent of new seating must be accessible but in no case shall there be fewer than 1 accessible seating space

Compliance Date: Ongoing

Area of Responsibility:

- Manager of Parks and Facilities

Status:

Ongoing for any new or renovated waiting areas after January 1, 2016

Comments:

All new plans to be submitted to the AAC for review, consultation, and comment

4.10 Maintenance of Accessible Elements

Requirements:

- Multi-year Multi-Year Accessibility Plans must include procedures for preventative and emergency maintenance of accessibility elements in public spaces

- Multi-year Multi-Year Accessibility Plans must include procedures for dealing with temporary disruptions when accessible elements required are not in working order

Compliance Date: Ongoing

Area of Responsibility:

- Manager of Parks and Facilities
- Transportation Manager

Status:

Comment:

- During preventative and emergency maintenance or if there are temporary disruptions to an accessible element all avenues will be investigated to provide an alternate element until the original or a new element is re-established. Excluding emergency maintenance, if an alternative element can not be achieved, prior to work commencing the affected area will be posted onsite if possible and on the municipal website notifying of the scheduled work with anticipated timelines.

Customer Service Standard

5.1 Establishment of Policies

Requirements:

- Develop, implement, and maintain policies governing provision of goods, services and facilities to persons with disabilities
- Policies must deal with the use of assistive devices
- Must prepare one or more documents describing the policies and, on request, provide to any person
- Must notify persons that documents are available upon request
- Notice must be posted in a conspicuous place on the premise, on website or other method that is reasonable

Compliance Date: March 2009

Areas of Responsibility:

- Legislative Services Manager / Deputy Clerk
- Assistance and review by the AAC

Status: In Compliance

Comments:

The Accessibility Standards for Customer Service came into effect in 2009. The Municipality has been following this standard since May 2009 and recognizes that providing accessible customer service is an ongoing effort and that the highest standards are achievable. The Municipality continues to offer Accessible Customer Service training to all new employees.

Policies are consistent with the principles of:

- Goods, services, or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities and enable a person with a disability to obtain, use or benefit from the goods, services, or facilities
- Provide equal opportunity that is given to others, to persons with disabilities, to obtain, use or benefit from the goods, services, or facilities
- When communicating with a person with a disability the provider shall do so in a manner that considers the persons disability

- Front-line customer service staff have been trained to ensure that when requested, all policies are available in alternative formats.
- All policies are available in hardcopy or electronically and all information is available on the municipal website.

Action Items:

- Annual review of policies to ensure written in plain language with updated phrasing consistent with Regulation 429/07.
- Increased referral to the municipal website to ensure all people are aware that up to date information can be consistently found in an accessible format. All changes to policies and procedures that impact people, including those with disabilities, are consistently updated and available in alternate formats upon request.

5.2 Use of Service Animals and Support Persons (Section 9 of Schedule 'D' Customer Service Standard)

Requirements:

- Person with a disability who is accompanied by a guide dog or other service animal must be permitted to enter the premise and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premise
- Person with a disability who is accompanied by a support person must be permitted to enter the premises together and that the person is not prevented from having access to support person while on premises
- If an amount is payable for a person's admission, notice must be given in advance about the amount, if any, payable in respect of the support person

Compliance Date: March 2009

Areas of Responsibility:

- Manager of Legislative Services
- Manager of Parks and Facilities
- All employees

Status: Complete

Comments:

- If animal is excluded by law, must ensure other measures are available to enable person with disability to obtain, use or benefit from goods, services, or facilities
- May require person with a disability to be accompanied by a support person but only if, after consulting with person and considering available evidence that support person is necessary to protect health or safety of person with disability or others on the premise and there is no other reasonable way to protect health or safety of person with disability or others on the premise
- If there is requirement of a support person (based on criteria outlined above), payment for the support person's admission must be waived

Action items:

- Review to ensure consistent wording across policies such as Parks, Recreation & Culture policies governing the use of animals in facilities.

5.3 Notice of Temporary Service Disruption

Requirement:

- Must give notice of disruption to facilities or services that persons with disabilities usually use to obtain, use, or benefit from goods, services or facilities

Compliance Date: Ongoing

Areas of Responsibility:

- Manager of Parks and Facilities
- Transportation Manager
- All employees

Status: Complete

Comment:

- Notice must include reason for disruption, anticipated length and description of alternative facilities or services (if any) that are available

Action item:

- Need to collaborate further with Facilities division to ensure process is being followed

5.4 Training for Staff, etc.

Requirements:

- Must provide training about the provision of goods, services, or facilities to persons with disabilities to:
 - Every person who is an employee or volunteer
 - Every person who participates in developing policies
 - Every other person who provides goods, services, or facilities on behalf of the Municipality
- Training must be provided as soon as practicable
- Training must be provided on an ongoing basis in respect to any changes to policies
- Record of training must be maintained
- Document must be prepared summarizing training policy, content of training and when training is to be provided
- Must provide notice of availability of document described above
- Notice must be posted in a conspicuous place on the premise, on website or other method that is reasonable

Compliance Date: Since the Accessibility of Ontarians – Customer Service Standards Policy was implemented in 2010 and updated in 2012

Area of Responsibility:

- Human Resources Manager
- Employee's Manager

Status: Complete and ongoing as new hires/volunteers are brought on board and as policies and practices change

Comments:

Action Items:

- See 1.5 above
- Feedback Process Required – no comments
- Format of Documents – no comments

- Conventional and Specialized Transportation Service Providers (O. Reg. 191/11, s. 33-74) – No comments
- Transportation – General
- Multi-Year Accessibility Plan for conventional transportation services
- Multi-Year Accessibility Plans, specialized transportation services
- Conventional Transportation Service Providers, Technical Requirements
- Specialized Transportation Service Providers

5.5 Feedback Process Required

Requirements:

- Must establish a feedback process for receiving and responding to feedback about the way goods, services or facilities are provided
- Feedback process must be accessible to persons with disabilities by providing for or arranging for the provision of accessible formats and communication supports, upon request
- Must make information about feedback process readily available to the public
- Document must be prepared summarizing feedback process
- Must provide notice of availability of document described above
- Notice must be posted in a conspicuous place on the premise, on website or other method that is reasonable

Compliance Date: April 2011

Areas of Responsibility:

- Communications Manager with input AAC
- Front line reception/administrative employees
- All employees

Status: Complete

Comments:

- Feedback process approved by Council: April 2011 – Community Consultation Policy
- Community Consultation Policy is available on the website
- Document must be provided to any person, upon request

5.6 Format of Documents

Requirement:

- Must provide or arrange for the provision of document, or the information contained in the document, to a person in an accessible format or with communication support

Compliance Date: May 2009

Areas of Responsibility:

Communications Manager only to assist staff with opportunities to learn about creating accessible documents and streamline compliance facilitation

- All employees

Status: Ongoing

Comments:

- Provide the most effective solution for the end-user to provide Municipal information in a format that reflects his or her needs, on a request basis.
- The person requesting the information will contact the Department responsible for the information and its publication.
- Staff will discuss the person's specific needs, and provide the information in a suitable format, if it is technically feasible to do so.
- As in the accessible formats and communication supports section under the Information and Communication Standard (section 2.2), additional/refresher training on creating accessible documents is ongoing

Transportation Standard (O. Reg. 191/11, s. 33-74)

Mobility needs for the Municipality of Port Hope continue to evolve in parallel with customer expectations, corporate direction, and Provincial legislative requirements. An accessibility presence remains a priority in the delivery of public transit services in Port Hope.

To build Port Hope Transit as a viable transportation option, all customers must have access. The commitment to procure and maintain a 100% accessible transit fleet over the past six (6) years is a significant step in this direction. However, overall system accessibility includes additional parameters beyond accessible transit buses, including but not limited to increased service levels, facility access, improved pedestrian connections, bus stop surface pads – shelters – signage, access to transit information and effective operational programs and policies. For many, Port Hope Transit is the only means of travel to and from work, school, medical appointments, community events and social activities. As Port Hope Transit accessibility improves, everyone benefits, leading to improved connectivity and increased ridership.

The purpose of this Multi-Year Accessibility Plan is to identify barriers and establish strategies to address local accessibility issues and regulatory requirements, including discussion and tentative timelines associated with regulatory and non-regulatory requirements. Consistent with requirements under the Integrated Accessibility Standards Regulation (IASR) 191/11, annual public consultation will be conducted to discuss and assess progress toward full system accessibility.

Port Hope Transit is dedicated to:

- Continuous development and improvement of accessible public transportation services and facilities
- The inclusion of persons with disabilities in the development and review of its annual Multi-Year Accessibility Plan, in conjunction with the Municipalities' annual Multi-Year Accessibility Plan through our accessibility committee
- Working toward ensuring all transit facilities and premises are barrier free

The Multi-year Accessible Transit Plan was presented at the January 7th, 2014 Committee of the Whole meeting in conjunction with the Corporate Multi-Year Plan. The subsequent reviews and updates will be communicated by:

- Release of the draft updates to the AAC.
- Inclusion of the approved updates will be posted on the municipal web page.

6.1 Transportation – General

Requirement:

- Information on accessibility equipment, etc. (O. Reg. 191/11, s. 34)
- Non-functioning accessibility equipment (O. Reg. 191/11, s. 35)
- Accessibility training (O. Reg. 191/11, s. 36)
- Emergency preparedness and response policies (O. Reg. 191/11, s. 37)
- Fares, support persons (O. Reg. 191/11, s. 38)
- Transition, existing contracts (O. Reg. 191/11, s. 39)
- Transition, existing vehicles (O. Reg. 191/11, s. 40)
- General responsibilities (O. Reg. 191/11, s. 44)
- Alternative accessible method of transportation (O. Reg. 191/11, s. 45)
- Fares (O. Reg. 191/11, s. 46)
- Transit stops (O. Reg. 191/11, s. 47)
- Storage of mobility aids, etc. (O. Reg. 191/11, s. 48)
- Priority seating (O. Reg. 191/11, s. 49)
- Service disruptions (O. Reg. 191/11, s. 50)
- Pre-boarding announcements (O. Reg. 191/11, s. 51)
- On-board announcements (O. Reg. 191/11, s. 52)

Areas of Responsibility:

- Transportation Manager in conjunction with the Transit Coordinator

Compliance Date: Ongoing

Status: Ongoing

Comments:

- Accessibility and general information are posted on the buses and on our Municipality website and we will provide this on request.
- Transit drivers are trained on the safe use of accessibility equipment and features, and the modifications to procedures in situations where temporary barriers exist to accessibility equipment. Training and these records are maintained, and the practices are reviewed yearly.
- Fares for persons with disability will remain the same as the fare for persons without disabilities.
- No fare charged for a support person when the person with the disability has a need for a support person. One personal care attendant per customer with a disability will travel at no charge.

- If able, the customer with a disability will inform the Transit Operator upon boarding that they have a disability and request that their accompanying support person ride at no charge. A support person can be a paid professional, a family member, a friend, or a volunteer. A support person can assist with communication, mobility (such as getting on and off the bus), personal care (such as eating), medical needs or other travel assistance such as following directions.
- Automated Pre-Boarding and on-Board announcements were incorporated in 2019, both audio and visual announcements are inside and outside the bus. The boarding announcements will notify the route, direction, next major stop on our conventional buses while the vehicle is on route.
- Persons with disabilities can board or deboard a transportation vehicle at the closest available safe location, as determined by the operator, that is not an official stop, if the official stop is not accessible and the safe location is along the same transit route.
- Assist with the safe and careful storage of mobility aids or assistive devices used by persons with disabilities. Also, medical aids including respirators and oxygen supplies.
- Routes are set up to leave adequate time to safely board/deboard vehicles and allow persons to travel with a medical aid/device required.
- Continually making improvements to its process of notifying passengers of unanticipated service disruptions (detours, bus stop relocations, etc.).
- Conventional now has updates on our website, Specialized will be no later than 15 minutes, this will drive a phone call to the pre booked customers about the delay.
- An Unanticipated Disruption is any disruption that is known less than 2 business days before its occurrence. In the event of a service disruption to scheduled service (changes to routing, stop locations, and service frequency), the public will be notified via an announcement on the municipal web page. Driver interaction with the riders will also reinforce the change.

6.2 Multi-Year Accessibility Plan for conventional transportation services

Requirements:

- Conventional Service - Information is received through email and the Municipality website which informs us of concerns from our ridership that we can act on and return feedback when required.
- Conventional Service - shall annually hold at least one public meeting involving persons with disabilities to ensure that they have an opportunity to participate in a review of the Multi-Year Accessibility Plan and that they are given the opportunity to provide feedback on the Multi-Year Accessibility Plan.

Areas of Responsibility:

- Transportation Manager in conjunction with the Transit Coordinator

Compliance Date: Ongoing

Status: Ongoing

Comments:

- Fixed Route
- Urban area – Municipality of Port Hope
- Monday to Friday 7:00 a.m. to 8:00 p.m.
- Saturday 9:00 a.m. to 4:00 p.m.
- Annual eligible passenger trips are 37,805 in 2020 due to Pandemic
- Fleet is managed in house
- Customer Service staff are available at the Development Team office located at 5 Mill Street South to answer any general inquiries customers may have about our services, or they may be reached by calling 905-885-9891, or by email at transit@porthope.ca
- Inquiries about specific requests or complaints are logged and forwarded to the appropriate staff member for follow up.

Action Item:

- Present Plan to AAC annually and have transit staff attend to answer questions.

6.3 Multi-Year Accessibility Plans, specialized transportation services

Requirements:

- develop steps to reduce wait times for specialized transportation services,
- describe their procedures for dealing with accessibility equipment failures on their respective types of vehicles.

Areas of Responsibility:

- Transportation Manager in conjunction with the Transit Coordinator

Compliance Date: Ongoing

Status: Ongoing

Comments:

- Shared ride, door to door, pre-booked service registrants are required to book trips a minimum of 24 hours in advance. Trips, except for subscription trips, are awarded on a first come first serve basis. There is not a guarantee of trip availability.
- Urban area – Municipality of Port Hope and shopping / Northumberland Hills Hospital in Cobourg
- Monday to Friday 7:00 a.m. to 8:00 p.m.
- Saturday 9:00 a.m. to 4:00 p.m.
- Total number of registrants as 280 in 2021
- Annual eligible passenger trips are 3252 in 2020 due to pandemic
- Fleet is managed in house.

Action Items:

- Post pandemic, ride sharing will be in effect to ensure that we are providing service to riders on time and with minimal waits
- Ongoing - Vehicles are taken out of service as soon as an equipment failure is noticed and replaced with another vehicle. The vehicle is sent to the mechanic and repaired immediately.

6.4 Conventional Transportation Service Providers, Technical Requirements

Requirements:

- Requirements re grab bars, etc. (O. Reg. 191/11, s. 53)
- Floors and carpeted surfaces (O. Reg. 191/11, s. 54)
- Allocated mobility aid spaces (O. Reg. 191/11, s. 55)
- Stop-requests and emergency response controls (O. Reg. 191/11, s. 56)
- Lighting features (O. Reg. 191/11, s. 57)
- Signage (O. Reg. 191/11, s. 58)
- Lifting devices, etc. (O. Reg. 191/11, s. 59)
- Steps (O. Reg. 191/11, s. 60)
- Indicators and alarms (O. Reg. 191/11, s. 61)

Areas of Responsibility:

- Transportation Manager in conjunction with the Transit Coordinator

Compliance Date: Ongoing

Status: Ongoing

Comments:

- The buses include accessibility enhancements such as high contrast grab / handrails and stanchions, illuminated electronic destination signage, Handrails and stanchion do not interfere with mobility aids, they are high colour, sturdy, easy to grasp and will not catch or snag clothes or personal items.
- Nonslip floors throughout all vehicles to ensure safe footing.
- All vehicles have the availability of 2 mobility aid spaces. All with Q-strait lockdowns to ensure passenger safety.
- When the door is open the area around the ramp and perimeter of the vehicle is illuminated, including the opening of the vehicle on the step tread is a minimum of 1 meter.

Action Plan:

- Install individual audio/visual push buttons per seat on the bus – Completion date July 1, 2021
- Priority and courtesy seating areas signs to be installed - Completion Date July 1 2021
- Improving all transit stops with a landing pad, increasing the number of, as well as installing benches to several highly used locations - Completion – Jan 01, 2022

6.5 Specialized Transportation Service Providers

Requirements:

- Categories of eligibility (O. Reg. 191/11, s. 63)
- Eligibility application process (O. Reg. 191/11, s. 64)
- Emergency or compassionate grounds (O. Reg. 191/11, s. 65)
- Fare parity (O. Reg. 191/11, s. 66)
- Visitors (O. Reg. 191/11, s. 67)
- Origin to destination services (O. Reg. 191/11, s. 68)
- Co-ordinated service (O. Reg. 191/11, s. 69)
- Hours of service (O. Reg. 191/11, s. 70)
- Booking (O. Reg. 191/11, s. 71)
- Trip restrictions (O. Reg. 191/11, s. 72)
- Service delays (O. Reg. 191/11, s. 73)
- Companions and children (O. Reg. 191/11, s. 74)

Areas of Responsibility:

- Transportation Manager in conjunction with the Transit Coordinator

Compliance Date: Ongoing

Status: Ongoing

Comments:

- There are three categories of eligibility, Unconditional, Temporary, Conditional
- The application process is available by e-form on the municipal website or in person and must include a medical reference.
- Emergency or compassionate considerations will be met at the discretion of the Transit Coordinator.
- There are no trip restrictions on the number of trips a person with a disability can request.
- Same day service must be provided to the extent available, accessible methods for reservations.
- No fare charged for a support person.
- Notification to passengers on Specialized service if we are delayed greater than 15 minutes beyond scheduled pick-up time.
- Specialized transit and Conventional transit have the same hours and days of service
- Visitors are eligible to ride on Specialized transit if registered for service in their home jurisdiction.

Action Items:

- Post pandemic, ride sharing will be in effect to ensure that Port Hope is providing service to riders on time and with minimal waits
- Ongoing - Vehicles are taken out of service as soon as an equipment failure is noticed and replaced with another vehicle. The vehicle is sent to the mechanic and repaired immediately.
- Install individual audio/visual push buttons per seat – Completion date July 1, 2021

Special Consideration

2022 Municipal Election

In leading up to the 2022 Municipal Election, the Municipality of Port Hope will revisit the Municipal Election 2018 Accessibility Plan in conjunction with the Accessibility Advisory Committee and other internal and external stakeholders and rights holders. This plan will be refined to ensure that Persons with Disabilities are able to participate in the 2022 Municipal Election.

This document is available in alternate formats, upon request.

Please contact us by telephone at 905-885-4544 or by email at accessibility@porthope.ca

Appendix A – Action Item Working Document

Section	Responsible	Action Item	Anticipated Date of Completion (within 5 yrs)
1.1 General Requirements	Human Resources Manager Legislative Services Manager / Deputy Clerk	Update following Policy statements of Organizational Commitment	12/2021
	Human Resources Manager Legislative Services Manager / Deputy Clerk	Customer Service Policy Statement: " The Municipality of Port Hope demonstrates their commitment to providing equal opportunity for persons with disabilities to access goods and services, in a manner which supports their independence, dignity and integration, through the implementation of this Customer Service Policy, practices and procedures."	12/2021
	Human Resources Manager Legislative Services Manager / Deputy Clerk	Employment Standards Policy Statement: "Further to the implementation of a Customer Service policy, practices and procedures, the Municipality of Port Hope demonstrates their support of persons with disabilities, in this Employment Standards Policy based on providing employment services which incorporate the core principles of independence, dignity, integration and equal opportunity."	12/2021
	Human Resources Manager Legislative Services Manager / Deputy Clerk	By-law 40/2010 and By-Law 11/2012– Review and rescind as required based on the requirements under IASR to develop policy all on the following standards	12/2021
	Human Resources Manager Legislative Services	Information and Communications, Employment, Transportation, Design of Public Spaces, and Customer Service	12/2021

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Section	Responsible	Action Item	Anticipated Date of Completion (within 5 yrs)
	Manager / Deputy Clerk		
	Human Resources Manager Legislative Services Manager / Deputy Clerk	Include statement on the Municipal Website Accessibility page that all Accessibility policies can be requested and are available in alternate formats upon request	09/2021
	Human Resources Manager Legislative Services Manager / Deputy Clerk	Review of AODA - Customer Service, AODA - Employment Standards, and Communications Policies including Statement of Commitment to ensure alignment with AODA, 2005 and O. Reg 191/11: Integrated Accessibility Standards	12/2022
	Human Resources Manager Legislative Services Manager / Deputy Clerk	Develop procedure for staff who work with volunteers to advise HR of the names of volunteers who are providing service on behalf of MPH (as per AODA requirements and not necessarily all volunteers) and who require training. Ensuring that volunteers have completed their AODA training. Incorporate the AccessForward training.	12/2023
	Human Resources Manager Legislative Services Manager / Deputy Clerk	Place notices at all reception counters notifying the public of our Statement of Commitment and that all policies are available, in alternative formats, upon request	09/2021
1.2 General Requirements	Legislative Services Manager / Deputy Clerk	Legislative Services Manager / Deputy Clerk and the Director, Works and Engineering, with assistance by the AAC, will reconcile and provide an annual Plan update to	Annual Review in Spring

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Section	Responsible	Action Item	Anticipated Date of Completion (within 5 yrs)
	Director, Works and Engineering Assistance and review by the PHAAC	Council in September each year. This timing with allow a framework for any budget considerations that need to be considered in the following year.	
1.3 General Requirements	Purchasing and Risk Management Coordinator All employees procuring or acquiring goods, services, or facilities	<ul style="list-style-type: none"> • Incorporate commitment of accessibility into revised Purchasing By-law. All future procurement documents will require vendors to include AODA compliance or be disqualified 	01/2022
	Purchasing and Risk Management Coordinator All employees procuring or acquiring goods, services, or facilities	<ul style="list-style-type: none"> • Purchasing related forms will be developed to meet AODA compliance standards and accessibility criteria 	01/2022
1.5 General Requirements	Human Resources Assistant Human Resources Manager	A review of the HR Downloads training relevant to IARS will be completed by Human Resources and a training bundle will be developed and distributed to all current and future persons who fall under section 7.(1) of IARS.	06/2021
	Human Resources Assistant	Human Resources will develop a Standard Operating Procedure regarding the distribution of IARS related	09/2021

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Section	Responsible	Action Item	Anticipated Date of Completion (within 5 yrs)
	Human Resources Manager	policies and 7.(4) of IARS providing training in respect of any changes to the policies	
	Human Resources Assistant Human Resources Manager	Include training on the following items to Employees: How to create AODA compliant documents and communications Identifying AODA related feedback and how to address it All Standards under IARS	12/2021
2.1 Information and Communication Standard	Communications Manager Each department seeking feedback	Train employees, particularly those in customer facing roles, to identify accessibility feedback (not always defined as such) and the procedures to address	Ongoing
	Communications Manager Each department seeking feedback	Update Communications Policy and Community Consultation Policy is planned for 2021 to reflect the changes and measures already in place that meet AODA compliance	08/2021

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Section	Responsible	Action Item	Anticipated Date of Completion (within 5 yrs)
2.2 Information and Communication Standard	Communications Manager Information Technology Coordinator Each department creating and/or providing information and communication	Additional/refresher training on creating accessible documents will continue to ensure that all employees can create accessible documents.	12/2021
	Communications Manager Information Technology Coordinator Each department creating and/or providing information and communication	Notices will be placed at all reception counters that notify the public that alternative formats and communication supports are available, upon request.	12/2021
	Communications Manager Information Technology Coordinator Each department creating and/or providing information and communication	Update Communications Policy to reflect the changes and measures already in place that that meet AODA compliance	08/2021
2.3	Fire Prevention Inspector	Update plans, inspection reports and Orders to an accessible format	09/2021

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Section	Responsible	Action Item	Anticipated Date of Completion (within 5 yrs)
Information and Communication Standard	Communications Manager Joint Health & Safety Committee		
	Fire Prevention Inspector Communications Manager Joint Health & Safety Committee	Investigate obtaining or creating public education materials in an accessible format	12/2021
2.4 Information and Communication Standard	Communications Manager Information Technology Coordinator All employees creating content for Municipal websites	Ongoing accessibility checks will take place bi-annually to ensure compliance and best practices for accessibility on the porthope.ca and visitporthope.ca websites	Bi-Annually
	Communications Manager Information Technology Coordinator All employees creating content for Municipal websites	Ongoing outreach is taking place with arms-length organizations (i.e., Library, Archives, etc.), to provide support when needed or when collaborating on a common project.	Ongoing

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Section	Responsible	Action Item	Anticipated Date of Completion (within 5 yrs)
3.4 Employment Standard	Human Resources Manager	Included under 1.5 action item developing SOP for distribution of new and updated policies	09/2021
3.5 Employment Standard	Human Resources Manager Employee's Manager Communications Manager Information Technology Coordinator	Ensure all Human Resources Documents are AODA compliant	12/2021
5.1 Design of Public Spaces	Legislative Services Manager / Deputy Clerk Assistance and review by the PHAAC	Annual review of policies to ensure written in plain language with updated phrasing consistent with Regulation 429/07.	09/2021
	Legislative Services Manager / Deputy Clerk Assistance and review by the PHAAC	Increased referral to the municipal website to ensure all people are aware that up to date information can be consistently found in an accessible format. All changes to policies and procedures that impact people, including	09/2021

Appendix A – Action Item Working Document

Section	Responsible	Action Item	Anticipated Date of Completion (within 5 yrs)
		those with disabilities, are consistently updated and available in alternate formats upon request.	
5.2 Design of Public Spaces	Manager of Legislative Services Manager of Parks and Facilities All employees	Review to ensure consistent wording across policies such as Parks, Recreation & Culture policies governing the use of animals in facilities.	09/2021
5.3 Design of Public Spaces	Manager of Parks and Facilities Transportation Manager All employees	Need to collaborate further with Facilities division to ensure process is being followed	Ongoing
5.5 Design of Public Spaces	Communications Manager with input PHAAC Front line reception/administrative employees All employees	As in the feedback section include under the Information and Communication Standard (section 2.1), train employees, particularly those in customer facing roles, to identify accessibility feedback (not always defined as such) and the procedures to address	Ongoing

Appendix A – Action Item Working Document

Section	Responsible	Action Item	Anticipated Date of Completion (within 5 yrs)
	Communications Manager with input PHAAC Front line reception/administrative employees All employees	Community Consultation Policy to be updated in 2021 to reflect accessibility measures already in place that meet AODA compliance.	08/2021
	Communications Manager with input PHAAC Front line reception/administrative employees All employees	Notices to be placed at all reception counters notifying the public that all policies are available, in alternative formats, upon request	12/2021
6.2 Transportation Standard	Transportation Manager in conjunction with the Transit Coordinator	Present Plan to PHAAC annually and have transit staff attend to answer questions.	Annual Review
6.3 Transportation Standard	Transportation Manager in conjunction with the Transit Coordinator	Post pandemic, ride sharing will be in effect to ensure that we are providing service to riders on time and with minimal waits	01/2022 (may vary based on pandemic)
	Transportation Manager in conjunction	Ongoing - Vehicles are taken out of service as soon as an equipment failure is noticed and replaced with another	06/2021

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Section	Responsible	Action Item	Anticipated Date of Completion (within 5 yrs)
	with the Transit Coordinator	vehicle. The vehicle is sent to the mechanic and repaired immediately.	
6.4 Transportation Standard	Transportation Manager in conjunction with the Transit Coordinator	Install individual audio/visual push buttons per seat on the bus	07/2021
	Transportation Manager in conjunction with the Transit Coordinator	Priority and courtesy seating areas signs to be installed	07/2021
	Transportation Manager in conjunction with the Transit Coordinator	Improving all transit stops with a landing pad, increasing the number of, as well as installing benches to several highly used locations	07/2022
6.5 Transportation Standard	Transportation Manager in conjunction with the Transit Coordinator	Post pandemic, ride sharing will be in effect to ensure that Port Hope is providing service to riders on time and with minimal waits	07/2021

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Section	Responsible	Action Item	Anticipated Date of Completion (within 5 yrs)
	Transportation Manager in conjunction with the Transit Coordinator	Ongoing - Vehicles are taken out of service as soon as an equipment failure is noticed and replaced with another vehicle. The vehicle is sent to the mechanic and repaired immediately.	07/2021
	Transportation Manager in conjunction with the Transit Coordinator	Install individual audio/visual push buttons per seat	07/2021