



## **Annual Accessibility Status Report**

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**DECEMBER 31, 2019**

### **Objectives and Purpose**

This is the fourth Annual Accessibility Report Status update of the Municipality of Thames Centre's Multi-Year Accessibility Plan. In 2016, the Municipality released its second Multi-Year Accessibility Plan in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11). The plan outlined the Municipality's strategy to prevent and remove barriers to accessibility, which included how we will meet phased-in requirements under the AODA.

This Status Report includes the accessibility initiatives that were completed in 2019 to implement the strategy outlined in our Multi-Year Accessibility Plan.

### **Compliance Reporting**

The Municipality of Thames Centre also filed its fourth Accessibility Compliance Report in 2019 with the Accessibility Directorate of Ontario under the Ministry of Economic Development Trade and Employment Services.

### **Thames Centre's Commitment Statement**

The Municipality of Thames Centre's statement of commitment establishes the vision and goals for the Municipality to meet the legislated accessibility requirements. The Municipality's statement of commitment is publicly available on the Municipality's website.

The Municipality of Thames Centre is committed to being responsive to the needs of all its residents and employees. In order to meet the needs of people with disabilities the Municipality will:

- Ensure policies, practices and procedures address dignity, independence, integration and provide for equal opportunity for people with disabilities.
- Allow people with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the Municipality.
- Accommodate the accessibility needs of people with disabilities to ensure they can obtain, use or benefit from the Municipality's goods, services, programs and facilities.
- Communicate with people with disabilities in a manner that takes into account the person's disability.

The Municipality of Thames Centre will promote accessibility by ensuring that compliance is met for all regulations made under the Accessibility for Ontarians with Disabilities Act, 2005. Timelines for compliance vary. In order to ensure that timelines are met, the Municipality will establish, implement and maintain a multi-year accessibility plan. The plan will outline the Municipality's strategy to prevent and remove barriers to people with disabilities.

### **Continuous Achievements in Accessibility**

- The Municipality of Thames Centre focuses on removing barriers which may exist in our buildings and facilities, while ensuring that new buildings, leases, and renovations do not create any new barriers.
- The Municipality of Thames Centre has an updated Accessibility Policy which outlines what the Municipality will do to comply with the 2016 Integrated Accessibility Standards Regulations and what our customer and employees can expect.
- The Municipality of Thames Centre continues to comply with the requirements of the Customer Service Standards including continuing to train staff, volunteers and third parties who interact on behalf of the Municipality on an ongoing basis.
- Notifying the public of accommodations for applicants with disabilities in its recruitment process.
- Continue to review customer feedback and take appropriate action.

## **Highlights of 2019**

### Policies/Procedures

- The Municipality continues to strive to meet ongoing compliance with the Customer Service Standard.

### Training

- Accessibility training, including Ontario Human Rights Code, is provided on an on-going basis when new employees are hired.
- Accessibility training of volunteers (committee members) is provided on an on-going bases new volunteers are accepted/appointed.
- On-going training is provided to staff on creating accessible documents.

### Feedback Process

- Accessibility Feedback Form is posted on the Municipality's website and on the Bulletin Board located in the front entrance of the Municipal Office.

### Accessible Formats and Communication Supports

- Request for Accessible Information or Communications Form is posted on the Municipality's website and on the Bulletin Board located in the front entrance of the Municipal Office.

### Accessible Websites and Web Content

- NEW Website launched in 2019 with accessible content.

### Report to the Accessibility Directorate of Ontario (2015, 2017, 2019, 2021)

- Compliance Report to Accessibility Directorate of Ontario filed in 2019.

### Accessibility - Office

- Accessible front lobby reception counter project completed.

### Design of Public Spaces

- New sidewalk installed in Putnam and Harrietsville meeting current AODA specifications including accessible ramps.
- Construction of a new Field House at the Field Of Dreams - Outdoor Recreation Complex that is fully accessible (3245 Hamilton Road)
- Installation of new accessible Playground Equipment at the Field Of Dreams - Outdoor Recreation Complex (3245 Hamilton Road)
- Paved a new trail at the Field Of Dreams – Outdoor Recreation Complex (3245 Hamilton Road)

- Constructed new accessible washroom at the Dorchester Community Park (2006 Dorchester Road)
- Construction of an Accessible fishing platform at the “Fishing Hole” (3554 Hamilton Road)
- Constructed new accessible trail from Fox Hollow Drive to Slo Pitch City
- Started construction on existing outdoor pool – to be made fully accessible
- Continued to remove pea stone from play units and back fill with engineered woodchips

### **Availability of the Plan and Status Report**

The Multi-Year Accessibility Plan and Annual Accessibility Status Report can be accessed through the Municipality of Thames Centre’s website:

<https://www.thamescentre.on.ca/index.php/joomla-overview/departments/administration/clerk#accessibility>

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Accessible formats and communication supports available upon request.