



JOINT ACCESSIBILITY
ADVISORY
COMMITTEE

LINCOLN, WEST LINCOLN, PELHAM, THOROLD, NIAGARA-ON-THE-LAKE & GRIMSBY

Town of Pelham
2018-2022 Multi-Year Accessibility Plan

August 11, 2017

**Joint Accessibility Advisory Committee of
Pelham, West Pelham, Pelham, Thorold, Niagara-on-the-Lake and Grimsby
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Introduction

The Accessibility for Ontarians with Disabilities Act (AODA) was proclaimed by the Province of Ontario in 2005. The legislation aims to develop, implement and enforce accessibility standards to achieve full accessibility in the Province by 2025.

The JAAC and its member municipalities have already initiated all compliance requirements as outlined in its first Multi-Year Accessibility Plan of 2012-2017. This next Plan builds on the successes of the first and ensures accessibility remains a priority in municipal planning and activity. The Plan addresses activities and deliverables specified in the Information and Communication, Employment Standards, Transportation Standards and Design of Public Spaces Standard and outlines an action plan for meeting these regulations.

The JAAC will also initiate more outreach with the public and private sector to ensure the community at large is educated about the AODA. Further, the JAAC will celebrate successes with a new Accessibility Award.

Once approved by Council, legislation requires this Plan to be available to the public and in alternate format upon request. Annual Progress Reports regarding activities included in this Plan will also be required.

The JAAC will continue to communicate regularly with its staff contacts and will provide Council with ongoing updates.

The JAAC wishes to thank its administrative contacts for continuing to provide essential leadership in this process as well as assisting us in meeting our objectives. The JAAC hopes to continue to provide valuable information and resources for the municipalities as they continue complying with the AODA.

Respectfully submitted by:

*Ms. Sharon Cook
Chairperson*

*Ms. Donna L. Herrington, Consultant to the JAAC
The Herrington Group Ltd*

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Integrated Accessibility Standard Regulation: General Regulations

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11- 13 (1-2)</i> Organizations that prepare organizational emergency procedures, plans and public safety information and make that information available to the public, shall provide this information in an accessible format or via accessible communication supports as soon as practicable upon request</p>	<ol style="list-style-type: none"> 1. <u>Communication Plan:</u> <ol style="list-style-type: none"> 1.1. Annual review of communication plan for informing public of alternate format availability. Ensure notice is posted on website, provided in printed materials and in all other corporate communications. 2. <u>Establish Alternate Format Service Provider - Vendor of Record:</u> <ol style="list-style-type: none"> 2.1. Review Vendor of Record agreement. Draft Request for Proposals (RFP) for Alternate Format Service Provider - Vendor of Record if needed 2.2. Review of RFP responses; selection of Vendor of Record 2.3. Review internal procedures for processing requests for alternate formats 	<p>January 1, 2018 – January 1, 2022</p> <p>January 1, 2018</p> <p>January 1, 2018</p>	

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Integrated Accessibility Standard Regulation: General Regulations

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11- 27 (1-4)</i> Individualized workplace emergency response information must be provided upon request and in accessible formats when need is articulated. Individualized workplace emergency response information shall be reviewed when: employee moves to different location in organization, employee’s overall accommodation needs or plans are reviewed and when employer reviews general emergency response policies.</p>	<ol style="list-style-type: none"> 1. <u>Emergency Response Plan Template</u> <ol style="list-style-type: none"> 1.1 Annual review of Emergency Response Planning Tool and update as needed 2. <u>Communication Plan:</u> <ol style="list-style-type: none"> 2.1 Inform Staff of Emergency Response assistance on an annual basis 	<p>January 1, 2018 – January 1, 2022</p> <p>January 1, 2018 – January 1, 2022</p>	

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Regulation/Requirement	Action Required by Municipality	Status	Comments
<p><i>O. Reg. 191/11- 3 (1-4)</i> <u>Accessibility Policy</u> Develop Accessibility Policy to address compliance with Integrated Accessibility Standard Regulation. Policy can be one or more documents. Sections have varying compliance Due Dates.</p>	<p>1. <u>Policy:</u> 1.1. Annual review and update of Accessibility Policy. Communicate any changes to staff</p>	<p>January 1, 2018 – January 1, 2022</p>	
<p><i>O. Reg. 191/11- 4 (1-4)</i> <u>Accessibility Plan</u> To outline compliance plan in regards to Integrated Accessibility Standard Regulation. Must be posted on website upon completion. Annual Progress Report required. Complete Plan update required every 5 years</p>	<p>1. <u>Plan Development:</u> 1.1. Develop Multi-Year Accessibility Plan 1.2. Present Plan to Council for adoption/approval 1.3. Post Multi-Year Accessibility Plan on website and make available to public 1.4. Prepare and make public annual progress reports on Multi-Year Accessibility Plan</p>	<p>July 2017 September 2017 December 31, 2017 December 31, 2018</p>	

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<p><i>O. Reg. 191/11- 5 (1-3)</i> <u>Procurement Procedures</u> Procurement Procedures must incorporate accessibility criteria. If not “practicable” organization must provide explanation upon request</p>	<p>1. <u>Review of Procurement Procedures:</u> 1.1. Annual review of Accessibility criteria/ Policy and/or Procedures in purchase agreements</p>	<p>January 1, 2018 – January 1, 2022</p>	
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Integrated Accessibility Standard Regulation: Information and Communication

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11 – 19 (1) & (4)</i> <u>Public Libraries</u> Library Board shall provide access to or arrange for the provision of access to accessible materials where they exist</p>	<p>1. <u>Accessible Materials</u> 1.1 Annual review of communication plan for informing public of alternate format availability.</p>	<p>January 1, 2018 – January 1, 2022</p>	
<p><i>O. Reg. 191/11 – 19 (2) & (4)</i> Library boards shall make information about the availability of accessible materials publicly available and shall provide the information in an accessible format or with appropriate communication supports upon request</p>	<p>1. <u>Communication Plan:</u> 1.1. Annual review of how public is informed of available accessible material 1.2. Clerk to liaise with Library Board to facilitate connection with Vendor of Record – Alternate Format Service Provider to assist in providing alternate formats upon request</p>	<p>January 1, 2018 – January 1, 2022 January 1, 2018 – January 1, 2022</p>	
<p><i>O. Reg. 191/11 – 19 (3) & (4)</i> Library boards may provide accessible formats for archival materials, special collections, rare books or</p>	<p>1. <u>Accessible Archival Materials</u> 1.1 Annual review of how information is provided in alternate format upon request</p>	<p>January 1, 2018 – January 1, 2022</p>	

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donations	1.2 Copy and enlarge materials as needed; provide alternate formats upon request	January 1, 2018 – January 1, 2022	
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Integrated Accessibility Standard Regulation: Information and Communication

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11 – 14 (1-7)</i> <u>Websites*</u> As of January 1, 2022, websites and website content must conform to W3C WCAG 2.0 Level AA other than:</p> <ul style="list-style-type: none"> i. Success criteria 1.2.4 Captions (Live) and ii. Success criteria 1.2.5 Audio Descriptions (Pre-recorded) 	<p>1.1. Confirm that municipal website conforms with requirements of W3C WCAG 2.0 Level AA</p> <p>1.2. Include accessibility provisions/criteria in purchase of service contracts for web-based applications</p>	<p>January 1, 2022</p> <p>January 1, 2018 – January 1, 2022</p>	

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Integrated Accessibility Standard Regulation: Information and Communication

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11 – 7 (1-6)</i> <u>Training</u> Employers shall provide training regarding Integrated Accessibility Regulation and Ontario Human Rights Code requirements to all employees and volunteers, persons who participate in developing organizational policy and other persons who provide goods, services or facilities on behalf of the organization. Training to take place as soon as practicable and shall include any changes to policies on an ongoing basis. Record keeping of training provided and number of participants is required</p>	<p>1. <u>Training Plan Development:</u> 1.1. Annual review and update of AODA training module 1.2. Provide refresher training to all staff, contractors and volunteers according to Accessibility Policy. Provide all new staff with AODA Training module 1.3. Review Accessible Documents Guide and provide training in accessible document production to municipal staff and volunteers</p>	<p>January 1, 2022 January 1, 2018 January 1, 2019 January 1, 2019</p>	
<p><i>O. Reg. 191/11 – 11 (1-4)</i> <u>Feedback Mechanism</u> Ensure accessible feedback mechanism in relation to areas covered under Integrated Accessibility Regulation. Every obligated organization shall notify</p>	<p>1. <u>Feedback Mechanism Update</u> 1.1. Annual review of Feedback mechanism.</p>	<p>January 1, 2018 – January 1, 2022</p>	

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public about availability of accessible formats and communication supports.			
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Integrated Accessibility Standard Regulation: Employment

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11 – 22</i> <u>Accommodation –Recruitment</u> Notice shall be provided to employees and public about the availability of accommodation for applicants with disabilities during recruitment process.</p>	<p>1. <u>Policy:</u> 1.1. Annual review of Employment Policy and Procedures. 1.2. Annual review of procedure for recruitment accommodations including notice in advertisements 1.3. Refresher procedural training regarding providing applicant accommodation for staff responsible for recruiting, selecting and hiring staff as well as staff who would participate in the recruitment process</p>	<p>January 1, 2018 – January 1, 2022 January 1, 2018 – January 1, 2022 January 1, 2019</p>	
<p><i>O. Reg. 191/11 – 23(1-2)</i> <u>Accommodation – Selection</u> Accommodation shall be provided to applicants selected to participate in assessment or selection process, upon request. Suitable accommodation shall be provided in manner that takes applicant’s accessibility needs.</p>	<p>1. <u>Policy:</u> 1.1. Annual review of Employment Policy and Procedures - Selection Process. 1.2. Refresher procedural training regarding providing applicant accommodation for staff responsible for recruiting, selecting and hiring staff as well as staff who would participate in the selection process</p>	<p>January 1, 2018 – January 1, 2022 January 1, 2019</p>	

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Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11 - 24</i> <u>Accommodation Notice - New Employees</u> Successful applicant shall be informed of availability of accommodation and shall provided with accommodation policy when making offer of employment</p>	<p>1. <u>Policy:</u> 1.1. Annual Review of Letter for all Offers of Employment 1.2. Annual Review of Employment Offer Checklist to ensure that all successful applicants/new employees are aware of: Municipal Accessibility Policy, Municipal Accommodation Policy and Accommodation Planning Procedures and Municipal Emergency Response and Evacuation Support Procedures.</p>	<p>January 1, 2018 – January 1, 2022 January 1, 2018 – January 1, 2022</p>	
<p><i>O. Reg. 191/11 – 25 (1-3)</i> <u>Accommodation Notice - All Employees</u> Accommodation policy shall be provided to all employees and any updates shall be provided whenever changes are made</p>	<p>1. <u>Policy:</u> 1.1 Provide updates to employees as needed 1.2 Refresher procedural training provided to supervisors regarding any policy updates</p>	<p>January 1, 2018 - January 1, 2022 January 1, 2018 – January 1, 2022</p>	

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Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11 – 26 (1-2)</i> Alternate formats shall be provided to employees with disabilities upon request including information needed to perform employee’s job, information generally available in workplace. Employer will consult employee making request when determining suitability of accessible format provided.</p>	<p>1. <u>Policy and Procedure:</u> 1.1 Remind Municipal staff of availability of alternate format vendor of record 1.2 Annual review of alternate format request procedure and form.</p>	<p>January 1, 2018 January 1, 2018 – January 1, 2022</p>	
<p><i>O. Reg. 191/11 – 28 (1-2)</i> Documented Accommodation Plans shall be provided to employees with disabilities</p>	<p><u>Accommodation Planning Tool:</u> 1.1. Annual review of Accommodation Planning Form 1.2. Annual review of employee Individualized Accommodation Plans as required</p>	<p>January 1, 2018 – January 1, 2022 January 1, 2018 – January 1, 2022</p>	
<p><i>O. Reg. 191/11 – 29 (1-3)</i> Documented Return-to-Work process shall be established including disability-related accommodations</p>	<p><u>Return-to-Work Accommodation Planning Tool:</u> 1.1. Annual review of Return-to-Work Process and use Accommodation Planning Form 1.2. Annual review of employee Individualized Return-to-Work Accommodation Plans as required</p>	<p>January 1, 2018 – January 1, 2022 January 1, 2018 – January 1, 2022</p>	

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Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11 – 30 (1-2); 31 (1-2); 32 (1-2)</i> <u>Accessibility Throughout Employment Life-Cycle</u> Performance Management, Career Development and advancement and Redeployment processes shall include accessibility accommodation and provided in alternate format</p>	<p><u>Performance Management:</u> 1.1 Communicate requirement to provide accommodation throughout employment life-cycle to all directors, managers, supervisors and staff as appropriate</p> <p>1.2 Provide refresher procedural training for directors, managers, supervisors and staff as appropriate</p> <p><u>Career Development and Advancement:</u> 2.1 Annual review of accommodation procedures for employee training</p> <p><u>Redeployment:</u> 3.1 Annual review of Process Checklist for employee transfers and redeployment</p>	<p>January 1, 2018</p> <p>January 1, 2018 – January 1, 2022</p> <p>January 1, 2018 – January 1, 2022</p> <p>January 1, 2018 – January 1, 2022</p> <p>January 1, 2019</p>	

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	3.2 Provide refresher procedural training for directors, managers, supervisors and staff as appropriate		
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Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11 – 7 (1-6)</i> <u>Training for Employment Process</u> Employment Training (i.e. Ontario Human Rights Code, accessible recruitment and screening, employment policy and accommodation planning training). Training to take place as soon as practicable and shall include any changes to policies on an ongoing basis. Record keeping of training provided and number of participants is required</p>	<p><u>Training Plan :</u> 1.1 Refresher training in the Ontario Human Rights Code and in the Employment Standard</p>	<p>January 1, 2018 – January 1, 2022</p>	<p>Pending</p>

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Integrated Accessibility Standard Regulation: Information and Communication

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11 - 12 (1)</i> <u>Organizational Material in Alternate Format:</u> Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities: (a) in a timely manner that takes into account the person’s accessibility needs and in consultation with the person making the request.</p>	<p>1. <u>Alternate Format Provision:</u> 1.1. Annual review of Accessible Style Guide 1.2. Provide refresher training in creating accessible templates and other accessible communication refresher training as needed.</p>	<p>January 1, 2018 – January 1, 2022 January 1, 2018 – January 1, 2022</p>	

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Integrated Accessibility Standard Regulation: Transportation

Regulation/Requirement	Action Required by Municipality	Timeline	Status
<p><i>O. Reg. 191/11 – 70(2-3)</i> Hours of Service: Where conventional and specialized transportation is provided by separate providers in the same jurisdiction, the specialized provider will ensure it has the same hours and days of service as the conventional transportation service provider</p>	<p>1. <u>Confirmation:</u> 1.1. Confirm with Transit Service Provider:</p> <ul style="list-style-type: none"> • Hours of Service 	<p>January 1, 2017</p>	
<p><i>O. Reg. 191/11- 51 (1-4) & 58</i> Electronic Announcement System shall be installed on all transit vehicles – electronic announcement and display of route, direction and stops</p>	<p>2. <u>Confirmation:</u> 2.1. Confirm with Transit Service Provider:</p> <ul style="list-style-type: none"> • Availability of electronic announcement system on all transit vehicles • Electronic Announcement System requirement is included in transit service purchase/partnership agreement 	<p>January 1, 2017</p>	

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Integrated Accessibility Standard Regulation: Transportation

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11 – 78 (1-4)</i> <u>Transit Stop Accessibility</u> Municipality shall establish plan for accessible bus stops and shelters, including any steps that will be taken to meet the goal of accessible bus stops and shelters</p>	<p>1.1 Annual review of Accessibility Plan to improve accessibility of transit stops and shelters</p>	<p>January 1, 2018 – January 1, 2022</p>	

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Integrated Accessibility Standard Regulation: Transportation

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11 – 46 (1) & (3)</i> <u>Fare Equity Policy</u> Provider shall ensure no higher fare to be charged to persons with a disability.</p> <p><u>Fare Equity/Fare Payment Policy:</u> The provider shall make available alternative fare payment options to people with disabilities who cannot, because of their disability, use a fare payment option on conventional transport</p>	<p>1. <u>Policy Confirmation:</u> 1.1. Confirm with Transit Service Provider:</p> <ul style="list-style-type: none"> • Fare Equity Policy and procedure is included in transit service purchase/partnership agreement • Fare equity policy and related procedures for transit riders with accessibility needs • Public communication of fare equity policy is in place including making information available in alternate format upon request • Availability of alternative fare payment option is in place • Alternative fare payment option is included in transit service purchase/partnership agreement 	<p>January 1, 2018 – January 1, 2022</p>	

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Integrated Accessibility Standard Regulation: Transportation

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11 – 66(3)</i> <u>Fare Parity:</u> Where conventional and specialized transportation is provided by separate providers in the same jurisdiction the specialized service shall not will charge more than the highest conventional fee for the same jurisdiction</p>	<p>1. <u>Policy Confirmation:</u> 1.1 Confirm with Transit Service Provider: <ul style="list-style-type: none"> • Fare Parity Policy </p>	<p>January 1, 2018 – January 1, 2022</p>	
<p><i>O. Reg. 191/11 – 66(5)</i> <u>Fare Parity:</u> Where conventional and specialized transportation is provided by the same provider the provider will ensure they have the same fare structure</p>	<p>1. <u>Policy Confirmation</u> 1.1 Confirm with Transit Service Provider: <ul style="list-style-type: none"> • Fare Parity Policy </p>	<p>January 1, 2018 – January 1, 2022</p>	

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Integrated Accessibility Standard Regulation: Transportation

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11 – 44 (1-4)</i> <u>Boarding Policy</u> Provider shall deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability; ensure adequate time is provided to safely board, be secured and de-board vehicles and provide assistance to do same upon request; assist with safe and careful storage of mobility aids or assistive devices used by persons with disabilities; allow a person with a disability to travel with a medical aid (i.e. respirators, portable oxygen tanks).</p>	<p>1. <u>Policy Confirmation:</u> 1.1 Annual review with Transit Service Provider:</p> <ul style="list-style-type: none"> • Availability of policy and procedure is included in transit service purchase/partnership agreement • Availability of boarding policy and related procedures for transit riders with accessibility needs • Public communication of boarding policy is in place including making information available in alternate format upon request 	<p>January 1, 2018 – January 1, 2022</p>	

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Integrated Accessibility Standard Regulation: Transportation

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11 – 35(1)</i> <u>Non-functioning accessibility equipment</u> If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, conventional transportation service providers and specialized transportation service providers shall take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and the transportation service provider shall repair the equipment as soon as is practicable.</p>	<p>1. <u>Procedure Confirmation:</u> 1.1. Confirm with Transit Service Provider:</p> <ul style="list-style-type: none"> • Procedure is included in transit service purchase/partnership agreement • Procedures relating to accommodating transit riders with accessibility needs in the event of non-functioning equipment • Public communication plan is in place in the event of non- functioning accessibility equipment including making information available in alternate format upon request 	<p>January 1, 2018 – January 1, 2022</p>	

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Integrated Accessibility Standard Regulation: Transportation

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11 – 49 (1-6)</i> <u>Priority/Courtesy Seating</u> Provider shall establish and clearly mark with signage priority/courtesy seating for people with disabilities. seating shall be located as close as practicable to the entrance doors; seating shall be signed to indicate passengers without disabilities must vacate courtesy seating when required by a person with a disability; provider must develop a communication strategy designed to inform the public about the purpose of courtesy seating</p>	<p>1. <u>Policy Confirmation:</u> 1.1. Confirm with Transit Service Provider:</p> <ul style="list-style-type: none"> • Priority/Courtesy Seating policy and procedure is included in transit service purchase/partnership agreement • Availability of courtesy seating, installed signage and related procedures for transit riders with accessibility needs • Public communication of courtesy seating policy is in place including making information available in alternate format upon request 	<p>January 1, 2018 – January 1, 2022</p>	

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Integrated Accessibility Regulation Standard: Transportation

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11 – 44 (1-4)</i> <u>Mobility Aid and Assistive Device Storage Policy</u> Provider shall not charge a fee for storage of mobility assistive device or mobility aid. If safe storage is possible, mobility assistive devices or mobility aid shall be stored in the passenger compartment within reach of the person with a disability who owns it.</p>	<p>1. <u>Policy Confirmation:</u> 1.1. Confirm with Transit Service Provider:</p> <ul style="list-style-type: none"> • Aid Storage policy and procedure is included in transit service purchase/partnership agreement • Availability of mobility aid and assistive device storage and related procedures for transit riders with accessibility needs • Public communication of mobility aid and assistive device storage policy is in place including making information available in alternate format upon request 	<p>January 1, 2018 – January 1, 2022</p>	

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Integrated Accessibility Standard Regulation: Transportation

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><u>O. Reg. 191/11 - 42(1-2) Accessibility Plan – Specialized Transportation Services</u> Specialized transportation service providers will in their accessibility plans: identify the process for estimating demand for service and strategies to reduce wait times</p>	<p>1. Confirm with Transit Service Provider:</p> <ul style="list-style-type: none"> • Process for service demand and strategies for reducing waiting times 	<p>January 1, 2018 – January 1, 2022</p>	
<p><u>O. Reg. 191/11 - 43(1-2) Accessibility Plan – Conventional and Specialized Transportation Services</u> Both Conventional and Specialized transportation service providers will outline their procedures for dealing with accessibility equipment failures on vehicles</p>	<p>2. Confirm with Transit Service Provider:</p> <ul style="list-style-type: none"> • Process for dealing with accessibility equipment failures on all vehicles 	<p>January 1, 2018 – January 1, 2022</p>	

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Integrated Accessibility Standard Regulation: Transportation

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11 – 66(6-7)</i> <u>Visitors:</u> Specialized transit providers shall make service available to visitors and will consider as eligible visitors who confirm they are eligible for service where they reside and visitors who meet the eligibility requirements of the provider where they are visiting</p>	<p>1. <u>Policy Confirmation:</u> 1.1 Confirm with Transit Service Provider: <ul style="list-style-type: none"> • Visitor Policy </p>	<p>January 1, 2018 – January 1, 2022</p>	
<p><i>O. Reg. 191/11 – 69(1-3)</i> <u>Coordinated Service:</u> Specialized transit services provided in adjacent municipalities will facilitate connections between their respective areas and will determine accessible stops and drop off locations</p>	<p>1. <u>Policy Confirmation:</u> 1.1 Confirm with Transit Service Provider: <ul style="list-style-type: none"> • Coordinated Service </p>	<p>January 1, 2018 – January 1, 2022</p>	

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Integrated Accessibility Standard Regulation: Transportation

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11 – 73(1-4)</i> <u>Service Delays:</u> Where specialized transit services require reservations the provider will provide information on the duration of service delays to affected passengers. A delay is defined by a delay of 30 minutes or more after scheduled pick up time.</p>	<p>1. <u>Policy Confirmation:</u> 1.1 Confirm with Transit Service Provider:</p> <ul style="list-style-type: none"> • Service Delay Policy 	<p>January 1, 2018 – January 1, 2022</p>	
<p><i>O. Reg. 191/11 – 50 (1-3)</i> <u>Service Disruption Procedure</u> Where route is temporarily changed providers shall: make available alternate accessible arrangements to transfer people with disabilities to their route and ensure information about alternate arrangements is communicated in a manner</p>	<p>1. <u>Policy Confirmation:</u> 1.1. Confirm with Transit Service Provider:</p> <ul style="list-style-type: none"> • Service disruption procedure and drivers and other transit staff are trained in the procedure • Service disruption procedure is included in transit service purchase/partnership agreement 	<p>January 1, 2018 – January 1, 2022</p>	

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that considers person's disability.			
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Integrated Accessibility Standard Regulation: Transportation

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11 - 41(2)</i> <u>Accessibility Planning – Public Meeting</u> Every conventional transportation service provider 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 accessibility plan and that they are given the opportunity to provide feedback on the accessibility plan.</p>	<p>1.1. <u>Public Meeting</u></p> <ul style="list-style-type: none"> • Confirm public consultation meeting with Transit Service Provider 	<p>January 1, 2018 – January 1, 2022</p>	
<p><i>O. Reg. 191/11 – 41 (1)</i> Transportation providers shall create a process for managing, evaluating and taking action on customer feedback</p>	<p>1. <u>Policy Confirmation:</u> 1.1. Confirm with Transit Service Provider:</p> <ul style="list-style-type: none"> • Feedback mechanism is established and included in transit service purchase/partnership agreement 	<p>January 1, 2018 – January 1, 2022</p>	

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Integrated Accessibility Standard Regulation: Transportation

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
<p><i>O. Reg. 191/11 – 36 (1-4)</i> <u>Training</u> Provider shall conduct transit driver training including: safe use of accessibility equipment and features, acceptable modifications to procedures to address temporary barriers or accessibility equipment failure, emergency preparedness and response procedures. Training records kept: date of training and number of participants</p>	<p>1. <u>Confirmation:</u> 1.1. Confirm training program or confirm offer to assist in driver training to meet requirements. Training to include: boarding and de-boarding assistance, driver training, customer service training, emergency procedure training, service disruptions 1.2. Confirm training conforms with requirements for Driver training according to O. Reg. 191/11</p>	<p>January 1, 2018 – January 1, 2022</p>	
<p><i>O. Reg. 191/11 – 38 (1-3)</i> <u>Support Person Fare Policy</u> No fare shall be charged to individual accompanying a person with a disability where person with disability has a need for a support person. Person with</p>	<p>1. <u>Policy Confirmation:</u> 1.1. Confirm with Transit Service Provider: <ul style="list-style-type: none"> • Support Person Fare Policy and drivers and other transit staff are trained in the policy • Support Person Fare Policy is included in transit service </p>	<p>January 1, 2018 – January 1, 2022</p>	

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disability must demonstrate need for support person and to ensure the appropriate designation for a support person is in place	purchase/partnership agreement		
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Election Act: Election Accessibility Plan

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
MEA, s.12.1(1)(2)(3), s. 41(3), s.45(2)	<p>1. Customer Service – all Elections staff will be trained in Accessible Customer Service specific to their roles and responsibilities including:</p> <p>1.1 The Ontario Human Rights Code as it pertains to people with disabilities</p> <p>1.2 Allowing the use of service animals and assistive devices</p> <p>1.3 Allowing the use of support persons</p> <p>1.4 Procedures for temporary disruptions</p> <p>1.5 Procedures for emergency evacuation</p> <p>1.6 Feedback process</p> <p>1.7 Availability of voting ballot and/or voting process in alternate formats</p> <p>1.8 Voting location accessibility</p> <p>1.9 Proxy voting and curbside voting</p>	October 19, 2018	

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Elections Act Requirements: Election Accessibility Plan

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
MEA, s.12.1(1)(2)(3), s. 41(3), s.45(2)	2. Voting Places and Methods - all voting places will be physically accessible to voters including entrances/exits, queuing areas, voting booths and washroom areas. Voting locations will be assessed through a checklist.	October 19, 2018	
	2.1 Voting ballots will be available in large print and Braille		
	2.2 Voting accessibility measures will be advertised to the public	October 19, 2018	
	3. Assistance to Candidates – Candidate information and forms will be made available in alternate formats upon request.	October 19, 2018	
3.1 All candidate speaking engagements (Candidate debates and meetings) held			

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	in a municipal facility will be held in a physically accessible location.		
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	consideration 7.4 The report will be posted to the municipality's website and made available in alternate formats upon request		
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Public Outreach: Removing Barriers to Accessibility

Regulation/Requirement	Action Required by Municipality	Timeline	Comments
Public Outreach	1. Initiate and implement education programs and events and develop training materials for the Municipality to meet its ongoing AODA compliance obligations.	January 1, 2018 – January 1, 2022	To be done by Accessibility Advisory Committee
	2. Liaise with other committees of Council to address accessibility concerns including: a. Age-Friendly Committee b. Thorold BIA c. Active Transportation Committee d. Library Board	January 1, 2018 – January 1, 2022	To be done by Accessibility Advisory Committee
	3. Present to Council ongoing updates on Accessibility matters	January 1, 2018 – January 1, 2022	To be done by Accessibility Advisory Committee
	4. Liaise with other Accessibility Advisory Committees to	January 1, 2018 – January 1, 2022	To be done by Accessibility Advisory Committee

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	leverage accessibility efforts across the Region		
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