



## The Corporation of the Town of Plympton-Wyoming

# 2014-2018 Accessibility Plan

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The Town of Plympton-Wyoming is committed to providing equal treatment to people with disabilities with respect to the use and benefit of Town services, programs, goods and facilities in a manner that respects their dignity and independence. This commitment extends to residents, visitors and employees with visible or non-visible disabilities.

As part of this commitment, the Town of Plympton-Wyoming has developed accessibility policies in accordance with the standards outlined in the *Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11*. This includes the following policies:

- Accessible Customer Service Policy (effective 2009)
- Integrated Accessibility Standards Policy (effective 2014)

In addition, the Town of Plympton-Wyoming has amended processes and procedures to conform to these policies, including the establishment of an accessible website and feedback process.

The 2014-2018 Accessibility Plan has been created to outline a plan of action for the implementation of the regulations under the *Accessibility for Ontarians with Disabilities Act* and the development of policies and procedures to ensure accessibility to municipal programs and services for everyone. This document will be made publicly available and will be provided in an accessible format upon request, as soon as is practicable.

### **Scope**

The 2014-2018 Accessibility Plan applies to the provision of goods, services or facilities to members of the public and employees by, or on behalf of, the Town of Plympton-Wyoming. While there is no regulated format for a multi-year accessibility plan, it is anticipated that more specific initiatives will be outlined in future plans.

The Accessibility Plan will be reviewed annually and amended as required, when additional accessibility related Regulations are enacted by the Government of Ontario or when changes are made to the legislative framework governing accessibility.

Please note that the Accessible Employment Initiatives apply only to the Town of Plympton-Wyoming employees or prospective employees and do not apply to volunteers or other non-paid individuals.

## 2014-2018 Initiatives

<b>Accessible Customer Service Initiatives</b>		
<b>Task</b>	<b>Description</b>	<b>Timeframe</b>
Create Policy	Develop and implement an Accessible Customer Service Policy to achieve accessible customer service in compliance with O. Reg. 429/07.	2009
Provide Training	Continue to provide Accessible Customer Service training to staff, volunteers and third parties providing services on the Town's behalf.	Ongoing
Accessible Elections	Review election policies and procedures to improve the accessibility of the 2014 Municipal Election, including the provision of accessible voting locations.	2014
<b>Integrated Accessibility Standards – General Initiatives</b>		
Create Policies	Develop and implement an Integrated Accessibility Standards Policy to achieve accessibility in compliance with O. Reg. 191/11.	2014
	Review or implement other policies and procedures to ensure their compliance with accessibility. This will include procurement, communications and human resources-related policies.	2014-2015
Create Multi-Year Plan	Develop and implement a Multi-Year Plan to outline a strategy to prevent and remove barriers and meeting requirements under the <i>Accessibility for Ontarians with Disabilities Act</i> .	2014
	This will include an annual report on the progress of the initiatives outlined in this Plan.	Annual
Provide Training	Continue to provide accessibility training to staff, volunteers and third parties providing services on the Town's behalf.	Ongoing
<b>Accessible Information and Communication Initiatives</b>		
Feedback Process	Develop and implement an accessible feedback process for citizens, staff and volunteers.	Ongoing
Provide Accessible Formats and Communication Supports	Provide or arrange for the provision of accessible formats and communication supports upon request and at a cost that is no more than the regular cost charged to other persons.	Ongoing
Accessible Website and Web Content	Ensure that the Town of Plympton-Wyoming website is accessible in accordance with legislation.	Ongoing

Accessible Employment Initiatives		
Create Policies	Create and implement policies relating to accessible recruitment, employee accommodation, return to work, performance management, career development and employee redeployment.	2015
Provide Employee Supports and Accommodations	Provide for employee supports or accommodations upon request and ensure that employees are aware that these supports are available.	2015
Provide Workplace Emergency Response Information	Should an employee's disability require accommodation during an emergency response, provide workplace emergency response information to employee and, with consent, to the person designated to provide assistance during an emergency situation.	Ongoing
Provide Documented Accommodation Plans	Provide for written individual accommodation plans for employees upon request.	2015
Accessible Public Spaces Initiatives		
Create Policies	Create and implement policies relating to new construction or major renovations to recreational trails, beach access routes, outdoor public eating spaces, outdoor public play areas, outdoor paths of travel and service-areas of municipal buildings.	2016

### **Related Documents**

- *Ontarians with Disabilities Act, 2001, S.O. 2001, c 32*
- *Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005*
- Accessibility Standards for Customer Service, O. Reg. 429/07
- Integrated Accessibility Standards Regulation, O. Reg. 191/11
- *Human Rights Code, R.S.O. 1990, c H.19*
- Town of Plympton-Wyoming Accessible Customer Service Policy
- Town of Plympton-Wyoming Integrated Accessibility Standards Policy

### **Contact Information**

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