



Township of Douro-Dummer Multi-Year

Accessibility Plan 2023-2028



A Message from the CAO

The Township of Douro-Dummer is committed to fostering an environment that is inclusive of all persons. As a part of this commitment, the Township of Douro-Dummer will strive to provide an accessible environment in which all individuals have access to the Township's services, supports and spaces in a way that respects the dignity and independence of people with disabilities.

The Township of Douro-Dummer's Accessibility Plan (2023-2028) outlines our organizations strategy to prevent and remove barriers in order to meet its obligations under the Accessibility for Ontarians with Disabilities Act (AODA). We continue to identify new barriers and incorporate them into our Accessibility Plan. The Township shall use every effort to ensure that we meet the needs of people with disabilities in a timely manner.

The Township of Douro-Dummer strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. The Township is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

For more information on this accessibility plan, please contact Township at (705) 652-8392.

Standard and accessible formats of this document are free on request.



**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005
INTEGRATED ACCESSIBILITY STANDARDS – Multi Year Plan – Township of Douro-Dummer**

Part I – Past Achievements to Remove and Prevent Barriers

Section	Initiative	Action	Date	Status
1	Customer Service	<ul style="list-style-type: none"> Completed Procedures for welcoming Service Animals and Support Persons Completed and made available the Customer Service Policy for the Township Completed the necessary training for Accessible Customer Service Maintained a written record of training for all employees, volunteer and Council members and those providing service on behalf of the Township. 	2010	Complete
			2010	Complete
			2010 to present	On-going
			2008	Complete
1	Information and Communications	<ul style="list-style-type: none"> Updated the Township and Library website, WCAG 2.0 Level AA Provided accessible documents upon request Libraries have access to accessible materials that can be made available to the public when requested Provided interpreters upon request 	2014/2020	Complete
			2012	Complete
			2012	Complete
			2012	Complete



1	Employment	<ul style="list-style-type: none"> • Provided documents in accessible formats in the workplace 	2011	Complete
		<ul style="list-style-type: none"> • Changes to workstations to accommodate employees with disabilities 	2011	Complete
		<ul style="list-style-type: none"> • Ergonomic Office Equipment to accommodate employees upon return to work. 	2011	Complete
		<ul style="list-style-type: none"> • Changes to workstations to accommodate employees with disabilities. 	2011	Complete
1	Procurement	<ul style="list-style-type: none"> • Incorporated accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. 	2016	Complete
1	Training	<ul style="list-style-type: none"> • Training program developed and implemented with all staff. Training on requirements of IASR and Human Rights Code with regard to people with disabilities, for all employees and volunteers within the Township of Douro-Dummer. 	2010 to present	On-going
1	Design of Public Spaces	<ul style="list-style-type: none"> • The Township will ensure that any newly constructed/developed recreational trails comply with requirements, comply with Township accessibility policies 	No new public trails have been established.	Not Applicable



PART II – Strategies and Actions

Section	Initiative	Action	Date	Status
2	Customer Service	<p>The Township of Douro-Dummer is committed to providing customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others by:</p> <ul style="list-style-type: none"> • Completing mandatory training in a variety of formats, including e-learning, on the Integrated Accessibility Standard Regulation requirements and disability-related obligations under the Ontario Human Rights Code. • Continuing to record the training provided, dates of training and names of individuals trained. Training about the provisions of its goods, services and facilities to all employees and volunteers, all persons who participate in developing the organization's policies; and all other persons who provide goods, services or facilities on behalf of the organization. 	2010 to present	On-going



2	Information and Communications	<p>The Township of Douro-Dummer is committed to making our information and communications accessible to people with disabilities by:</p> <ul style="list-style-type: none"> • Continuing to provide communication supports as well as accessible formats for Township documents that are circulated to the public or be able to describe in an accessible manner when requested. • Reviewing the feedback system and make changes, if necessary. Provide any other feedback system developed by Township in an accessible manner. • Reviewing the Township's website to maintain WCAG 2.0 Level AA compliance. 	2010 to present	On-going
2	Employment	<p>The Township is committed to fair and accessible employment practices. We will continue to:</p> <ul style="list-style-type: none"> • Ensure the Employment Standard under the Integrated Accessibility Standard Regulation is complied with to support recruitment and accommodation of employees. • Inform new employees of emergency response information and available supports. • Ensure policies regarding performance management, career development and advancement and 	2011 to present	On-going



		<p>redeployment provide equal opportunity for persons with disabilities.</p>		
2	Procurement	<p>The Township is committed to accessible procurement processes. Some of our on-going initiatives include:</p> <ul style="list-style-type: none"> • Reviewing the wording in procurement documents and updating as required, to reflect the requirements of IASR. 	2016 to present	On-going
2	Training	<ul style="list-style-type: none"> • The Township is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. 	2010	Complete
2	Design of Public Spaces	<ul style="list-style-type: none"> • The Township will meet accessibility laws when building or making major changes to public spaces. • Ensure any newly constructed / developed recreation trails comply with technical requirements. Comply with Township accessibility policies and procedures for preventative and emergency maintenance of accessible elements. • All facilities have main floor entrances with power assist doors 	Not applicable to date, no new changes have been made to facilities or recreational trails.	Not applicable