



Corporation of the Township of Joly

Multi-Year Accessibility Plan

2023-2027



MESSAGE FROM COUNCIL

Council for the Corporation of the Township of Joly is committed to fostering an inclusive community where every citizen can participate in the physical and social environment. We acknowledge that as community leaders our decisions impact the daily lives of the people who reside, work, and play in our Township. We believe it is important for every citizen to feel safe, and respected when accessing municipal services or enjoying our public spaces.

Our aim is to continually identify and remove barriers that limit full participation by our citizens. Through our annual planning, we have identified barriers in the physical or built environment that are not compliant with accessibility standards and have made the required changes. We have also made it a requirement that accessible design elements are included in all future construction. Our website has been updated to meet the WCAG 2.0 Level AA standard.

The 2023-2027 Multi-Year Accessibility Plan (MYAP) outlines goals and initiatives that reaffirm Council's commitment to creating an accessible community. Council will provide an accessible environment in which employees, residents and visitors with disabilities can access our goods, services, and facilities, including buildings, public spaces, information and communications, in a way that meets their individual needs.

Council is equally committed to supporting Township officers and employees through advice, policies, tools, resources and governance structures that promote an inclusive workplace and support employees in delivering accessible goods, services and facilities.

Mayor Brian McCabe
Councillor Bill Black
Councillor Budd Brown
Councillor Tom Bryson
Councillor Chris Nicholson



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BACKGROUND

Under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) municipalities are required to develop a multi-year accessibility plan. The Township of Joly's MYAP outlines how the Township will advance accessibility in the following areas:

- General Accessibility
- Training
- Procurement
- Information and Communication
- Customer Service
- Employment
- Transportation
- Built Environment and Design of Public Spaces

The Township of Joly is compliant with the *Integrated Accessibility Standards Regulation* (IASR) under the AODA. The Township's, MYAP is focused on maintaining and monitoring compliance, as well as promoting accessibility by design.

This plan covers the period from 2023 through 2027 and includes both new and continuing priorities that support the Township of Joly in the ongoing identification, removal, and prevention of accessibility barriers.

GUIDING PRINCIPLES

The following guiding principles serve to guide Council, officers, and employees in our actions, decision-making and approaches to service delivery:

1. Leadership, Transparency & Accountability
2. Dignity and Independence
3. Accessibility by Design

Leadership, Transparency & Accountability

The Township of Joly strives to foster a culture of equity and inclusion and our goal is to ensure accessibility for our employees so they can function effectively in the provision of municipal services and the public we serve so they are able to access municipal services in a way that works for them. We acknowledge that several of the services provided to our residents are jointly provided with other municipalities and we are committed to reminding these stakeholders of our commitment.

Council for the Township of Joly will achieve expected results by:

- Adopting policies and service standards that foster a culture of equity and inclusion;
- Posting applicable adopted/service standards on the Township website; and
- Providing policies and service standards in alternative formats when requested.

Dignity and Independence

Services and access to public spaces/facilities will be provided to people of all abilities in a manner that respects their dignity, diversity and their ability.

Council for the Township of Joly will achieve expected results by:

- Providing municipal services in a caring, compassionate, non-judgemental manner, free from discrimination and harassment.
- Respecting the independence of employees, residents and visitors with disabilities by enabling their access to municipal services, public spaces and facilities.
- Ensuring people with disabilities can access and benefit from the same municipal services, public spaces and facilities in an equitable way as others.

Accessibility by Design

A barrier-free environment can only be achieved when accessibility is intentionally incorporated into the design of public spaces/facilities, the purchase of goods and services, as well as program implementation which addresses the diverse needs of employees, residents, and visitors.

Council for the Township of Joly will achieve expected results by:

- Incorporating accessible design and standards during the early planning stages of all municipal projects, procurement, and service delivery.

GENERAL ACCESSIBILITY

The Township of Joly as a municipality in the province of Ontario is subject to the AODA as well as the IASR. To comply, the Township must adopt and maintain accessibility policies and a multi-year accessibility plan.

In 2023, the Township reviewed and updated our accessibility policies.

TRAINING

The Township of Joly is required, under the AODA, to provide training on the requirements of the IASR and on the *Ontario Human Rights Code* to all employees, volunteers and persons who participate in developing Township policies or provide services or goods on behalf of the Township of Joly.

Planned Initiatives:

- Ensure all officers, employees, agents, and volunteers continue to complete mandatory AODA and accessibility training appropriate to the person's role within thirty (30) days of hire and/or appointment.
- Record and track employee learning and development activities specifically related to AODA and accessibility requirements.
- Ensure that all training, activities, course materials and learning approaches are available in accessible formats when required.

Expected Outcomes:

- A. Township officers, employees, agents, and volunteers understand their responsibilities to provide accessible goods, services and facilities that take into account the needs of employees, residents and visitors with disabilities.
- B. Employees with disabilities have equal access to learning, development and career growth opportunities.

PROCUREMENT

The Township of Joly is required, under the IASR, to incorporate accessibility design criteria when purchasing or acquiring goods, services, or facilities, except where it is not practicable to do so. The Township's procurement policy

Planned Initiatives:

- Continue to ensure accessibility criteria are key requirements of the procurement process when acquiring or purchasing goods, services and/or facilities.
- Provide tools and resources to assist Township officers and employees in meeting accessibility obligations in procurement, such as training, templates, sample language and guidelines that embed accessibility considerations at all stages of our procurement process.
- Bi-annually review and update resources and tools for accessible procurement to ensure that current best practices and technologies are considered
- Continue to apply the Township's Procurement Policy and practices.

Expected Outcomes:

- A. Accessibility is part of the Township's procurement processes to ensure public funds are not inadvertently used to create or maintain accessibility barriers.
- B. The needs of employees, residents and visitors with disabilities are considered at all stages of the procurement process to ensure that Township goods, services and facilities are accessible.
- C. People with disabilities have equal access to goods services and facilities procured by the Township of Joly.

INFORMATION AND COMMUNICATION

The Information and Communications Standard under the IASR requires the Township of Joly to communicate and provide information in ways that are accessible to people with disabilities.

Planned Initiatives:

- Continue to notify the public about the availability of accessible formats and communication supports.
- Continue to ensure that any process for receiving and responding to feedback is accessible by providing or arranging for accessible formats and communication supports when required.
- Continue to ensure that Township officers, employees, agents and volunteers understand the accommodation request process, including the requirement to arrange for accessible formats and communication supports, and the requirement to consult with the person making the request in order to determine suitable accessible formats or communication supports.

Expected Outcomes:

- A. Township officers, employees, agents and volunteers have the tools and resources to develop and provide information in accessible formats.
- B. Township officers, employees, agents, volunteers, residents and visitors with disabilities will have equal access to Township information through

communication supports, alternate formats, accessible websites and digital content.

CUSTOMER SERVICE

The Accessible Customer Service Standard under the IASR requires the Township of Joly to provide accessible services for people with disabilities and to have policies and procedures in place to support accessible customer service.

Planned Initiatives:

- Continue to review Township policies related to accessible customer service and update to reflect the current best practices in small municipalities in Ontario.
- Evaluate Township programs and services to ensure inclusion and equal participation of employees, residents and visitors with disabilities.

Expected Outcomes:

- A. People with disabilities receive Township goods and services of the same quality and within the same timeline as others.
- B. Township employees have access to tools, resources, policies and procedures to support accessible customer service.

EMPLOYMENT

The Employment Standards under the IASR requires that the Township of Joly support the recruitment and accommodation of employees with disabilities.

Planned Initiatives:

- Develop and implement a hiring/recruitment protocol that encourages people with disabilities to apply for employment or volunteer opportunities with the Township.
- To review human resource policies related to inclusion and accommodation of officers, employees and/or volunteers of all abilities.

Expected Outcomes:

- A. Equal opportunities for employment or volunteer opportunities for people of all abilities.
- B. Equitable, clear, and consisted employment and accommodation procedures that seek to remove barriers and ensure people with disabilities can participate fully as job applicants and officers/employees of the Township.

TRANSPORTATION

The Transportation Standard under the IASR outlines requirements to prevent and remove barriers to public transportation. The Township of Joly does not currently provide public transportation services and does not need to comply with this section of the IASR.

BUILT ENVIRONMENT AND PUBLIC PLACES

The Design of Public Spaces Standard under the IASR requires that newly constructed or redeveloped public spaces are accessible. The Township of Joly is currently compliant with the standard.

Planned Initiatives:

- Continue to prioritize and retrofit existing built environment barriers as we implement our asset management plan.
- Continue to maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements.
- Continue to respond to temporary disruptions when accessible elements in public spaces are not in working order by notifying the public and prioritizing remediation.

Expected Outcomes:

- A. Improved accessibility of Township of Joly public spaces and workplaces by incorporating accessibility into the design of new facilities as well as during renovations and redevelopments of existing facilities.
- B. Prevention and removal of accessibility barriers within Township during renovations and redevelopments of existing facilities.

EVALUATION

The AODA requires the Township to review and update our plan at least every five years.

We are also responsible to submit annual compliance reports to the Accessibility Directorate of Ontario.

Should you wish to provide feedback on our plan please contact us by email at office@townshipofjoly.com, by phone at 705-384-5428, or in person at 871 Forest Lake Road.