

THE CORPORATION OF THE TOWN OF PERTH

BY-LAW NO. 4395-1

**A By-law to amend By-law No. 4395, the Town of Perth Multi-Year Accessibility Plan by replacing Schedule 'A'**

**Recitals:**

1. *The Municipal Act* states that by-laws may be passed by municipal councils to govern its affairs as it considers appropriate.
2. The Corporation of the Town of Perth established By-law No. 4395, being a By-law to establish the Town of Perth Multi-Year Accessibility Plan 2013-2014.
3. The Committee of the Whole reviewed and concurs with the staff recommendation as presented in Report 2015-COW-3.4, to amend the Town of Perth Multi-Year Accessibility Plan.
4. Council for The Corporation of the Town of Perth deems it advisable to pass this By-law.

Accordingly, the Council of The Corporation of the Town of Perth enacts as follows:

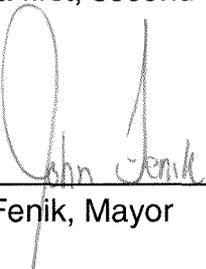
**1. SCHEDULES:**

- 1.1. That the Multi-Year Accessibility Plan, Schedule 'A' be removed in its entirety and replaced with Schedule 'A', attached hereto and forming part of this By-law.

**2. EFFECTIVE DATE:**

- 2.1. This By-law shall come into force and effect on the date it is passed by Council.

Read a first, second and third time and finally passed this 17<sup>th</sup> day of February, 2015.

  
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John Fenik, Mayor

  
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Lauren Walton, Clerk

(Seal)



The Corporation of the Town of Perth

**Multi-Year Accessibility Plan**

**2015 – 2016**

February 17, 2015  
Town of Perth  
By-law No. 4395, as amended  
by By-law No. 4395-1

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**A Message from the Mayor:**

The Council of the Town of Perth is very pleased to continue the annual process of reviewing the Multi-Year Accessibility Plan for the municipality. The Plan outlines the current Corporation Accessibility Policy and our Annual Accessibility Plan.

Also reviewed in detail, are the five (5) accessibility standards of accessibility customer service, information and communications, employment, transportation and the built environment. Along with each of these standards is an assessment of what we have accomplished and what we plan to achieve in order to make our community as accessible as possible for people with disabilities who live in or visit our community.

The Town of Perth Multi-Year Accessibility Plan will be examined on an annual basis to determine goals that have been achieved and targets that are yet to be accomplished.

John Fenik  
Mayor  
Town of Perth

### **Introduction:**

The Town of Perth Multi-Year Accessibility Plan for the years 2015 and 2016 outlines our approach to ensuring an inclusive workplace and an accessible service provider.

This Multi-Year Plan is based upon requirements under the *Accessibility for Ontarians with Disabilities Act (AODA)*. The AODA sets out the roadmap for an accessible Ontario by 2025. It contains standards in the following five (5) areas:

1. Customer Service;
2. Information and Communications;
3. Employment;
4. Transportation, and;
5. Built Environment.

The Accessible Customer Service Standard came into effect in 2008. In 2011, under the Integrated Accessibility Regulation, the Province of Ontario combined Communications, Employment, Transportation and the Built Environment.

The Town endeavors to demonstrate leadership for the business and non-profit sectors within our municipality. Our goal is to ensure accessibility for our employees and the public we serve in our services and facilities. The Town of Perth will continue to remove barriers that prevent people with disabilities from accessing our facilities and services.

### **Corporate Accessibility Policy:**

The Town of Perth is committed to improving accessibility for people with disabilities to afford equal opportunities and the provision of services in a manner that respects their dignity and independence.

This commitment shall consist of the following:

- Staff attendance at the Lanark County Accessibility Committee meetings to provide advice and recommendations to Council regarding accessibility matters.
- Update of the Accessibility Plan with a Multi-Year Plan to improve accessibility for people with disabilities.
- Continued compliance with the AODA and Regulations including accessibility training.
- Site plan review of development proposals in a timely manner to ensure and encourage accessibility design features.
- The encouragement of community awareness of accessibility needs and the AODA.
- The identification and the encouragement of the removal of barriers for people with disabilities.

## **The Town of Perth Annual Accessibility Plan:**

In accordance with the *Ontarians with Disabilities Act 2001*, the Town of Perth established an annual Accessibility Plan in 2003. Included in the Plan are the operational/decision making review process, targets and actions and a monitoring process of accessibility accomplishments. The Plan is reviewed annually and updated as needed.

### **General Requirements: Integrated Accessibility Standards Regulation (IASR) 191/11**

#### **1. Corporate Policy**

The Town has adopted a Corporate Accessibility Policy which is found on Page 4 of this Plan.

#### **2. Multi-Year Accessibility Plan**

The Town has adopted a Multi-Year Accessibility Plan as detailed within.

#### **3. Procuring of Acquiring Goods, Services or Facilities**

The Town will amend the Corporation's Procurement Policy to include a statement in compliance with Section 5 of Ontario Regulation 191/11. Attached as Schedule 'A'.

#### **4. Self Service Kiosks**

The Town of Perth has amended the Corporation's Procurement Policy to include a statement that shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.

#### **5. Training**

The Town shall ensure training is provided on the requirements of the IASR and the Human Rights Code as detailed in Section 7.

### **The Accessible Customer Service Standard:**

The Town of Perth is committed to ensuring that all employees and volunteers receive accessible services in a timely manner. Members of the public will receive an equitable customer service experience that meets their needs. The Town will make reasonable efforts, based upon the needs of the community, and upon request within the constraints of being a small urban community. For the purposes of this Policy, reasonable efforts by the Town shall be based on the frequency of the expressed need for service, the availability of the service requested, the relative cost compared to the overall municipal budget, best practices recognized by the other local municipalities and Provincial regulation.

The Town has met and fulfilled the requirements regarding Accessible Customer service. The municipality has carried out the following since 2010:

- The adoption of an Accessible Customer Service Policy and Procedures.
- Ongoing training in Accessible Customer Service for all new employees, members of Council, volunteers and those who provide services on behalf of the Town of Perth.
- As new staff are hired and volunteers appointed, they are required to read and understand the Town of Perth Accessible Customer Service Employee booklet.
- Provide training opportunities to all staff focused on increasing awareness of accessibility issues.
- Provide notice of any planned or not planned disruption of service.
- The provision of Feedback / Complaint Forms and review of submitted forms to potentially improve accessible customer service.
- The municipality has amended contract forms to ensure that third party contractors are aware of the requirement for accessible customer service.

### **Future Activities:**

- Continued training of staff and volunteers in accessible customer service.
- Reviewing current processes to receive feedback from the public.
- Reporting to AODA as required.

### **Information and Communications:**

- The Town of Perth is committed to providing information to persons with disabilities in a format which is accessible to them where it is practicable to do so.
- As of December 2013, the Municipal website is compliant with Web Content Accessibility Guidelines (WCAG) 2.0.

### **The Employment Standard:**

The Town of Perth is committed to ensuring that the process of finding, getting and keeping a job is as inclusive as possible in order to build an effective workforce. The Town will make reasonable efforts based upon the needs of the community and upon request within the constraints of being a small municipality. For the purposes of this Policy, reasonable efforts by the Town shall be based on the frequency of the need for service, the availability of the service requested, the relative cost compared to the overall municipal budget, best practices recognized by other local municipalities and Provincial Regulation. The Town will achieve this by:

- Review of the Town's Human Resources Policy and Health and Safety Policy Manual to have the documents incorporate the following statement:

"That the Town of Perth shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the Corporation is aware of the need for accommodation due to the disability."

### **The Transportation Standard:**

The Town of Perth will ensure accessible transportation needs are provided to persons with a disability. The Town will make reasonable efforts based upon the needs of the community and upon requests within the constraints of being a small urban community. For the purposes of this Policy, reasonable efforts by the Town shall be based on the frequency of the expressed need for service, the availability of the service requested, the relative cost compared to the overall municipal budget, best practices recognized by similar local municipalities and Provincial Regulation. The majority of this standard does not apply to the Town of Perth. The portion that does apply, relates to Taxi Cab and accessible Taxi Cab service. The Town will achieve this by:

- Adoption of Town of Perth By-law No. 4457 Taxi and Limousine By-law (passed August 26, 2014)

"3.6. Accessibility:

No Owner, Taxicab Broker or Driver shall:

- 3.6.1. Charge a higher fare or an additional fee for Persons With Disabilities and for Persons without disabilities for the same trip;
- 3.6.2. Refuse to take a fare by reason of the fact that the perspective Passenger is accompanied by an animal intended to assist Persons with disabilities.
- 3.6.3. Charge a fee for the storage of mobility aids or mobility assistive devices."

**Future Activities:** (Refer to Appendix B for items and dates for compliance)

- Monitoring the need for present and future accessible taxi service.
- Encouraging other levels of government to provide financial assistance for the purchases of accessible taxi vehicles.

**The Built Environment Standard:**

When the Built Environment Standard is enacted by the Province of Ontario, the Town will review the Standard and ensure that compliance is met or exceeded. The Town has taken a pro-active approach to carrying out works to make its facilities accessible to people with disabilities. Accessibility features have been incorporated into the following facilities since 1990.

**The Perth Town Hall – 80 Gore Street East**

- Accessible entrance and elevator (access to the Council Chamber).
- Wheelchair accessible washrooms.
- Wheelchair accessible counters.

**The Town of Perth Indoor Swimming Pool – 3 Sunset Boulevard**

- Accessible entrance.
- Accessible washrooms and change rooms.
- Accessible lift.
- Accessible counter.

**The Town of Perth Community Centre – 2 Beckwith Street East**

- Accessible entrance.
- Accessible washrooms.

**The Town of Perth Museum – 11 Gore Street East**

- Accessible entrance.
- Accessible washrooms.
- Accessible interactive Tourist information kiosk.

**The Town of Perth Outdoor Recreation complex (Conlon Farm)**

**- Chalet**

- Accessible entrance.
- Accessible washrooms.
- Accessible outdoor Splash pad, change room and picnic area. (2014)
- Accessible playground area.

**The Town of Perth Central Perth Playground – Mill Street**

- Accessible entrance.
- Accessible washroom (2014).
- Accessible interactive play structures (5yrs and under).

### **Environmental Service Department:**

The Town of Perth Environmental Services Department has been very proactive in terms of planning and installing new construction features which take into consideration accessibility requirements.

Examples include sloped sidewalks for wheelchairs, accessible curbs, painted crosswalks and designated parking spots for disabled persons.

### **Future Activities:**

- Future environmental services initiatives will comply with the Built Environment Standard.

### **Training:**

- The Town of Perth shall ensure that training is provided on the requirements of the integrated accessibility standards and on the Human Rights Code as it pertains to persons with disabilities to,
  - (a) All employees, and volunteers;
  - (b) All persons who participate in developing the organization's policies; and
  - (c) All other persons who provide goods, services or facilities on behalf of the organization.
- The training on the requirements of the integrated accessibility standards and on the Human Rights Code shall be appropriate to the duties of the employees, volunteers and other persons.
- Every employee and volunteer shall be trained as soon as practicable.
- The Town of Perth shall provide training in respect of any changes to the policies on an ongoing basis.

### **Summary:**

The Town of Perth Multi-Year Accessibility Plan shall be reviewed each year by staff. As progress is made with the removal of barriers to people with disabilities, the plan shall be revised accordingly.

### **Conclusion:**

Perth's Multi-Year Accessibility Plan is one step in the process of making the Town of Perth as barrier free as possible for people with disabilities. The Plan is a reminder for the municipality to follow practices which will conform to the requirements of the Integrated Accessibility Standards Regulation No. 191/11.

### **Contact Information:**

For further information on the Town of Perth Multi-Year Accessibility Plan, please contact:

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Director of Protective Services / Chief Building Official (CBO)

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Perth, ON K7H 3C5

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**Schedule 'A'**

<b>Town of Perth</b>			
<b>Accessibility Procurement Policy for the Town of Perth</b>		<b>Effective:</b>	February 17, 2015
		<b>Replaces:</b>	By-law No. 2013-4395
<b>Issued by:</b>	Director of Protective Services /	<b>Approval:</b>	By-law No. 2013-4395-1

*Together, we are a welcoming, vibrant family of communities, intent upon securing our economic future while celebrating our heritage and meeting the needs of our citizens in an environmentally conscious manner.*

**1. PURPOSE**

The Town of Perth is committed to fair and accessible procurement practices. We will incorporate accessibility criteria and features in all procurement/purchasing policies and procedures where practicable to do so. It is important that procurement processes are inclusive and all vendors are aware of the need to provide accessible goods and services as defined herein.

**2. COMMITMENT**

Availability of accessibility options is a priority in the procurement process. The vendor community is aware of and understands the need to demonstrate leadership in removing barriers for persons with disabilities.

The Town of Perth is committed to integrating accessibility into procurement policies, procedures and practices where practicable by:

- Conducting reviews and updates of procurement-related policies, procedures and standards where appropriate.
- Consulting with key stakeholders, advisory groups and vendors on promoting awareness of accessibility issues.
- Including accessibility requirements into the procurement process when practicable:
  - Considering accessibility in the scope of service or product required.
  - Requesting evidence of proponent’s knowledge & experience of accessibility requirements.
  - Evaluation, Minimum Accessibility Requirements.
  - Language suitable for the procurement of specific goods or services.
- Reviewing feedback on the procurement process and taking appropriate action as needed.

### **Determining Practicability:**

Factors relevant to practicability may include:

- Availability of accessible goods, services or facilities.
- Technological compatibility between older products and newer ones being procured.

### **3. OBJECTIVES**

**Dignity:** Service is provided in a way that allows the person with a disability to maintain their sense of self-respect and the respect of other people.

**Equal Opportunity:** Service is provided to a person with a disability in such a way that they have an opportunity to access County goods or services equal to that given to others without a disability.

**Independence:** When a person with a disability has the freedom to do things on their own without unnecessary help or interference from others.

**Integration:** Service is provided in a way that allows the person with a disability to benefit from the same services, in the same place and in the same or similar way as other customers, unless an alternate measure is necessary to enable a person with a disability to access goods or services.

### **4. ACCOUNTABILITY**

All staff of The Town of Perth shall use due diligence to ensure the Corporation complies with legislation by acting in accordance with the provisions of this policy and the supporting procedures and practices.

When not practicable, The Town of Perth shall provide an explanation upon request as to why it did not incorporate accessibility criteria and features when procuring goods, services or facilities.

The Town of Perth shall ensure compliance by monitoring and continuous improvement in procurement practices as it relates to accessibility.

### **5. RESPONSIBILITIES**

#### ***Responsibilities of Management:***

- Developing and maintaining procedures for the purpose of procurement and purchasing accessibility practices.
- Educate employees and ensure compliance with all aspects of the Policy.
- Demonstrate behaviour that is consistent with the Policy.

- Provide support and guidance to staff members in fulfilling the Policy.
- Ensure all staff are trained according to the requirements of the AODA legislation.
- When aware of areas of non-compliance are observed ensure appropriate action is taken.
- Complete and file the annual accessibility report as required by legislation.

***Responsibilities of all Employees:***

- Comply with all aspects of the Policy.
- Demonstrate behaviour that is consistent with the Policy.
- Participate fully in training as it relates to this Policy.
- When aware of areas of non-compliance are observed ensure supervisor or manager is notified.

**6. NOTICE OF AVAILABILITY OF DOCUMENTS**

The Town of Perth shall provide notice that upon request The Town of Perth shall provide a copy of this Policy and supporting procedures and practices under Ontario Regulation 429/07, Accessibility Standards for Customer Service to any person.

**7. EXCLUSIONS**

This Policy shall not apply during any period when an emergency has been declared by the head of Council.

**Accessibility Procurement Policy for the Town of Perth  
APPENDIX A**

<b>Integrated Accessibility Standards Regulation Work Plan SUMMARY OF ACTIONS COMPLETED / PLANNED</b>				
<b>ACTION</b>	<b>LEAD/DEPT</b>	<b>RESOURCES</b>	<b>COSTS</b>	<b>TARGET DATE</b>
Physical site evaluation of all facilities	Building/Property	<ul style="list-style-type: none"> <li>• Building Code</li> <li>• Staff guide</li> </ul>	Staff time/ Transportation	Ongoing review
Signalized intersection review	Grant Machan Environmental Services	<ul style="list-style-type: none"> <li>• LCAAC Committee</li> </ul>	?	ongoing
Handicap Parking by-law and signage	Bylaw/Environmental Services	<ul style="list-style-type: none"> <li>• Staff</li> <li>• Council</li> <li>• LCAAC</li> </ul>	\$200 parking signs, Line painting	Gore Street Review - 2015 Other locations ongoing
Barrier Identification	Staff committee	<ul style="list-style-type: none"> <li>• All staff</li> </ul>	Staff time	ongoing
Communication review	Staff committee	<ul style="list-style-type: none"> <li>• All staff</li> </ul>	Staff time	2015
Customer Service Review	Clerk	<ul style="list-style-type: none"> <li>• All staff</li> </ul>	Staff time	ongoing

**Through regular accessibility review and planning, the Town of Perth will move towards achieving full physical accessibility.**