



MULTI-YEAR ACCESSIBILITY PLAN

Updated April 2020

TABLE OF CONTENTS

STATEMENT OF COMMITMENT

- 1 AIMS AND OBJECTIVES**
 - 1.1 ACCESSIBLE EMERGENCY INFORMATION
 - 1.2 TRAINING
 - 1.3 PROCUREMENT
 - 1.4 INFORMATION AND COMMUNICATIONS
 - 1.5 EMPLOYMENT
 - 1.6 DESIGN OF PUBLIC SPACES
 - 2 MUNICIPAL JURISDICTION**
 - 2.1 MUNICIPALITY
 - 2.2 ADDRESS
 - 2.3 MUNICIPAL HISTORY AND HIGHLIGHTS
 - 3 OTHER ORGANIZATIONS/AGENCIES PARTICIPATING**
 - 4 CONSULTATION ACTIVITIES**
 - 4.1 SUMMARY OF INFORMATION COLLECTED
 - 5 PLAN DEVELOPMENT WORKING GROUP**
 - 6 HISTORY OF INITIATIVES**
 - 7 OPERATIONAL REVIEW**
 - 7.1 REVIEW
 - 7.2 LIST OF BARRIERS IDENTIFIED
 - 8 DECISION MAKING REVIEW**
 - 8.1 REVIEW STANDING
 - 8.2 BARRIERS IDENTIFIED
 - 9 TARGETS AND ACTIONS / STATUS REPORT**
 - 10 ACCESSIBLE SELF-SERVE KIOSKS**
- APPENDIX A – list of municipal buildings**

STATEMENT OF COMMITMENT

The Township of Tehkummah is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the Accessibility for Ontarians with Disabilities Act. We are committed to including people with disabilities in the development of our accessibility plan and will make a status report publicly available each year to highlight our accessibility achievements.

The accessibility plan outlines the policies and actions that will be put in place to improve opportunities for people with disabilities. This plan describes the measures the Municipality has taken in the past, and the future measures the Municipality will take to identify, remove and prevent barriers to people with disabilities. This plan is reviewed annually, made public and available in alternate format upon request. Further public consultation will be conducted on an as needed basis. The purpose of any consultation would be to receive further input from stakeholder groups within the community to better identify barriers that affect people with disabilities. Public feedback is encouraged to help us identify these barriers to assist us in eliminating them from our public facilities.

1 AIMS AND OBJECTIVES:

The purpose of the Ontarians with Disabilities Act, 2001 (ODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation of life in this province. The ODA mandates that each municipality prepare a multi-year accessibility plan.

Barriers are obstacles. Barrier to accessibility are obstacles that make it difficult – sometimes impossible – for people with disabilities to do the things most of us take for granted – things like going shopping, working, or taking public transit.

When we think of barriers to accessibility, most of us think of physical barriers – like a person who uses a wheelchair not being able to enter a public building because there is no ramp.

The fact is there are many kinds of barriers. Some are visible. Many are invisible.

Barriers to Accessibility

Type of Barriers	Examples
<p>Attitudinal barriers are those that discriminate against people with disabilities.</p>	<ul style="list-style-type: none"> - Thinking that people with disabilities are inferior - Assuming that a person who has a speech impairment can't understand you
<p>Information or communications barriers happen when a person can't easily understand information.</p>	<ul style="list-style-type: none"> - Print is too small to read - Websites that can't be accessed by people who are not able to use mouse - Signs that are not clear or easily understood
<p>Technology barriers occur when a technology can't be modified to support various assistive devices.</p>	<ul style="list-style-type: none"> - A website that doesn't support screen reading software
<p>Organizational barriers are an organizations policies, practices or procedures that discriminate against people with disabilities.</p>	<ul style="list-style-type: none"> - A hiring process that is not open to people with disabilities
<p>Architectural and physical barriers are features of buildings or spaces that cause problems for people with disabilities.</p>	<ul style="list-style-type: none"> - Hallways and doorways that are too narrow for a person using a wheelchair, electric scooter or walker - Counters that are too high for a person of short stature or using mobility aids. - Insufficient lighting for people with poor vision - Doorknobs that are difficult for people with limited dexterity to use - Parking spaces that are too narrow for a driver who uses a wheelchair or passengers who require mobility aids. - Telephones that are not equipped with telecommunications, devices for people who are deaf, deafened or hard of hearing.

1.1 Accessible Emergency Information

The Township of Tehkummah is committed to providing people with disabilities with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities individualized emergency response information when necessary.

1.2 Training

The Township will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

The township will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use the equipment or devices on our premise or otherwise that may help with the provision of goods and services to people with disabilities. These include: stair lifts
What to do if a person with a disability is having difficulty in accessing Tehkummah's goods and services
- Tehkummah's policies, practices and procedures relating to the customer service standard.
- Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained when changes are made to our accessible customer service plan or when new accessible policy is introduced.

1.3 Procurement

The Township will take the following steps to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities:

- Assess the townships purchasing practices and build accessibility into the purchasing policy and practices to help prevent barriers.
- Set accessibility criteria considering general principles of accessibility, such as: equitable, adaptable flexible, size and space for approach and use and user friendly barriers to products.
- The Township will endeavor to include accessibility in tenders and in the evaluation process.

If it is not possible and practical to do so, the Township will provide an explanation on request.

1.4 Information and Communication

Tehkummah is committed to meeting the communication needs of people with disabilities. We have consulted with people with disabilities to determine their information and communication needs. The Township will continue to update its website and ensure any new website and content conforms to WCAG 2.0, Level A. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way the Township of Tehkummah provides goods and services to people with disabilities can be made by email, verbally, written or by using the Feedback Form available on our website and at the Municipal Office service counter. All feedback will be directed to the Municipal Clerk-Administrator. Customers can expect a response within 30 days. Complaints will be addressed according to complaint categories already established in our organizations complaint management procedures. Alternate forms of the Feedback process documents are available on request. All publicly available information is made accessible upon request.

1.5 Employment

Recruitment, Assessment and Selection

The Township of Tehkummah shall notify employees and the public about the availability of accommodations for job applicants with disabilities.

- During the recruitment process when job applicants are individually selected to participate in an assessment or selection process.
- If a selected applicant requests an accommodation, the township shall consult with the applicant and provide and arrange for provision of suitable accommodations in a manner that takes into account the applicants accessibility needs due to disability
- Notify successful applicants of the policies for accommodating employees with disabilities.

Informing Employees of Supports

The township shall inform employees of its policies used to support its employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability:

- Provide the information required to new employees as soon as practical after they begin their employment.
- Whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

In addition, and where an employee with a disability requests it, the Township will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- Information that is needed in order to perform the employees job
- Information that is generally available to employees in the workplace and Consult with the employee making the request in determining the suitability of an accessible format or communication support.

Workplace Emergency Response Information

The Township 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 township is aware of the need for accommodation due to the employee's disability.
- If the employee who receives an individual workplace emergency response information requires assistance and with the employees consent, we shall provide the workplace emergency information to the person designated by the township to provide assistance to the employee;
- As soon as practicable after becoming aware of the need for accommodation due to the employee's disability
- Review the information when the employee moves to a different location in the organization, when the overall accommodation needs, or plans are reviewed and when the township reviews its general emergency response policies.

Documented Individual Accommodation Plans

The Township will develop a documented individual accommodation plan for each employee with a disability on an as required basis. The process may include:

- The participation of the employee the accommodation in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- Identification of the accommodation to be provided
- Timelines for the provision of accommodations
- The ways an employee can request an evaluation by an outside medical expert, or other experts (at the employers expense) to determine if accommodation can be achieved or how it can be achieved,
- The frequency with which the individual accommodation plan should be reviewed or updated determined, and how it should be done;
- The means of providing the accommodation plan in an accessible format based on the employees accessibility needs;
- The steps taken to protect the privacy of the employee's personal information;
- If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.

Return to Work Process

The Township of Tehkummah shall develop and have return to work processes in place for the employees who are absent from work due to a disability and require disability related accommodations, in order to return to work. The Township of Tehkummah will document these processes.

The return to work process shall include an outline of the steps the township will take to facilitate the employee's return to work and use documented individual accommodation plans (as described in Section 28 of the Regulation).

Performance, Management, Career Development, Redeployment and Advancement

The Township of Tehkummah will take into account the accessibility needs of employees with disabilities and/or individual accommodation plans of employees when:

- Using performance management processes
- Providing career development and advancement information
- Using redeployment procedures

1.6 Design of Public Spaces

The Township will meet the Accessibility Standards for the Design of Public Spaces when building new or making major modifications to public spaces. Public spaces may include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playground in provincial parks and local communities.
- Accessible on and off-street parking
- Service related elements like service counters, fixed queuing lines and waiting areas. Public buildings and facilities.

2 MUNICIPAL JURISDICTION:

2.1 Municipality

The Township of Tehkummah is situated in Northern Ontario on Manitoulin Island and is located on the south eastern end of the island. The Township of Assiginack borders to the east side and the Municipality of Central Manitoulin borders to the north and west side.

The Township of Tehkummah has population of approximately 436 (2016 Census Information) this number can increase to approximately 1200 when the seasonal residents return.

The town has a community hall which is leased by the Tehkummah Triangle Seniors Club. The Tehkummah Municipal Office as well as the Public Library is located at 456 Hwy 542A, Tehkummah. A marina, constructed in 1992-1993, located in south Baymouth, attracts

boaters from Canada as well as the United States. The Little Schoolhouse and Museum, located in South Baymouth, is a well-attended tourist attraction. John Budd Park used for overnight tenting has been landscaped to provide 9 trailer sites.

2.2 Address

The address of the Municipal Office is:
The Township of Tehkummah
456 Hwy 542A
PO Box 24
Tehkummah, Ontario
POP 2C0

2.3 Municipal History and Highlights

The Township of Tehkummah covers an area of approximately 132.48 sq. km. Within its borders lie the communities of Tehkummah and South Baymouth.

The Township has a Volunteer Fire Department and a First Response Team.

The Chi-Cheemaun is a ferry service which sails between Tobermory and South Baymouth from approximately May to November. This is one of the three connections (by water, land or air) to Manitoulin Island

Appendix A includes a complete listing of all Municipal Buildings and also indicates which of these buildings are open for use by the Public.

3 OTHER ORGANIZATIONS/AGENCIES PARTICIPATING:

The accessibility plan has been completed by the Township of Tehkummah and deals solely with the properties, practices and procedures within this township.

4 CONSULTATION ACTIVITIES:

For the initial 2003/2004 Plan, consultation with the Canadian National Institute for the Blind (CNIB) and several local residents. Verbal consultation took place with these groups.

There have been no formal consultations since the initial consultation in 2003/2004 although there have been general issues brought forward which have been incorporated in the plan. In 2020 staff will continue to improve the accessibility of the municipality and continue to address any issues or concerns identified by local citizens. Staff will continue to move forward to combat some of the targets identified as barriers to accessibility at our public facilities and in the workplace.

4.1 Summary of Information Collected

General and specific information collected during the entire consultation phase included

CNIB:

- 1/2 " lip of wheelchair ramps to assist persons with canes to identify
- Painting in contrasting colours
- Stairwells:
 - Stairs and stair nosing
 - Railings
- Large print and Braille signs positioned at face level for all access doorways, bathrooms etc.

5 PLAN DEVELOPMENT WORKING GROUP:

This plan was originally compiled by:

Barb Deforge – Deputy Treasurer

Email barbtwptehk@eastlink.ca

Phone 705-859-3293

Fax 705-859-2605

6 HISTORY OF INITIATIVES:

The Township completed a review of past construction and renovations and the following is a list compiled from that review.

Community	Building	Barrier	Description of work completed
Tehkummah	Community Hall	Physical and Architectural	Renovations were completed on the hall in approximately 1994. Building is accessible with a new wheelchair ramp (2006) and bathrooms were renovated to make them accessible.
Tehkummah	Municipal Office and Public Library	Physical and Architectural	Building is now accessible. Accessible parking only signage has been displayed. Washrooms and library were made accessible in 2016. Automatic door openers were installed on each outside entrance door in 2018. New Sidewalk and landing pad was installed in 2018
South Baymouth	Little Schoolhouse and Museum	Physical and Architectural	With the new addition completed in 2003 this building is fully accessible.
South Baymouth	Marina	Physical and Architectural	Building is accessible by sidewalks and a ramp.
Tehkummah	Municipal Garage and Fire Hall		Municipal use only
South Baymouth	Public Beach and Washrooms	Physical and Architectural	Accessible washroom available
South Baymouth	John Budd Park Washrooms	Physical and Architectural	Work was completed in 2015/2016 to make the showers and washrooms fully accessible.

7 OPERATIONAL REVIEW:

7.1 Review

In August 2003 the Municipal staff was asked to complete a survey of the municipally owned buildings with regards to accessibility issues. The barriers identified are listed below with additional barriers identified in a 2020 review (these will be highlighted in red)

7.2 List of Barriers Identified

The table below is a list of the barriers identified and some strategies for removing these barriers.

Building	Barrier	Type of Barrier	Strategy for Removal
Municipal Office & Public Library	No accessibility signage on building	Architectural and physical	Install accessibility signage. Accessible parking signage has been installed. Install an automatic door opener. This was completed in 2018.
	Tax bills are not designed for the visually impaired	Communication	This barrier requires further research due to the legislative requirements in order to comply with the Act.
	No website at this time	Technological	A website with the addition of text-only. The townships website was created in 2018.
Community Centre	Walkway uneven	Architectural	Walkway improvements completed in 2018.
South Baymouth Public Beach & Washrooms	Slight gradient increase and grass to access it	Architectural	Install a wheelchair ramp.

South Baymouth Marina		Physical and Architectural	Install automatic door openers on washroom doors.
Little Schoolhouse & Museum			See all buildings comment at the end of this table
All Township Buildings	Upgrade for visual impairment as per the CNIB recommendations	Communication	Municipal facilities require updated signage.
Fire Hall	Engineered Drawings Should be fully accessible.		Building was designed and constructed to be fully accessible.

8 DECISION MAKING REVIEW:

8.1 Review Standing

A review of all existing by-laws with respect to accessibility planning was completed in 2003.

8.2 Barriers Identified

The most significant finding is that the municipal office and the public library need signage for accessibility. This was addressed in 2010 when a handicap parking sign was installed at the municipal office.

The parking spaces will require the establishment of a municipal parking by-law. No other existing by-laws require revision.

Painting and signage for the visually impaired is an issue which needs to be addressed.

9 TARGETS AND ACTIONS/STATUS REP

The townships strategy to prevent and remove barriers and meet IASR requirements is being tackled through the identification of specific targets and by the actions and timelines developed to remove the barrier as seen in the table below, The current status of these strategies is also identified.

Target	Action	Status Report
Accessible Washrooms (architectural and physical barrier)	There is an accessible bathroom stall at the Tehkummah Community Hall. An improved design will be required to meet current Ontario Building Code upon major capital renovations at the facility.	N/A
Accessible entry to all public facilities.	Install accessible door systems at building entrances. Targeted for completion by the end of 2022.	Accessible door systems will need to be assessed.

10 ACCESSIBLE SELF-SERVE KIOSKS:

The Government of Ontario and all public sector organizations must build accessibility features into their kiosks. The need to consider the needs of all their customers and clients to make their kiosks accessible to the widest range of users,

The Township of Tehkummah does not currently use self -serve kiosks within the municipality. Future kiosk requirements should consider the following accessibility features to best meet the needs of their customers.

Technical – colour contrast on the display screen, extra time for people to complete tasks and voice activated equipment

Structural – height and stability of the kiosk, headset jacks with volume control and specialized keypads and keyboards.

The path to the kiosk -consider whether people with mobility aids, such as walkers or wheelchairs can easily access the kiosk.

APPENDIX A

List of Municipal Buildings

COMMUNITY	BUILDING	USAGE
Tehkummah	Community Hall	Public Use
Tehkummah	Municipal Office and Public Library	Public Use
Tehkummah	Garage for Public Works	Municipal Use only
South Baymouth	Little Schoolhouse & Museum	Public Use
South Baymouth	Marina	Public Use
South Baymouth	John Budd Park Washrooms	Public Use
South Baymouth	Public Beach Washrooms	Public Use
Tehkummah	Fire Hall	Municipal Use only
Tehkummah	Fire Hall – warming station	In event of emergency