



AODA Multi-Year Accessibility Plan

Accessibility at the Township of Alfred and Plantagenet

The Township of Alfred and Plantagenet strives to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving these same peoples an equal opportunity to access our services, thereby allowing them to benefit from the same services, in the same place and in a similar way as other citizens.

For comments and feedback regarding the way the Township of Alfred and Plantagenet provides services to people with disabilities, email the Clerk's Office at info@alfred-plantagenet.com or by phone at (613) 673-4797 ext. 225. To learn more about the Accessibility for Ontarians with Disabilities Act (2005) legislation and standards, visit the Accessibility Directorate of Ontario.

Township of Alfred and Plantagenet Multi-Year Accessibility Plan

This 2023-2027 accessibility plan outlines the policies and actions that the Township of Alfred and Plantagenet has already taken and/or will put in place to improve opportunities for people with disabilities with a focus on preventing and removing barriers to accessibility. This multi-year plan will be reviewed at least once every five years and will be posted on the Township of Alfred and Plantagenet's website in an accessible format. The multi-year plan is a living document which will be updated as required.

Statement of commitment

The Township of Alfred and Plantagenet is committed to treating all persons 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 accessibility requirements under the Accessibilities for Ontarians with Disabilities Act (AODA).

Accessible Emergency Information

The Township of Alfred and Plantagenet strives to provide our citizens with publicly available emergency information in an accessible way when possible or upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.



Training

The Township of Alfred and Plantagenet will provide training to employees 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 our staff members. The following steps have been taken to make sure existing feedback processes are available to people with disabilities upon request.

- Employees have or will receive training on the Township of Alfred and Plantagenet's Customer Service Policy and the AODA.
- Employees will receive training on the Human Rights Code as it relates to people with disabilities.
- Training will be provided on any changes to the prescribed policies on an ongoing basis.

Employees receiving training will be required to sign off for the purpose of tracking and records.

Information and Communications

The Township of Alfred and Plantagenet is committed to meeting the communication needs of persons with disabilities. We have worked with our vendor to ensure that our website is WCAG 2.0 Level AA compliant and are working to ensure that the content is as well. We have taken the steps to make sure all publicly available information is made available upon request:

- Publicly available information will be available in at least 2 formats. For example, material provided in a written format can also be provided verbally.
- We will accommodate any requests for alternate formats of information in a reasonable delay.

Feedback

The following feedback processes are available to people with disabilities:

- All feedback and inquiries will be accepted through written (email or letter) or verbal (telephone) or other formats if these do not meet the needs of an individual.
- A response using the requested format will be provided within reasonable delay.



Employment

The Township of Alfred and Plantagenet is committed to fair and accessible employment practices. People with disabilities will be accommodated during the recruitment and assessment process and when hired

The Township of Alfred and Plantagenet will communicate its fair and accessible employment practices to staff and the public.

- Hiring managers will be informed via documentation on accommodating throughout the recruitment process.
- Job postings will include contact information for applicants requiring accommodation within the recruitment process and will indicate that job and workplace accommodations are available upon request.
- During the recruitment process, the Township of Alfred and Plantagenet shall notify job applicants, when they are individually selected, that accommodations are available upon request in relation to the materials or processes to be used. The Human Resources Officer or substituting authority will provide support to Managers responding to accommodation requests.
- If a selected applicant requests and accommodation, suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability will be arranged.

Design of Public Spaces

The Township of Alfred and Plantagenet will continue to meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Currently, many of our public spaces are made accessible through:

- Accessible washrooms
- Accessible parking spaces
- Accessible doorways and automatic opening doors
- Lower counters to facilitate accessible devices
- Ramps for assistive mobility devices

The Township of Alfred and Plantagenet will notify the public of any service disruptions in accessible parts of our public spaces and will offer alternative services.

For More Information

For more information on this accessibility plan, please contact the Clerk's Office at (613) 673-4797 ext. 225 or email info@alfred-plantagenet.com.