



## Corporation of the Town of Orangeville 2013 - 2018 Accessibility Plan

General Deliverables	Proposed Implementation Date	Completion Date	Legislated Date for Large Public Sector (January)
<b>Policies &amp; Procedures</b>			2013
Create Policies with Statement of Organizational Commitment in written form	2013	2013	2013
Approval and Sign off	2013	2013	2013
Make available to the Public	2013	2013	2013
Available in Alternative Formats - upon request	2013	2013	2013
<b>Accessibility Plan - Multi Year</b>	<b>ALL DEPTS</b>	2013	2013
Accessibility Plans in Consultation with persons with disabilities and AAC (Accessibility Advisory Committee) if established	2013	2013	2013
Accessibility Plans - Post to web	2013	2013	2013
Prepare an Annual Status Report and post	2013	2013	2013
Provide in alternative format	2013	2013	2013
Review every 5 years	2013	2013, 2018	2013, 2018
<b>Procuring or Acquiring Goods or Services - develop procedure for this</b>	Dec-13		2013
If not practicable provide an explanation - create template			2013
<b>Accessibility Self Service Kiosk - incorporate</b>	2013	2013	2013
<b>Accessibility Self Service Kiosk - have regard for</b>	2013	2013	2013
<b>Training - All employees &amp; volunteers, policy developers, those providing goods or services on behalf of organization regarding IASR and Human Rights Code</b>	Jun-13	Dec-13	2014
Decide on training delivery	Jun-13		
Create schedule for current staff and new staff	Jun-13		
Training completed	Jun-13	Dec-13	2014



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Information & Communications	Proposed Date for Implementation	Date of Completion	Legislated Date for Large Public Sector (January)
Emergency Procedure Plans or Public Safety Information - Make available to public <b>Emergency Response Co-ordinator at Dufferin County to provide to Town</b>	2012	2012	2012
<b>Feedback</b> - accessible upon request * <b>Currently the Customer Service Feedback Form is accessible, going forward as of Jan.1, 2014 the entire corporate site will be accessible and therefore all forms on site will be accessible.</b>	31-Dec-13		2014
<b>Accessible formats and communication supports</b> upon request (timely manner, no cost charged to other persons)	Roll Out Summer/Fall 2013		2015
Create <b>inventory of current documents</b>	Spring 2013 - ongoing		
Create <b>document renewal plan</b>	Spring 2013 - ongoing		
Create <b>Strategic Communication Plan</b> -create processes for flow of documents, who creates source documents, who ensures pdf's are accessible, who checks for accessibility before posting to website, decide on corporate wide fonts, staff training on accessible document creation, analysis of website content and new content	<b>Communication Plan Development:</b> Winter 2012 - Summer 2013 <b>Training Staff:</b> Summer - Fall 2013		
Website New Content WCAG 2.0 Level A	31-Dec-13		2014
All internet <b>websites</b> and web content WCAG 2.0 Level AA backdated to 2012	Ongoing until December 2020		2021



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Employment	Proposed Date for Implementation	Date of Completion	Legislated Date for Public Sector (January)
<b>HR Staff to develop deliverables and processes</b> for below:			
<b>Workplace Emergency Response Process</b>	Jun-12	ongoing	2012
Review current <b>Job Descriptions</b> - skill sets and abilities required to perform job	under review		
<b>Recruitment</b> - notify employees and public regarding availability of accommodation	Nov-11	ongoing	2014
Notify applicant - availability of <b>accommodation</b> upon request for assessments or selection process	Nov-11	ongoing	2014
Inform employees of policies regarding <b>job accommodations</b>	Nov-13	Nov-13	2014
<b>Accessible formats and communication supports</b> available to perform job	on request		2014
Have a Documented Individual Accessibility Plan ( <b>IAP</b> )	on request		2014
Have a <b>Return to Work Process</b>	May-12	May-12	2014
<b>Performance Management</b> takes into account accessibility needs	Nov-13	Nov-13	2014
<b>Career Development and Advancement</b> Process takes into account accessibility needs	under review		2014
<b>Redeployment</b> process takes into account accessibility needs	under review		2014



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Transportation Standard	Proposed Date for Implementation	Date of Completion	Legislated Date for Large Public Sector (January)
Provide <b>Pre-Boarding Route</b> or Destination <b>Announcements</b> and On-Board Announcements, upon request	2011	2011	2011
If <b>accessible equipment</b> on vehicle <b>not functioning</b> and equivalent service cannot be provided, reasonable steps taken to provide accommodation and repair asap.	2011	2011	2011
Ensure <b>equal fees</b> - will not be charged a higher rate.	July, 2011	July, 2011	July, 2011
Ensure <b>Storage of Assistive Devices</b> : within reach of passenger. If not possible stow in baggage compartment. Operator stores, secures and returns assistive device without causing damage or jeopardizes safety of passengers. No fee for storage.	2011	2011	2011
Ensure taxi cabs not charging a higher fare or an additional fee for storage of mobility devices.	2011	2011	2011
Ensure any taxi cabs licenced by Town of Orangeville have vehicle registration and identification on rear bumper	2012	2012	2012
Establish, implement and maintain documented <b>emergency preparedness</b> and response policy for safety of people with disabilities and make available to public, and in an accessible format upon request. The communications department will convey the information on an as-required basis.	2012	2012	2012
Make <b>available to the Public</b> current information on accessibility equipment and features of vehicles, routes and services	2012	2012	2012
Make sure <b>Operators aware of responsibilities</b> : deploy lifting devices, ramps or portable bridge plates, ensure adequate time to safely board and deboard and assist if requested, safe and careful storage of mobility aids or mobility devices, allow person to travel with a medical aid.	2012	2012	2012



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Ensure clearly marked <b>courtesy seating</b> for persons with disabilities located as close as practicable to entrance door. Sign will include passengers must vacate courtesy seating if required by person with a disability.	2012	2012	2012
Develop a <b>communications strategy</b> designed to inform the public about the purpose of courtesy seating.	2012	2012	2012
Allow people with disabilities to <b>enter or exit</b> at closest available <b>safe location</b> that is not on an official stop (determined by operator in consideration of preference of passenger with disability)	2012	2012	2012
Provide <b>Public Consultation annually</b> with people with disabilities to participate and review Accessibility Plan and provide feedback on conventional transportation and specialized transit requirements; progress for estimating demand of specialized transit and steps taken to reduce wait times; progress to meet accessible taxi needs; progress to ensure number of accessible bus stops and shelters.	2014		2014, 2015, 2016, 2017 and 2018
Identify a process for managing, evaluating and taking action on <b>customer feedback</b>	2013		2013
Create a procedure; if <b>accessibility equipment not functioning</b> and equivalent service can not be provided what are the reasonable steps for accessibility equipment failures on their respective types of vehicles and alternative service that will be provided.	2013	2013	2013
Process for Operators to report to appropriate authority when <b>transit stops are temporarily inaccessible</b> or have a temporary barrier.	2012	2012	2013



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When a <b>route</b> or scheduled service is <b>temporarily changed</b> , and change known in advance of commencement of trip, make available alternate accessible arrangements to transfer persons with disabilities to their route of destination and that information is communicated in a manner that takes into account their disability.	2013	2013	2013
Ensure <b>fare payment options</b> - if cannot use payment option, provide alternative	2013	2013	2013
If someone is unable to use conventional transit, provide <b>alternative accessible method of travel</b> except where not practicable to do so.	2013	2013	2013
Municipality consults with AAC, public & pwd re development of construction of acc. Design criteria for <b>construction or replacement of Bus stops and shelters</b>	2013	2013	2013
Every Municipality identifies <b>planning accessible bus stops &amp; shelters</b>	2013	2013	2013
Every municipality consults with AAC, pwd and public to determine <b>on-demand accessible taxicabs</b> required in community	2013	2013	2013
<b>Progress made</b> toward meeting the need for <b>accessible taxicabs</b> in its accessibility plan	2013	2013	2013
<b>New buses</b> manufactured after January 1, 2013 shall incorporate: grab bars, slip resistant and minimal glare floors and carpeted surfaces, allocated mobility aids, stop requests and emergency response controls, lighting features, signage, lifting devices, coloured strips on steps that have uniform riser heights and tread depths and slip resistant, indicators and alarms as laid out in policies.	2013	2013	2013



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Ensure <b>no fare</b> charged for <b>support person</b> accompanying person with a disability	2013	2013	2014
Ensure <b>Staff Training</b> : Safe Use of accessibility equipment and features, acceptable modifications to procedures for temp barriers, equipment or vehicle failure, emergency preparedness and safe deploying of devices, ramps and plates and safe storage of assistive devices and equipment.	2013	2013	2014
Provide <b>Pre-Boarding Route</b> or Destination <b>Announcements</b> and <b>On-Board Announcements, electronically</b>	2017		2017



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Public Spaces	Proposed Date for Implementation	Date of Completion	Legislated Date for Large Public Sector (January)
Incorporate the <b>Design of Public Spaces</b> on newly developed or redeveloped recreational trails and beach access routes, outdoor public use eating areas, outdoor play spaces, exterior paths of travel, accessible parking and service related elements	2013	2016	2016
If developing <b>recreational trails consult with public</b> , persons with disabilities and municipal AAC if there is one	2013	2016	2016
Provide <b>maintenance and restoration</b> of public spaces	2013	2016	2016
Develop <b>procedures for preventative and emergency maintenance</b> of accessible elements in public spaces	2013	2016	2016
Develop <b>procedures</b> for dealing with <b>temporary disruptions</b> when accessible elements under public spaces not working	2013	2016	2016
<b>Report</b> every three years	ongoing		2016