

2019 Accessibility Status Report

The 2019 Accessibility Status Report is an annual update that the Town of Greater Napanee provides on the measures taken to improve accessibility and implementation of the Province's accessibility requirements.

Awareness

The Town launched in 2018 an "Accessibility Matters" campaign throughout the year, highlighting the Accessibility for Ontarian's with Disabilities Act (AODA) each month.

- Disability Sensitivity
- Universal Symbol of Accessibility
- A Way with Words
- Accessible Parking
- Outdoor Play Spaces
- Service Animals
- Alternate Formats & Communication Supports
- Signage
- Event/Meeting Planning
- Change the Perception

In 2020, continue with the initiatives that are in place for this campaign.

In addition, emphasis was placed on acknowledging "National Accessibility Week" in May and the "International Day of Persons with Disability," in December.

Throughout the Accessibility Awareness Campaign ads were promoted in the newspaper, on the radio, on the website and on our social media feeds. There were videos, contests and opportunity to hear feedback from the public. It is our hope that the information encouraged conversations, triggered thoughts and improved one's knowledge on "accessibility." Recognize that disabilities aren't always visible and physical attributes. Disabilities affects all our lives. At home, at school, at work, where we live, where we do business, where we play. Let's keep working toward a fully accessible Greater Napanee.

Customer Service

- **All employees** of the Town of Greater Napanee, full-time, part-time, volunteers, committee members, and placement students complete Customer Service training prior to commencing work. Compliance Coordinator will ensure that all staff training records to this regard are up to date and filed.
- The Public's is welcomed to voice any concerns or requests for improving accessibility by way of our Feedback form which is available at all of our Town facilities and the Town's website.
- Encourage staff to notify supervisors/co-workers if they should require assistance for both temporary and long-term disability during emergency evacuation.

Information and Communication

- The Town of Greater Napanee provide accessible formats and communication support on request, as per the policy.
- The Town Staff makes every effort to provide information/document for the Accessible Community.

Employment

- Human Resources ensures that prospective internal and external job applicants are made aware throughout the application and competition process that we will provide accommodation, upon request, for persons with disabilities.
- Make every reasonable attempt possible, to the point of undue hardship, to accommodate employees with permanent medical restrictions or with temporary medical restrictions/conditions that restrict or impair an individual on a short-term basis.
- Ensure that all employees are aware of their right to accommodation and facilitate the process for the return to work of employees with permanent, long-term or temporary disabilities into the work environment in a safe and timely manner.

Transportation

- As per the Fees Bylaw the Town ensures there is no additional charge for persons with disabilities and for the transportation of mobility aids and assistive devices.

Design of Public Spaces

- Additional tactile and way finding signage has been ordered and will continue to be put throughout Municipal facilities.
- Public Access door at **SPC Physiotherapy entrance**. Installation of power opener to be installed in 2020. Not required under the Ontario Building Code recommended by Compliance Coordinator and Recreational Services Coordinator.

Training

- All full-time, part-time and contract staff have completed the training requirements of the Integrated Accessibility Standards Regulation and the Human Rights Code as it pertains to persons with disabilities.
- Will continue with training for Committees of Council and volunteers, as well as any new staff with the Town of Greater Napanee. Ensure all staff training is current and filed accordingly.

Compliance

Accessible compliance reports are required to be submitted every 2 years to the Accessibility Directorate of Ontario. 2019 Compliance Report was respectfully submitted December 16, 2019 as requested by Ministry for Seniors and Accessibility. Awaiting Compliance review and approval.

The Town of Greater Napanee is committed to moving forward on this pathway to accessibility, creating spaces and services that everyone can use. We will continue to educate, identify and make improvements where possible.

Accessibility not only helps people with disabilities, it benefits everyone.