

DATE: September 19, 2022

REPORT NO: C-06-2022

SUBJECT: **Approval of the Multi-Year Accessibility Plan**

CONTACT: Joanne Scime, Director of Legislative Services/Clerk

OVERVIEW:

- To adopt a Multi-Year Accessibility Plan which will address compliance requirements of O. Reg. 191/11, as amended for 2018-2023

RECOMMENDATION:

1. That, Recommendation Report C-06-2022, regarding “Approval of the Multi-Year Accessibility Plan”, dated September 19, 2022, be received; and,
2. That, the 2022-2026 Multi-Year Accessibility Plan attached as Schedule A to this report, be and is hereby approved.

ALIGNMENT TO STRATEGIC PLAN:

Theme #4, #5 & #6

- **Strategic Objective #4 – Local Attractions**

Improving local parks and trails, playgrounds and explore new opportunities for programming and sports events as well as reinvigorate community halls, through facility upgrades, new partnerships to ensure greater access to community programming and events.

- **Strategic Objective #5 – Community Health and Safety**

A safe community where all residents are supported to thrive throughout their lives.

- **Strategic Objective #6 – Efficient, Fiscally Responsible Operations**

Use sustainable, innovative approaches and partnerships to streamline processes, deliver services and manage infrastructure assets. Implement new software and programs to modernize service delivery, such as online registration and payment, online mapping, by-law issues and water and wastewater administration. Investigate improved branding for West Lincoln and develop a strategy to increase communication with residents and promote local activities, attractions and events. Develop streamlined customer service to ensure the Township continues to achieve responsive resolutions of requests as volume increases. Explore innovative systems and approaches to scale service delivery as the community grows.

BACKGROUND:

Since 2002, the Township of West Lincoln has participated as a member of the Joint Accessibility Advisory Committee which now includes seven participating municipalities being Lincoln, West Lincoln, Pelham, Thorold, Niagara-on-the-Lake, Grimsby and Port Colborne.

In July, 2016, the Township adopted Policy # POL-C-01-16 entitled “Accessibility Policy” which repealed the policy that had previously been adopted and implemented in 2012 as required by Provincial legislation.

Policy POL-C-01-16 incorporates and implements all the requirements of both the Accessible Customer Service Standard and the Integrated Accessibility Standards (Information and Communication, Employment and Transportation), Ontario Regulation 429/07 and Ontario Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Part of the Accessibility Policy requires that we must prepare and adopt a multi-year accessibility plan and follow up with annual progress reports (see extract from policy below).

4.0. MULTI-YEAR ACCESSIBILITY PLAN AND ANNUAL PROGRESS REPORTS

The municipality will draft and make public a Multi-Year Accessibility Plan to address compliance requirements of O. Reg. 191/11. The Multi-Year Plan will replace the municipality’s Annual Accessibility Plan and will be made public by January 1, 2018. The municipality will also draft and make public annual progress reports outlining steps taken to meet the goals and objectives of the Multi-Year Plan. The Multi-Year Plan Progress Report will be made public by January 1 of each year.

CURRENT SITUATION:

Under the Accessibility for Ontarians with Disabilities Act, 2005, Ontario Regulation 191/11 (Integrated Accessibility Standard) public and private sector organizations in the Province of Ontario must develop a multi-year accessibility plan to identify and address barriers to information and communication, employment, transportation and customer service for people with disabilities. The Joint Accessibility Advisory Committee of Lincoln, West Lincoln, Pelham, Thorold, Niagara-on-the-Lake, Grimsby and Port Colborne (JAAC) is pleased to present its 3rd Multi-Year Accessibility Plan (2022-2026).

Accessibility provides the municipalities with an opportunity to provide excellence in customer service and an accessible experience to all citizens. The municipalities remain committed to meeting the accessibility needs of their citizens and staff.

This plan identifies the steps the municipalities have taken and will continue to take to ensure their goods, services are accessible to all people of all abilities as well as achieve compliance with the Accessibility Standards according to legislated timelines.

FINANCIAL IMPLICATIONS:

Financial implications in implementing the 2022-2026 Multi-Year Accessibility Plan include costs associated with providing alternate formats upon request. These costs are difficult to project as they are accommodated on a case-by-case basis. Costs associated with policy and training development are also included in the JAAC Consultant and JAAC operational budget.

INTER-DEPARTMENTAL COMMENTS:

This report has been reviewed by the CAO, who has indicated no concerns.

CONCLUSION:

It is recommended that the attached 2022-2026 Multi-Year Accessibility Plan be approved.

Prepared & Submitted by:



**Joanne Scime,
Director of Legislative Services/Clerk**

Approved by:



**Bev Hendry,
CAO**