



Walkerton Clean Water Centre Multi-Year Accessibility Plan

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Background

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA), which requires that Ontario be an accessible province by 2025. AODA contains accessibility standards in the areas of Customer service, Information and communications, Employment, Transportation, and The built environment. These standards aim to identify, prevent and remove barriers to accessibility for public, private and non-profit organizations.

In 2008, the Customer Service Standard was the first accessibility standard to become law. Designated public sector organizations were required to comply by January 1, 2010.

The Integrated Accessibility Standards Regulation (IASR) includes standards for Information and communications, Employment and Transportation. This regulation came into effect on July 1, 2011 and is now law. IASR requirements will be phased in over time between 2011 and 2021. The standard for the Built Environment has been combined with the IASR and is now referred to as the Design of Public Spaces Standard (DPSS). DPSS came into effect in December 2012 and is now law.

Statement of Commitment

Walkerton Clean Water Centre (the Centre) 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 accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

The Centre is committed to providing our clients and customers with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

The Centre will provide training to employees, board members, volunteers and all other persons who provide goods and services on behalf of the Centre 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 each person.

The Centre will take the following steps to ensure the required training is provided to meet Ontario's accessibility laws:

- All board members, employees, volunteers and persons who provide goods and services on behalf of the Centre were provided with AODA training prior to January 1, 2015.
- All new employees will be provided with AODA training within one week of commencing employment for the Centre.
- All new board members, volunteers and persons who provide goods and services on behalf of the Centre will be provided with AODA training within one month of commencing service for the Centre.

Procurement

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

- All requests for bids and Centre contracts will have an accessibility obligation and requirements clause for vendors.
- Review purchasing practices and advise all Centre staff of the need to take accessibility of goods, services and facilities being purchased into consideration during procurement.

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

Information and Communications

The Centre is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

The Centre will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A.

- All new websites and web content will be assessed and evaluated for accessibility to ensure conformance with WCAG 2.0, Level A.

The Centre will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request.

- The Centre's customer feedback processes allow for multiple types of communication such as email, telephone, Bell Relay Service, regular mail and in person.
- All accessibility related inquiries are forwarded to Human Resources for review and resolution.

The Centre will take the following steps to ensure all publicly available information is made accessible upon request by January 1, 2016, to the extent possible.

- All Centre employees received AODA training.
- Requests for accessible information will be directed to Human Resources for review, and accessible formats will be made available where practical.

The Centre will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 21, 2021.

- Conduct accessibility reviews of all websites prior to launch.
- Conduct review of current and new web content to ensure conforms with WCAG 2.0, Level AA prior to January 2021.

Employment

The Centre is committed to fair and accessible employment practices and will take the following steps to notify public applicants and employees that, when requested, will accommodate people with disabilities during the recruitment and assessment process.

- All internal and external job postings will state “Under the Human Rights Code, WCWC will provide accommodation in the recruitment and selection process if requested.”
- Review existing policies and procedures and where necessary, augment processes for people with disabilities.

The Centre will take the following steps to develop and put in place a process for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability.

- Review existing policies and procedures and if necessary, augment processes for people with disabilities on the development of accommodation plans and return to work processes.

The Centre will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if using performance management, career development, and redeployment processes.

- Review existing policies and procedures and amend where necessary.

The Centre will take the following steps to prevent and remove other accessibility barriers identified.

- Conduct regular review of Centre to identify barriers.
- Where barriers are identified, take all practical means to remove the barrier.

Design of Public Spaces (formerly the Built Environment)

The Centre is a leased facility from Infrastructure Ontario (IO). When built in 2009, the Centre was built in accordance with the Ontario building code and met the accessibility requirements. The Centre will ensure that when building any new structures or during major renovations to public spaces, we will meet the Accessibility Standards for the Design of Public Spaces. Public spaces include sidewalks, ramps, stairs, rest areas, accessible off street parking, and self-service related areas such as service counters and waiting areas.

For More Information

For more information on this accessibility plan, please contact Human Resources at the Walkerton Clean Water Centre:

Phone: (519) 881-2003

1-866-515-0550

Fax: (226) 436-2045

Email: HRcontact@wclc.ca

Alternative accessible formats of this document are available free upon request by contacting the Centre.