

**THE CORPORATION OF THE  
MUNICIPALITY OF TEMAGAMI**

**BY-LAW NO. 13-1163**

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**Being a by-law to adopt a General Accessibility Policy and a Multi-Year Accessibility Plan  
for the years of 2013 to 2018 for the Municipality of Temagami.**

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**WHEREAS** under Section 8. (1) (a) and (b) of the Municipal Act, 2001, S.O., 2001, c.25, as amended, the powers of a municipality under this or any other Act shall be interpreted broadly so as to confer broad authority on the municipality to enable the municipality to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues.

**AND WHEREAS** the Council of the Municipality of Temagami deems it desirable to adopt a General Accessibility Policy governing how it achieves or will achieve accessibility to meet the requirements of Ontario Regulation 191/11, made under the Accessibility for Ontarians with Disabilities Act, 2005;

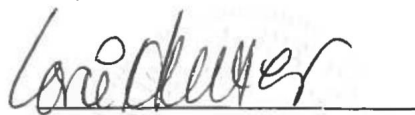
**AND WHEREAS** the Council of the Municipality of Temagami deems it desirable to adopt a Multi-Year Accessibility Plan, outlining our strategy to meet the requirements of Section 4 of Ontario Regulation 191/11, made under the Accessibility for Ontarians with Disabilities Act, 2005 and has consulted with persons with disabilities concerning the plan;

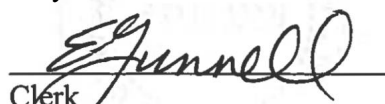
**NOW THEREFORE the Council of the Corporation of the Municipality of Temagami hereby enacts as follows:**

1. That the Municipality hereby adopts the GENERAL ACCESSIBILITY POLICY attached hereto as Schedule "A" and forming part of this bylaw;
2. That the Municipality hereby adopts the MULTI-YEAR ACCESSIBILITY PLAN for the years of 2013 - 2018 attached hereto as Schedule "B" and forming part of this bylaw;
3. That the Accessibility Plan adopted by Council in October 2003 by resolution 03-106 is hereby replaced.
4. That the Clerk of the Municipality of Temagami is hereby authorized to make minor modifications or corrections of a grammatical or typographical nature to the by-law and schedules, after the passage of this by-law, where such modifications or corrections do not alter the intent of the by-law.
5. This bylaw shall come into force and take effect upon final passing thereof.

TAKEN AS READ A FIRST time on this 4<sup>th</sup> day of December 2013.

READ A SECOND AND THIRD time and finally passed this 4<sup>th</sup> day of December 2013.

  
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Mayor

  
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Clerk

**The Corporation of the Municipality of Temagami  
Schedule “A” to Bylaw 13-1163**

**General Accessibility Policy Document  
Adopted by Council on December 12,2013.**

**LEGISLATION:**

Ontario Regulation 191/11 made under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires that Municipalities develop, implement and maintain policies governing how they achieve or will achieve accessibility through meeting its requirements referred to in that Regulation. Municipalities are also required to prepare one or more written documents describing these policies.

**STATEMENT OF COMMITMENT:**

The Corporation of the Municipality of Temagami exists to serve its residents and those who come to experience the area. We are dedicated to creating and maintaining a balance between the global attraction of Temagami’s wilderness and a successful business community. We are also dedicated to achieving the sustainable development of the Temagami area’s natural resources, while conserving and ensuring the area’s natural heritage and ecological diversity.

In fulfilling our mission, the Municipality of Temagami (hereinafter referred to as “the Municipality”) strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our facilities and services and allowing them to benefit from the same services, in the same place and in a similar way as other residents and visitors. The Municipality is committed to meeting the need for accommodation for its employees and prospective employees with disabilities. These commitments include meeting the accessibility needs of persons with disabilities in a timely manner to the extent that is feasible under the circumstances.

**IMPLEMENTATION:**

The Municipality will continue to establish and maintain policies, practices, and procedures that are consistent with the accessibility standards established under the AODA, including in the areas of accessible customer service, information and communication, employment, transportation, and the built environment.

The Municipality shall adopt a Multi-Year Accessibility Plan before January 1,2014 and shall use this plan to guide the implementation of this policy.

**DESCRIPTION OF POLICIES IN SPECIFIC AREAS:**

**Customer Service**

The Municipality has an Accessible Customer Service Policy that was passed by By-law 09-872 on September 10,2009, which meets current requirements.

## **Information and Communications**

The Municipality does not currently have any written policies in this area. The Municipality acknowledges, however, that information and communications are a large part of our daily business and that there is a need to ensure that information and communications are created and presented in a way that considers accessibility. The Municipality makes reasonable efforts based upon the needs of the community and upon request within the constraints of being a small, northern and rural community. Reasonable efforts take into consideration the availability of the service requested, the relative cost compared to the overall Municipal budget, and best practices recognized by similar rural municipalities and Provincial regulation.

## **Employment**

The Municipality has a Hiring Policy that was passed by By-law 10-950 on November 25, 2010. Section 4.9 of this policy addresses the requirements of the Ontario Human Rights Code, consideration of persons with disabilities for employment, and making accommodations to satisfy the needs of applicants and employees who have disabilities.

The Municipality is currently drafting a Performance Management Policy, which shall address the need take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, with regard to performance management and career development and advancement.

The Municipality shall develop a written policy regarding supports for employees with disabilities on or before January 1, 2015.

## **Transportation**

The Municipality does not provide public transit. The Municipality has a by-law 12-1088 to licence and regulate taxi-cabs passed on November 1, 2012 and amended by By-law 13-1155 on November 21, 2013. The Municipality does not currently have any licensed taxi-cabs.

## **Built Environment**

The Municipality does not currently have any written policies or procedures regarding accessibility and the built environment. The Municipality does, however, ensure that all new construction and major renovations to Municipal property and buildings meet the current accessibility requirements in the Ontario Building Code. The Municipality shall develop written procedures for dealing with temporary disruptions when accessible elements required under O. Reg. 191/11 are not in working order on or before January 1, 2016.

## **DOCUMENTS TO BE PUBLICLY AVAILABLE:**

The Municipality posts its by-laws upon our website at [www.temagami.ca](http://www.temagami.ca) and will make them available in alternate format upon request within a reasonable period of time. Upon adoption of this Policy Document, it shall be posted on our municipal website and made available in an accessible format upon request, as specified above.

**The Corporation of the Municipality of Temagami  
Schedule “B” to Bylaw 13-1163**

**Multi-Year Accessibility Plan  
2013-2018**

## **1. Introduction**

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025. This Act is expected to improve opportunities for people with disabilities and to provide for the identification, removal and prevention of barriers to their full participation in life in the Province.

Under the AODA, all municipalities have a legal obligation to prepare a multi-year accessibility plan as set out in Section 4 of the Integrated Accessibility Standards Regulation (IASR) O. Reg. 191/11 as follows:

### **Accessibility plans**

**4. (1)** The Government of Ontario, Legislative Assembly, designated public sector organizations and large organizations shall,

- (a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation;
- (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and
- (c) review and update the accessibility plan at least once every five years.

**(2)** The Government of Ontario, Legislative Assembly and designated public sector organizations shall establish, review and update their accessibility plans in consultation with persons with disabilities and if they have established an accessibility advisory committee, they shall consult with the committee.

**(3)** The Government of Ontario, Legislative Assembly and designated public sector organizations shall,

- (a) prepare an annual status report on the progress of measures taken to implement the strategy referenced in clause (1) (a), including steps taken to comply with this Regulation; and
- (b) post the status report on their website, if any, and provide the report in an accessible format upon request.

Integrated Accessibility Standards Regulation (IASR) includes accessibility standards in: information and communications; employment; transportation; and the built environment. It is in addition to Ontario Regulation 429/07 with respect to accessible customer service.

The Municipality of Temagami is classed as a “small designated public sector organization” as defined in O. Reg. 191/11 and as such is required to meet the requirements of the regulation by complying by the dates prescribed for that class of organization. This Plan outlines the specific steps that the Municipality of Temagami intends to take to meet these requirements on or before the prescribed dates.

## **2. Statement of Commitment**

The Corporation of the Municipality of Temagami exists to serve its residents and those who come to experience the area. We are dedicated to creating and maintaining a balance between the global attraction of Temagami’s wilderness and a successful business community. We are also dedicated to achieving the sustainable development of the Temagami area’s natural resources, while conserving and ensuring the area’s natural heritage and ecological diversity.

In fulfilling our mission, the Municipality of Temagami (hereinafter referred to as “the Municipality”) strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our facilities and services and allowing them to benefit from the same services, in the same place and in a similar way as other residents and visitors.

The Municipality is committed to excellence in serving all residents and visitors including people with disabilities and we will carry out our functions and responsibilities in the following areas:

- General requirements
- customer service
- information and communications
- employment
- transportation
- built environment

This document outlines the specific steps in accordance with Ontario Regulation 11/191 that the Municipality is taking and plans to take to improve opportunities for persons with disabilities within our community.

### **3. Measures to Identify, Remove and Prevent Barriers: Status Report for Items Planned or Accomplished in the Year 2013**

#### **3.1 CUSTOMER SERVICE**

The Municipality passed By-law 09-872, being a by-law to adopt an Accessible Customer Service Policy for the Municipality, on September 10, 2009. In 2013, the Municipality has continued to train new employees, volunteers and members of Council in Accessible Customer Service in accordance with our Policy and Ontario Regulation 429/07.

#### **3.2 INFORMATION AND COMMUNICATIONS**

The Municipality provides information in accessible formats, as soon as practicable, upon request whenever possible. The Municipality has posted our Municipal Emergency Plan on our website and recognizes the requirement to provide this information in accessible formats as soon as practicable upon request.

The Temagami Public Library provides accessible materials, such as large print materials, e-books, audio books, and a Daisy Reader. The Temagami Public Library makes information about the availability of accessible materials publicly available, and provides this information in accessible formats, upon request.

#### **3.3 EMPLOYMENT**

The Municipality is not aware at present of any employees who have disabilities that require the Municipality to provide individualized workplace emergency response information. The Municipality is aware of this requirement, and this information will be provided as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.

#### **3.4 TRANSPORTATION**

The majority of the Transportation Standard does not apply to the Municipality, since the Municipality does not provide public transit. The Municipality does, however, have a by-law to permit the licensing of taxicabs, but at present has none licensed. The Municipality has incorporated into its taxicab by-law the conditions relating to accessibility that apply to the operation of taxicabs. All future licensing of taxicabs shall meet these conditions.

#### **3.5 BUILT ENVIRONMENT**

Although the Municipality is not obligated to meet the requirements for this standard until January 1, 2016, the Municipality has commenced implementing it. In 2013, the Municipality did a revitalization of the waterfront and dock area by the Welcome Centre Building at 7 Lakeshore Drive. This area is a public space used by people coming into town by boat, as a public recreation area and as a community gathering area. The Municipality incorporated accessibility improvements to the design and

implementation of this project. The downstairs of the Welcome Centre Building was also renovated in 2013 to provide an exterior doorway to both the lower floor of the Welcome Centre and to the Public Library space that meets current accessibility standards. The downstairs public washrooms in the Welcome Centre were also renovated to meet current accessibility standards to the extent permitted by the physical constraints of the building.

#### **4. Measures to Identify, Remove and Prevent Barriers: Planned for the Years 2014 to 2018**

##### **4.1 Our Statement of Commitment:**

The Municipality endeavours to follow best practices to demonstrate our commitment to accessibility for our employees and the public we serve in our services, products and facilities.

In the years 2014 to 2018, the Municipality is planning to undertake the activities described below.

##### **4.2 CUSTOMER SERVICE (O. Reg. 429/07)**

The Municipality is committed to ensuring that people with disabilities continue to receive accessible goods and services from us.

The Municipality will continue to enhance manager and employee awareness of the Accessibility Standards for Customer Service by continuing to include the Ontarians with Disabilities Act and Accessibility for Ontarians our Municipal Accessible Customer Service Policy in the Employee Orientation process and whenever there is a change to the policy or legislation.

Timeframe: Ongoing throughout 2014 - 2018.

*The following Items Refer to O. Reg. 191/11.*

##### **4.3 GENERAL REQUIREMENTS**

The Municipality will adopt a written policy on how the Municipality achieves and will in future achieve accessibility through meeting its requirements referred to in Regulation. O. Reg. 191/11. This policy shall be in addition to the Accessible Customer Service Policy adopted the 10th day of September, 2009 by By-law 09-872.

**Timeframe:** Policy document will be adopted before January 1, 2014.

The Municipality shall incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. The Municipality shall ensure a statement to this effect in its purchasing by-law when amended.

**Timeframe:** Purchasing By-law in late 2013 or early 2014. Practice shall be ongoing throughout 2014-2018.

The Municipality does not currently have any plans to design, procure or acquire any self-service kiosks. The Municipality acknowledges its requirement as a designated

public sector organization to incorporate accessibility features if it is designing, procuring or acquiring self-service kiosks in future years.

**Timeframe:** n/a

The Municipality shall prepare or acquire training resources on the requirements of the accessibility standards referred to in Regulation 191/11 and on the Human Rights Code as it pertains to persons with disabilities. Training that is appropriate to their respective duties shall be provided to Members of Council and Committees and Department Managers who participate in developing the organization's policies; to all employees, and volunteers; and to any other persons, such as contractors, who provide goods, services or facilities on behalf of the Municipality. Following the initial training period, this training shall be provided as part of the orientation process for Members of Council following an election; as part of the orientation for new employees, and shall be provided as soon as practicable for new volunteers and others. Training in respect of any changes that may occur to the municipality's policies or legislation shall be provided on an ongoing basis as soon as practicable following the changes in policy.

**Timeframe:** Initial Training to be done on or before January 1, 2015. Ongoing training as needed throughout 2015-2018.

#### **4.4 INFORMATION AND COMMUNICATIONS**

The Municipality shall review the processes for receiving and responding to feedback to ensure that they are accessible to persons with disabilities, or that we can arrange for the provision of accessible formats and communications supports, upon request. The Municipality shall notify the public about the availability of accessible formats and communication supports.

**Timeframe:** to be done on or before January 1, 2015.

The Municipality shall investigate the various means available to us to provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner and at a cost that is no more than the regular cost charged to other persons. The Municipality shall prepare to make accessible formats and communication supports available upon request, taking into account the person's accessibility needs due to disability. When accessible formats and communication supports are requested the Municipality shall consult with the person making the request to ensure the suitability of an accessible format or communication support. The Municipality shall notify the public that this option is available to persons with disabilities.

**Timeframe:** to be done on or before January 1, 2016.

The Municipality shall ensure that any new internet websites or significant refreshes of existing websites shall conform with WCAG 2.0 Level A.

**Timeframe:** January 1, 2014 and ongoing thereafter.



The Municipality shall ensure that new web content posted on municipal internet websites conforms with WCAG 2.0 Level A as much as is practical.

**Timeframe:** ongoing from 2014 to 2018.

The Temagami Public Library shall continue to provide accessible materials, such as large print materials, e-books, audio books, etc. The Temagami Public Library shall continue to make information about the availability of accessible materials publicly available, and provides this information in accessible formats, upon request. To enhance the availability of information about the accessible materials available, the Temagami Public Library plans to make their catalogue available online.

**Timeframe:** ongoing from 2014 to 2018. Catalogue to be done during 2014.

#### 4.5 EMPLOYMENT

The Municipality shall meet the requirements of O. Reg. 191/11 with regard to recruitment and advancement of employees including the following:

- notifying our employees and the public about the availability of accommodation for applicants with disabilities in our recruitment processes by including this information in postings and ads for employment opportunities.
- notifying job applicants, when they are called for an interview, that accommodations are available upon request for the interview process.
- consulting with a selected applicant who requests an accommodation, regarding a suitable accommodation, and providing an accommodation that takes into account the applicant's accessibility needs due to disability.
- notifying the successful applicant of our policies for accommodating employees with disabilities, when making an offer of employment.

**Timeframe:** to be done on or before January 1, 2015.

The Municipality shall develop a written policy regarding supports for employees with disabilities, including, but not limited to, the provision of job accommodations that take into account an employee's accessibility needs due to disability, and the provision of accessible formats and communication supports where needed. The policy shall also provide for documented individual accommodation plans and the return to work process in accordance with the requirements of O. Reg 191/11. The Municipality shall inform its employees regarding this policy once it is adopted by Council and shall also provide it to new employees as soon as practicable after they begin their employment. If any changes are made to this policy, the Municipality shall provide updated information to our employees regarding the changes once adopted by Council.

**Timeframe:** to be done on or before January 1, 2015.

The Municipality shall include statements in municipal policies relating to Human Resources Management regarding the need to take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, with regard to performance management and career development and advancement.

**Timeframe:** to be done on or before January 1, 2015.

#### 4.6 TRANSPORTATION

The Municipality has no plans to institute a municipal transit system, but will implement accessibility requirements for taxicabs if taxicab licences are issued.

**Timeframe:** Ongoing throughout 2014-2018.

#### 4.7 BUILT ENVIRONMENT

The Municipality shall incorporate the Design of Public Spaces Standards (Accessibility Standards for the Built Environment) to newly constructed and redeveloped Public Spaces including:

- Recreational Trails and Beach Access Routes, other than specified exceptions
- Outdoor Public Use Eating Areas
- Outdoor Play Spaces
- Exterior Paths of Travel
- Accessible Parking
- Service Counters Fixed Queuing Guides and Waiting Areas.

**Timeframe:** to be done for all projects commencing January 1, 2016 and shall also be considered and implemented where practical for all projects commencing prior to January 1, 2016.

The Municipality is preparing an Asset Management Plan to be completed by December 31, 2013, so a detailed list of projects planned to remove and prevent barriers in the built environment shall not be included in this plan by January 1, 2014. This plan shall be revised during 2014 to list planned projects as identified in the Asset Management Plan and as adopted by Council.

**Timeframe:** to be done on or before January 1, 2015.

The Municipality shall consult with the public to identify barriers to accessibility on or before January 1, 2016; however the Municipality shall endeavour, as much as is practical, to incorporate this standard in any new construction and/or major redevelopment throughout 2014-2018.

**Timeframe:** consultation to be done on or before January 1, 2016; implementation of standard in new construction: Ongoing throughout 2014-2018.

The Municipality shall develop written procedures for preventative and emergency maintenance of the accessible elements in public spaces that are developed in accordance with O. Reg. 191/11.

**Timeframe:** to be done on or before January 1, 2016.

The Municipality shall develop written procedures for dealing with temporary disruptions when accessible elements required under O. Reg. 191/11 are not in working order.

**Timeframe:** to be done on or before January 1, 2016.

### Summary Chart for Timeframes for Meeting Accessibility Standards

<b>Timeframe</b>	<b>Policy Section</b>	<b>Task</b>
On or before January 1, 2014	4.3 General Requirements	Adopt a written policy for achieving accessibility
	4.4 Information and Communications	Ensure that any new internet websites or significant refreshes conform with WCAG 2.0 Level A.
on or before January 1,2015	4.3 General Requirements	Prepare or acquire training resources on O. Reg. 191/11 accessibility standards and the Human Rights Code as it pertains to persons with disabilities.
	4.4 Information and Communications	Review the processes for receiving and responding to feedback
	4.5 Employment	Accessible recruitment and advancement of employees
	4.5 Employment	Develop a written policy regarding supports for employees with disabilities
	4.5 Employment	Include statements in municipal HR policies on taking into account accessibility needs of employees
	4.7 Built Environment	List of projects planned to remove and prevent barriers in the built environment
on or before January 1, 2016	4.4 Information and Communications	Investigate and prepare to make accessible formats and communication supports available upon request
	4.7 Built Environment	Incorporate the Design of Public Spaces Standards into newly constructed and redeveloped Public Spaces
	4.7 Built Environment	Consult with the public to identify barriers to accessibility
	4.7 Built Environment	Written procedures for preventative and emergency maintenance of accessible elements in public spaces
	4.7 Built Environment	Written procedures for dealing with temporary disruptions of accessible elements.
Ongoing throughout 2014-2018	4.2 Customer Service	Accessible Customer Service Training
	4.3 General Requirements	Incorporate accessibility design, criteria and features when purchasing.
	4.4 Information and Communications	Ensure that new web content conforms with WCAG 2.0 Level A as much as is practical
	4.4 Information and Communications	Temagami Public Library to provide accessible public library materials
	4.6 Transportation	Implement accessibility requirements for taxicabs when taxicab licences are issued
Ongoing throughout 2014-2015	4.7 Built Environment	Consider incorporating the Design of Public Spaces Standards into newly constructed and redeveloped Public Spaces
Ongoing throughout 2015-2018	4.3 General Requirements	Provide training appropriate to the position on O. Reg. 191/11 accessibility standards and the Human Rights Code as it pertains to persons with disabilities.