

# **Township of Limerick**

## **Multi-Year**

## **Accessibility Plan**

## **Reviewed August 2018**



Copies of This Plan May Be Found  
on the Municipal Website at  
[www.township.limerick.on.ca](http://www.township.limerick.on.ca)

### **Alternate Forms of This Plan Will Be Made Available Upon Request**

Please contact the Municipal Office at  
clerk@township.limerick.on.ca

613-474-2863

Facsimile - 613-474-0478

Or by Regular Mail to:

Att: Clerk - Township of Limerick

89 Limerick Lake Road

Gilmour ON

K0L 1W0



## Statement of Commitment

### Statement of organizational commitment

The Corporation of the Township of Limerick is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

### Training

We are committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We will train our employees and volunteers on accessibility as it relates to their specific roles.

### Procurement

#### Note:

Under the law, only public sector organizations have this requirement. We will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-serve kiosks. If it is not possible and practical to do so, we will provide an explanation upon request



Actions	Resources	Responsibility	Projected Completion Date
Place capital reserves into budget plan commencing 2019 for design of new website.		Treasurer/Clerk	May 2019
Access to all Departmental email addresses	Website	Administrative Assistant	September 2018
Publish voicemail extensions on Municipal website for each department	Website	Administrative Assistant	September 2018
Conversion to a structured electronic files to prepare policies and multiyear plan (A structured electronic file includes information about the format of the document such as titles, section headings, font size and colours. This makes it easy to produce the same document in an alternate accessible format such as a web page, large print, Braille or audio version)	Hastings County IT department Website Host Upnorthwebs	Clerk	January 2019
Website to link to Municipal Freedom of Information and Privacy Request Form and Post a notice on website, that information is available in a variety of accessible formats	Website Upnorthweb	Administrative Assistant	September
All present and future application forms to be placed online		All Department Heads	Ongoing
Waiver of fees for records in electronic form	Municipal Office	Deputy Clerk/Clerk	Ongoing
Subscription list for Municipal information broadcasts (i.e. Council packets, minutes, agendas)	Municipal Office	Clerk	Ongoing
Subscription list for Electronic Tax Bill	Municipal Office	Deputy Clerk	Ongoing
Audio equipment shall be used during Council/Committee meetings	Limerick Community Centre	Council	March 2019

Actions	Resources	Responsibility	Projected Completion Date
Establish or obtain a list of sign language interpreters, intervenor and captioner vendors	CHS Belleville 470 Dundas Street East, Bayview Mall, Unit 51 Belleville, ON K8N 1G1 Phone: 1-866-518-0000 TTY: 1-877-215-9530 Email: info@chs.ca	Clerk	May 2019
	Website	Administrative Assistant	September 2018
	Website	Administrative Assistant	September 2018
	Hastings County IT department Website Host Upnorthwebs	Clerk	January 2019
	Website Upnorthweb	Administrative Assistant	September
		All Department Heads	Ongoing
	Municipal Office	Deputy Clerk/Clerk	Ongoing
Subscription list for Municipal information broadcasts (i.e. Council packets, minutes, agendas)	Municipal Office	Clerk	Ongoing
Subscription list for Electronic Tax Bill	Municipal Office	Deputy Clerk	Ongoing
Audio equipment shall be used during Council/Committee meetings	Limerick Community Centre	Council	March 2019
Investigate development of Municipal mobile application that meets accessibility targets	Hastings County IT	Clerk/Council	December 2019
Ensure next generation system is mobile (laptops, cloud based server, etc.) Ensure mobile devices are appropriate Employee consultation on current system and possible assistive technologies that may be required.	All Staff	Clerk	Dependent on future procurement of technology

Actions	Resources	Responsibility	Projected Completion Date
Universal and accessible washroom at Limerick Community Centre	Chief Building Official	Council Public Works and Infrastructure Manager	June 2019
Review of Proposed Parks Upgrades	Local Vendors	Public Works and Infrastructure Manager	June 2019
Strategic Planning Session to determine rehabilitation or renovation to current Municipal offices to ensure safety and accessibility standards are met	Consultant	Council	July 2019



### **Message from the Chief Administrative Officer**

On behalf of our Elected Officials, Employees and Volunteers, I wish to introduce the renewed Multi-Year plan which takes advantage of the lessons we have learned and the experiences we have benefited from. The renewed plan is assisted and guided by the goals and direction outlined in O. Reg. 191/11: Intergrated Accessibility Standards in the Province of Ontario and other revelant legislation.

The Township of Limerick strives to provide each employee, ratepayer, resident and visitor with the most accessible and transparent services. It is our goal to provide a culture where every participant takes responsibility and active steps to improve accessibility.

I would encourage you to share any concerns or ideas to make our organization even better. You may contact me directly, either by phone at 613-474-2863 Extension 202 or via e-mail at [clerk@township.limerick.on.ca](mailto:clerk@township.limerick.on.ca), or, directly in my office.

Respectfully,

Jennifer Trumble, CAO/Clerk





## Introduction

### Introduction

**The Corporation of the Township of Limerick is a lower tier Municipality within the County of Hastings. Core services include roads, waste disposal, planning services, recreational programs and a volunteer fire department.**

**Over the past several years the Municipality has reviewed many different aspects of these services in order to provide different accommodations based on the Accessibility for Ontarians with Disabilities Act.**

**Review of building and property standards as well as new policy implementation has been undertaken and will continue to make progress on these areas. Council has been working towards succession planning and accessibility considerations will be incorporated into this as well. Our organization/business is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps the Corporation of the Township of Limerick is taking to meet those requirements and to improve opportunities for people with disabilities.**

**Our plan shows how the Township of Limerick will play its role in making Ontario an accessible province for all Ontarians.**

## **Self-service kiosks**

### *Note:*

Public sector organizations must incorporate accessibility features. And private and non-profit organizations must have regard for accessibility in this requirement.

We will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Information and communications

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

## **Employment**

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees. Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees. Note: This only applies to organizations that already have these processes in place.

Changes to existing policies

We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

## Section One:

### Past Achievements to Remove and Prevent Barriers

This document includes a summary of the accessibility initiatives the Corporation of the Township of Limerick has completed;

#### Customer Service

To date the Township has not received feedback regarding any of the improvements listed above with exception to additions or deletions to subscription lists.

The Township has assigned two upper level management staff to sit on various committees to ensure that feedback concerning potential barriers is communicated to Council. In addition, new training protocols will be put in place to ensure that employees in any department recognize customer service standards.

#### Training

Individuals will to be trained as needed to perform the duties of their jobs, however due to multiple roles and cross-training requirements outlined in succession planning, the following will be used as a model for training;

New employees will be required to review the Accessible Customer Service Policy and complete the Employee Emergency Information Worksheet and be given a copy of the Return to Work Policy.

All staff will also be required to complete training at <https://accessforward.ca/>

In addition, new training on personalized training on accommodation and discrimination under Human Rights Code based on disability (see powerpoint) will be held annually during staff meetings.

The training can also be delivered in different formats such as handouts or PowerPoint presentations at orientation sessions, or staff meetings, or as on-line training modules.

##### Timing of Training

In addition to meeting the initial timelines requirement, organizations are required to provide training on an ongoing basis, such as when new employees join organizations, or when their accessibility policies change.

For example, some organizations have standardized training schedules. This allows them to build accessibility training into their regular training schedules, and train within existing business practices.

##### Record of Training

All organizations, with the exception of private and not-for-profit organizations with 49 or fewer employees, must keep records of the number of individuals who were trained, and the dates that the training was provided.



## Facility Upgrades

- Removal of steps to transfer station and additional assistance for users of the recycling/waste station;
- Replacement of approach to public dock system at St. Ola Park
- Automatic doors at the Limerick Community Centre
- New paved parking lot at Limerick Community Centre
- Installation of audio and visual equipment at Limerick Centre
- Replacement of Comfort Station at Steenburg Lake Beach

## **Information and Communications**

- Electronic subscription list for Council and public communications
- currently converting new IMS based emergency management plan into a digital file for easy conversion to accessible formats.
- New electronic paging system for volunteer firefighters and emergency personnel
- New online payroll procedure so that payslips are available to every employee at their convenience.

## EMPLOYMENT

The Township of Limerick is committed to fair and accessible employment practices.

The Municipality will take the following steps to notify the public and staff that, when requested, will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- The following provision shall be included in all future employment advertisements;

*Accommodations for persons with disabilities will be provided, on request, to support candidate participation in all aspects of the recruitment process. To request accommodation please contact the Municipal Clerk.*

- All job and/or recruitment advertisements whether online, in print or internal shall be reviewed by Clerk prior to posting.  
Adaptation of the job, including adjustment and modification of machinery and equipment and/or modification of the job content, work organization and the adaptation of the work environment to provide access to the place of work and working time to facilitate the employment of individuals with disabilities

The Township of Limerick 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 absent due to a disability.

- A draft policy for the creation of accommodation plans for all current full and part time employee positions shall be presented to the Municipal Council for consideration. The accommodation plan shall include provisions for adaptation of the job, including adjustment and modification of machinery and equipment and/or modification of the work hours, and the adaptation of the work environment to provide access to the place of work facilitate the employment of individuals with disabilities.
- Council shall develop return-to-work policies for all current positions within the Municipality including situations where the employee is absent under provisions XIV of the Employment Standard Act.

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

- When conducting performance reviews, supervisors shall take into account the effectiveness of measures for disabled persons, and take steps to improve the effectiveness of these measures, where necessary. Example - Visual impairment and the ability to be employed for evening duties.
- When providing training services and/or career opportunities, the Township of Limerick shall take account of the venue accessibility for workers with disabilities.



## Procurement

The Township of Limerick will take the following steps to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self serve kiosks by January 1st, 2014.

- Bylaw 2014-12 provides the following provision

### *Accessibility*

*In acquiring goods and services for the municipality, municipal staff shall consider and have regard to disability accessibility issues as they may reasonably pertain to such acquisitions of goods and services in accordance with the Township's Procurement By-Law.*

- As required, the aforementioned Bylaw shall be amended by including the following:

*If it is not possible and practical to do so, the Township will provide an explanation on request. Explanations shall be forwarded by the appropriate Department Head in an accessible manner and shall be copied to the Clerk's office for further review so that such issues shall be incorporated into the multi-year accessibility plan to prevent and remove such barriers.*







## Self-service kiosks

Self-services kiosks are not generally utilized by the Township of Limerick since the geographical and rural nature of the Township leaves outdoor self-service kiosks susceptible to damage and vandalism.

There are currently no indoor kiosks however due to the conversion to internet and telephone voting the Municipality will now employ kiosks in the nature of tablets/Ipads to assist voter's with the election process.

As required under the Municipal Election Act, the Clerk shall prepare a report for Council on Accessibility for the Municipal Election and feedback will be requested.



## **Section Two: Strategies and Actions**

Identify barriers to accessibility

## Attitudinal Barriers

The Township of Limerick is a public sector employer and therefore provides and deals with all manner of individuals including elected officials, volunteers, consultants and other non-government organizations.

Due to the diversity of individuals "employed" by the Municipality, it is difficult to ensure that all personnel outside of immediate staff, especially those employed in a consultant or vendor role have been trained to current accessibility standards.

### Solution

- All new and existing programs should include an orientation for staff and volunteers to ensure that they are trained to interact and communicate with people with different types of disabilities.
- Develop a disciplinary policy to ensure that any person associated with the Municipality is aware of their responsibility to ensure accessibility standards are met.
- Ensure that Council orientation packages include training for customer service accessibility.
- Establish a vendor of record listing for organizations that rank highest in accessible customer service.

## Facilities

### Physical and architectural barriers occurs in the environment and prevent access for people with disabilities.

Examples of barriers include;

- A door knob that cannot be twisted by a person with limited mobility and strength, such as someone with arthritis;
- Background noise prevents a hearing impaired person to answer phones or attend public functions such as Council meetings;

## Facility Considerations

The Municipality has undertaken a facility review to ensure that both staff and the public have a comfortable and accessible meeting/work place. In order to continue in the process consideration is to be given to the following;

1. Need for new administrative space in order to meet health and safety and accessibility standards
2. Need for continued improvement to the Limerick Community Centre for public functions;
3. Sustainability and long term needs for growth in the Municipality (ie. Increasing number of users for waste site, parks, etc.
4. Demographics (large seasonal and aging populations) and cultural significances (new residents requiring accommodation in emergency measures, i.e. vulnerable population

## Future Steps

1. Appoint ad-hoc committee to evaluate and review current facilities and services
2. Revise Multi-year plan to increase accessibility based on recommendations
3. Appoint Accessibility co-ordinator to manage and co-ordinate on-going consultation on renovations and new projects.

## Information and Communications

**The Township of Limerick will provide, on request, information in an accessible format or with communication supports to people with disabilities, in a manner that takes into account their disability.**

The Township will continue to provide information under Municipal Freedom of Information and Privacy Act in the most accessible manner. The Municipality will endeavour to adopt new technology in a manner that allows individuals to access information regardless of disability.

Staff will be trained on how to interact and communicate with people with various types of disabilities as per the accessible customer service training.

The following methods will be used for distribution of public information, upon request;

Electronic mail (Email)  
Hard Copy (First Class Post)  
Digital Copy (USB Key)  
Other - upon request, conversion to alternate communication methods (braille, voice recording, etc.) will be undertaken.

### Steps

The Township of Limerick will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2020.

- Place capital reserves into budget plan commencing 2019 for design of new website.

The Township of Limerick will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2019.

- Access to all Departmental email addresses
- Publish voicemail extensions on Municipal website for each department

The Township of Limerick will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2020.

- Conversion to a structured electronic files to prepare policies and multiyear plan
- Website to link to Municipal Freedom of Information and Privacy Request Form
- All present and future application forms to be placed online
- Waiver of fees for records in electronic form
- Subscription list for Municipal information broadcasts (i.e. Council packets, minutes, agendas)
- Subscription list for Electronic Tax Bill
- Audio equipment shall be used during Council/Committee meetings.
- Upon request, staff will contact CNIB to translate information to Braille.
- Implement plain language, symbols and pictures in policy documents
- Investigate development of Municipal mobile application that meets accessibility targets



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- The following provision shall be included in all future employment advertisements;

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Adaptation of the job, including adjustment and modification of machinery and equipment and/or modification of the job content, work organization and the adaptation of the work environment to provide access to the place of work and working time to facilitate the employment of individuals with disabilities

The Township of Limerick 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 absent due to a disability.

- A draft policy for continuation of benefits for employee positions shall be presented to the Municipal Council for consideration. The accommodation plan shall include provisions for short and long term benefits so that employees have availability to health benefits in order to continue in the workplace.
- An annual review of Bylaw - 2016, being a Return to Work policy shall be reviewed every term of Council to ensure that the Municipality is up to date with current legislation and to ensure long-term accommodation is in place.
- The Township of Limerick will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if it issuing performance management, career development and redeployment processes.
- When conducting performance reviews, supervisors shall take into account the effectiveness of measures for disabled persons, and take steps to improve the effectiveness of these measures, where necessary. Example - Visual impairment and the ability to be employed for evening duties.
- When providing training services and/or career opportunities, the Township of Limerick shall take account of the venue accessibility for workers with disabilities.



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## Design of Public Spaces

The Township of Limerick will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include;

- Recreational trails/beach access routes including Steenburg Beach and the St. Ola Boat Launch
- Outdoor public eating areas like rest stops or picnic areas.
- Outdoor play spaces, like playgrounds in local communities.
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals.
- Accessible on and off street parking.
- Service-related elements like service counters, fixed queuing lines and waiting areas.

The Township of Limerick will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

- Consideration shall be given to any modification of a public space and whenever possible retain accessibility at all times.
- When not possible, priority will be given to rehabilitate any portion of accessible public space above other repairs or modifications.
- Partnerships with neighbouring Municipalities, communities, etc. shall be pursued when any service disruption occurs to an accessible public space.

In the event of a service disruption, the Township will notify the public of the service disruption and alternatives available. This notification shall be as outlined under Accessible Emergency Information.





For more information on this accessibility plan, please contact the Municipal Office at

613-474-2863 or;

clerk@township.limerick.on.ca

[www.township.limerick.on.ca](http://www.township.limerick.on.ca)

Standard and accessible formats of this document are free on request from the Township of Limerick.

