



# Municipality of Killarney

## Multi-Year Accessibility Plan

### 2021-2025

### **Alternate Format**

If you require this document to be in an alternate format, please contact [inquiries@municipalityofkillarney.ca](mailto:inquiries@municipalityofkillarney.ca) or the Municipal office at 705-287-2424.

### **Background**

In December 2001, the Ontarians with Disabilities Act (ODA) was passed by the provincial government to improve access and opportunities for persons with disabilities. In 2003, the government conducted a public consultation on the ODA and found that many municipalities were writing plans but not implementing them and that there was a need for provincial standards. New legislation was developed, and in June 2005, the Accessibility for Ontarians with Disabilities Act 2005 (AODA) became law.

The AODA applies to the public, private, and not-for-profit sectors. The Act requires the development of accessibility standards, compliance deadlines, and administrative penalties for non-compliance. The fundamental purpose of the AODA is to ensure that Ontario is universally accessible by 2025.

Under the Act, the Minister of Community and Social Services established committees to create provincial accessibility standards. Members of these committees included persons with disabilities or their representatives, and representatives of industry/organizations or ministries to which each standard is intended to apply. Standards Development Committees were established in the following areas:

- Customer Service
- Information and Communications
- Employment
- Transportation
- The Built Environment

*(Note: The Transportation Standard does not apply to the Municipality of Killarney as it does not have a public transit system.)*

## Statement of Commitment

The Municipality of Killarney is committed to enriching the quality of life for persons with disabilities. The Municipality recognizes that reaching this goal is an ongoing process and will work towards removing barriers that prevent persons with a disability from employment or from accessing municipal services, programs, and facilities. This will be achieved through site inspections and review of the *Municipality of Killarney Accessibility Barriers Annual Progress Report*. Any concerns or suggestions from the public and staff regarding accessibility issues are encouraged to be expressed through the office of the Clerk-Treasurer.

## Employee Requirements

### *Customer Service Standard*

The Municipality's policy is to provide goods and services to persons with disabilities, with particular consideration to the following areas: communication options, assistive devices, accessible correspondence and documents, the use of service animals and of support persons. Notification of public of disruptions in Municipal service may be given by posting the information in a conspicuous place at the Municipal office and other relevant premises owned or operated by the Municipality; by posting it on the Municipality's website; or by other such methods as are reasonable in the circumstances. A customer feedback form relating to accessibility issues is available on the website as part of the Accessible Customer Service Policy. It can also be obtained by contacting the Municipal office directly.

All municipal staff receive training on the following topics. New members of staff are trained as they begin employment with the Municipality.

- Review of the purpose of accessibility legislation
- Review of the requirements of the customer service standard
- Instruction on how to interact and communicate with people who have various types of disabilities
- Instruction on how to interact with people with various types of disabilities who use assistive devices
- Instruction on how to use equipment or assistive devices available on the premises or that the Municipality can provide that may help with the provision of goods and services to people with disabilities
- Instruction about how to interact with people with disabilities who have a guide dog or other service animal
- Instruction on how to interact with people with disabilities who are accompanied by a support person when staff is providing service to them
- Instruction on what to do if a person with a disability is having difficulty accessing Municipal services
- Training on the Municipality's policies, practices and procedures relating to the concept of accessibility

## ***Contractors***

An information pamphlet is provided to contractors who provide any of the Municipality's goods and services to the public. Contractors are required to provide those goods and services in a way that is accessible to persons with disabilities in accordance with provincial legislation.

## ***Information and Communications Standard***

- Upon request, the Municipality will make emergency and public safety information accessible to people with disabilities. The Municipality is also committed to working with all persons requesting information, to determine how to best meet their needs, and will continue to provide accessible formats and communication supports in a timely fashion and at no additional charge to the user. The Municipal website is being updated to meet WCAG 2.0 Level AA accessibility requirements, other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions).

## ***Employment Standard***

The Municipality will:

- Encourage applications from individuals with disabilities and provide a disability related accommodation if required, to participate in the municipality's hiring process.
- Notify successful applicants, within the letter of employment, of existing policies for the accommodation of persons with disabilities.
- Provide individualized emergency response information to any employee who has a disability. This includes development of a personalized plan that will aid the individual in the event of an emergency situation.
- Provide employees with documents in an accessible format or alternative support if required, to perform job duties. The request will be handled by the employee's department head.

## ***The Built Environment Standard***

The Municipality will make new or redeveloped public spaces accessible. The spaces include, but are not limited to:

- recreational trails and beach access routes
- outdoor public use eating areas
- outdoor play spaces
- public outdoor paths of travel
- on and off street parking areas
- service counters
- fixed waiting lines
- waiting areas with fixed seating

The Municipality will provide preventive maintenance to accessible elements in public spaces, however in the event of a disruption of access, the Municipality will notify the public immediately via; mailout, public postings and website notification; and will provide alternate routes and temporary accessible options.

## Planning for the Future

The Municipality will continue activities that help achieve and maintain full accessibility for disabled persons who use municipal services, programs, and facilities, and for employment practices for the hiring and training of staff.

Municipal site tours will be conducted on a yearly basis to inspect facilities and provide recommendations for any deficiencies that may be determined. The report will monitor progress on recommended actions.

### ***Accessibility deadlines for Municipalities***

- January 1, 2021- All websites and web content must be accessible ( <https://www.ontario.ca/page/how-make-websites-accessible> )
- December 31, 2021- File an Accessibility Compliance Report ( <https://www.ontario.ca/page/completing-your-accessibility-compliance-report> )
- December 31, 2023 - File an Accessibility Compliance Report
- December 31, 2025 - File an Accessibility Compliance Report

This plan will be reviewed and updated in 2025.

## Conclusion

The Municipality of Killarney has adopted policies and practices that aim to ensure accessibility for all persons with a disability. Accessibility considerations should always be at the forefront of Municipal planning and the continued development of best business practices, whether it be through improvements to by-laws, policies, work procedures, facilities, services, or programs.

Feedback on the accessibility of the Municipality's facilities, programs, and goods and services is always welcome. Please contact Candy Beauvais, Clerk-Treasurer, through one of the methods shown below:

By Mail to:

Candy Beauvais, Clerk-Treasurer  
Municipality of Killarney  
32 Commissioner St  
Killarney ON P0M 2A0  
Tel: 705-287-2424  
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