



The Corporation of the  
**TOWNSHIP OF BALDWIN**  
P.O. Box 7095, 11 Spooner Street  
MCKERROW, ONTARIO  
POP 1M0

TEL: (705) 869-0225    FAX: (705) 869-5049

# **ACCESSIBILITY PLAN BYLAW 2021-A-002**

September 13, 2021

# **ACCESSIBILITY PLAN 2021**

## **BY-LAW 2021-A-002**

The Corporation of the Township of Baldwin is committed to the continued improvement of access to all municipally owned facilities, premises and services for all those with disabilities, and to the provision of services to all members of the community. This Multi-Year Accessibility Plan outlines our approach to ensuring that our services are provided in an accessible manner to our employees and to the public. (See Appendix C)

### **BACKGROUND**

Ontario Regulation 429/07 made under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) established accessibility standards for customer service and it applies to every designated public sector organization and to every other person or organization that provides goods or services to members of the public or other third parties and that has at least one employee in Ontario.

### **OBLIGATIONS**

Ontario Regulation 191/11 made under the Accessibility for Ontarians with Disabilities Act, 2005 requires that municipalities prepare a multi-year accessibility plan (by 2014), which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation. The AODA sets out the roadmap for an accessible Ontario by 2025. It contains standards in the following areas:

- Customer service
- Information and Communications
- Employment
- Transportation
- Built Environment

### **APPROACH**

- Develop and review policies and procedures
- Incorporate accessibility into planning processes
- Continued training for staff
- Engage the public in feedback
- Work to remove barriers to employment
- Continue to make facilities accessible
- Ensure there is access to information and communications

## **PROCUREMENT**

When procuring or acquiring goods, services or facilities, the Corporation of the Township of Baldwin will incorporate accessibility criteria and features, unless it is not possible or practical. If it is not possible and practical to do so, we will provide an explanation on request.

## **ACCESSIBLE CUSTOMER SERVICE**

(Accessibility Feedback Form – Appendix 1 & Feedback Process – Appendix 2)

The Corporation of the Township of Baldwin is committed to ensuring that all customers receive services in a timely and accessible manner. Members of the public will receive customer service in a manner that will meet their needs and ensures independence, dignity and equal opportunity. This will be achieved by:

- Reviewing and updating policies to ensure accessible service delivery in consideration of all persons with disabilities
- Including accessibility requirements into staff training and orientation materials and continuing to provide Accessible Customer Service Training to all staff
- Reviewing customer feedback and taking appropriate action

## **INFORMATION AND COMMUNICATIONS**

Information and communications are an important part of the operations and service provision of the Corporation of the Township of Baldwin. They must be created in a way that considers accessibility.

The Township will follow best practices when developing, implementing and maintaining information and communications strategies. This will include our website, printed materials as well as face-to-face interactions. We will ensure that information and communications are available and accessible to people with disabilities by:

- Achieving compliance with the Web Content Accessibility Guidelines to ensure our website is accessible to people with disabilities
- Having resource materials provided in large print
- Ensuring information is available in alternate formats upon request
- Ensuring staff have the knowledge, tools and advice necessary to create accessible materials.

## **EMPLOYMENT**

The Corporation of the Township of Baldwin is committed to ensuring that the process of finding, getting and keeping a job is as inclusive as possible in order to building an effective workforce. Staff will receive training in order to meet compliance under the Integrated Accessibility Regulation. It is expected that training will cover a variety of topics, including:

- Understanding employer obligations to provide employment accommodations
- How to identify and remove barriers in the workplace
- Revising individual work plans and developing a guide, tools and templates to remove barriers from the recruitment process.

## **TRAINING**

(Appendix 3)

The Corporation of the Township of Baldwin is 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. We will train all persons who participate in developing Township policies, and all other persons who provide goods, services or facilities on behalf of the Corporation of the Township of Baldwin.

Every person referred to above shall receive training as soon as practicable and ongoing training will be provided in the event of changes to any of the Township's accessibility policies.

Training to include what to do if a person with a disability is having difficulty in accessing The Corporation of the Township of Baldwin's goods, services, or facilities.

## **ACCESSIBLE EMERGENCY INFORMATION**

The Corporation of the Township of Baldwin is committed to providing people with disabilities 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.

## **TRANSPORTATION**

The transportation standard does not apply to the Corporation of the Township of Baldwin, as the Township does not have public transit systems.

## **BUILT ENVIRONMENT**

The Corporation of the Township of Baldwin will strive to ensure that new facilities and extensive renovations are designed and built to accessibility standards.

As they become available, funding applications will be submitted to both the Federal and Provincial levels of government to help address the accessibility issues that the municipality is faced with. The Township will continue to identify any opportunities to enhance accessibility requirements within the community.

## **REVIEW AND MONITORING OF THE PROCESS**

The Corporation of the Township of Baldwin is committed to the continual improvement of access to all municipally owned facilities, premises, and services for all those with disabilities and the provision of services to all members of the community with disabilities.

The plan will be reviewed and monitored regularly in order to identify and monitor barriers and the direction in which the Township is moving to remove barriers under the Ontarians with

Disabilities Act. Department Heads together with Council will make decisions on which barriers are to be addressed; these recommendations will be based and subject to budget restraints and feasibility. This Municipal Accessibility Plan shall be adopted by Council.

## COMMUNICATION OF THE PLAN

This plan will be available on the website as well as at the Township Office. We will make it available for all persons for their review and perusal. Should Braille copies of the plan be requested, Council will try to accommodate by having staff contact the Canadian Institute for the Blind, with respect to translation, if required.

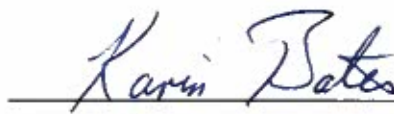
## CONCLUSION

The Ontarians with Disabilities Act requires municipalities to prepare an accessibility plan. The Corporation of the Township of Baldwin has made accessible progress in its buildings and service delivery over the years. As the community continues to grow the Township will respond to the needs of the community. This plan establishes a benchmark and strategy to become a barrier free community.

Read this 13<sup>th</sup> day of September, 2021.



Mayor Gorham



Karin Bates, CAO/Clerk



# ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

## Bylaw 2021-A-002 – Schedule 1

### 1. PURPOSE / BACKGROUND INFORMATION

The Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”) is a Provincial Act with the purpose of developing, implementing, and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Under the AODA, Ontario Regulation 429/07 entitled “Accessibility Standards for Customer Service” came into force on January 1, 2008. That Regulation establishes standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties.

This policy is drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 420/07) and addresses the following:

- the provision of goods and services to persons with disabilities;
- communication with persons with disabilities;
- the use of assistive devices by persons with disabilities;
- the use of service animals by persons with disabilities;
- the use of support persons by persons with disabilities;
- notice of temporary disruption in services and facilities;
- training;
- customer feedback regarding the provision of goods and services to persons with disabilities; and
- notice of availability and format of documents.

### 2. APPLICATION

This policy applies to all persons who deal with members of the public or other third parties on behalf of the Township, whether the person does so as an employee, member of Council, agent, volunteer, student on placement, or otherwise and all persons who participate in developing the Township’s policies, practices and other procedures governing the provision of goods and services to members of the public or other third parties.

### 3. POLICY STATEMENT

It is the policy of the Corporation of the Township of Baldwin that citizens with disabilities achieve accessibility in the provision of goods and services by the Township to this community, consistent with the principles of independence, dignity, integration and equality of opportunity as set out in the regulations of the Accessibility for Ontarians With Disabilities Act, 2005.

**4. GENERAL PRINCIPLES**

**a. The Provision of Goods and Services to Persons with Disabilities**

The Township will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- the Township’s goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- the provision of the Township’s goods and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from the Township’s goods or services and,
- persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from the Township’s goods and services.

**b. Communication with Persons with Disabilities**

When communicating with a person with a disability, the Township will do so in a manner that takes into account the person’s disability.

**c. Assistive Devices**

If a person with a disability requires assistive devices to access goods or services of the Township, they are allowed to use such devices.

**d. Guide Dogs, Service Animals**

If a person with a disability is accompanied by a guide dog or other service animal, the Township will permit the person to enter the premises with the animal and keep it with him or her, unless the animal is otherwise excluded by law from the premises. If the service animal or guide dog is excluded by law from the premises, the Township will look to other available measures to enable the person with a disability to obtain, use or benefit from the City’s goods and services.

**e. Support Persons**

If a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises. The Township may require a person with a disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

A support person, when assisting a person with a disability to obtain, use or benefit from the Township’s goods and services, will generally be permitted to attend at no charge where an admission fee is applicable.

## **f. Disruption of Services**

If there is a temporary disruption in a particular facility or service used to allow a person with a disability to access goods or services, the Township will attempt to give notice of the disruption to the public.

Notice of a temporary disruption shall be posted in a conspicuous place within the affected facility. This notice will include “reasons for disruption, it’s anticipated duration and a description of alternative facilities or services.

See APPENDIX B – Notice of Disruption Form

## **g. Training**

The Corporation of the Township of Baldwin will provide accessible customer training to:

- All employees and volunteers
- Anyone involved in developing our policies
- Anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within a 3 month period, after being hired.

Training will include:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Corporation of the Township of Baldwin’s policies related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing The Corporation of the Township of Baldwin’s goods, services, or facilities.

### ***General***

Every Department Head of the Township shall be responsible to provide the required training outlined in this Policy to all employees and volunteers under his/her direction who deals with the public or other third parties.

Every Department Head of the Township shall be responsible to provide the required training respecting the use of equipment or devices within his/her respective department that may help with the provision of goods or services to persons with a disability.

The Department Head shall keep records of the training provided. The record shall include a description of the training provided, the date on which the training is provided and



the signature of the employee/volunteer who received the training. A copy of the record shall be forwarded to the office of the Clerk.

Training Format may include:

- A One-Hour Session
- An e-learning session with questionnaire
- A self-training manual with questionnaire

**h. Feedback Process**

The Township will have a mechanism to allow the public to provide feedback on the accessibility of the provision of goods and services.

**i. Notice of the Availability of Documents**

Notice of the availability of all documents required by the Accessibility Standards for Customer Service will be posted on the Township's website and available through the Township Clerk's office.

**EMPLOYMENT STANDARDS/ACCOMMODATION**  
**Bylaw 2021-A-002 - Schedule 2**

**1. PURPOSE/BACKGROUND INFORMATION**

This policy is intended to meet the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 for the Employment Standard set forth under the Accessibility for Ontarians with Disabilities Act, 2005.

**2. ACCESSIBLE WORK ENVIRONMENT, GENERAL**

The Township will:

- Make reasonable effort to create an overall accessible work environment.
- Create a suitable accessible work environment for an employee with a disability, as soon as practicable after the Township becomes aware of their disability. It is the employees' responsibility to make the Township aware of their disability.
- Consult with the employee to take into account their accessibility needs.

**3. RECRUITMENT, ASSESSMENT, SELECTION PROCESS**

During a recruitment process, the Township shall notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, the Township shall consult with the applicant and provide or arrange for suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

When making an offer of employment, the Township shall notify the successful applicant of its policies for accommodating employees with disabilities.

**4. INFORMING EMPLOYEES OF SUPPORTS**

The Township will provide the policies and procedures for accommodating employees with disabilities to new employees as soon as practicable after they begin their employment as part of their employment orientation.

Whenever there is a change to existing policies and procedures for accommodating employees with disabilities, the employee's accessibility needs shall be taken into account.

## **5. ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS**

Where an employee with a disability so requests it, the Township shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is generally available to employees in the workplace and information that is required to perform the job effectively. The Township shall consult with the employee making the request to determine which accessible format or communication support is suitable.

## **6. WORKPLACE EMERGENCY RESPONSE INFORMATION**

The Township shall provide individualized workplace emergency response information for employees who have a disability if individualized information is necessary and the Township has been made aware of the employee's need for accommodation due to the disability.

If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the Township shall provide this information to a designated person that will assist the employee.

The individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization, when the employee's overall accommodation needs or plans are reviewed and when the Township reviews its general emergency response policies.

## **7. INDIVIDUAL ACCOMMODATION PLANS**

The Township shall develop written individual accommodation plans for employees with disabilities (Appendix A) that shall include:

- The manner in which the employee can participate in the development of the plan.
- The manner in which the Township can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.
- The steps that will be undertaken to protect the privacy of the employee's personal information.
- The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
- If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Individual accommodation plans shall include any information regarding accessible formats and communication supports that are to be provided, the individualized workplace emergency response information, and any other accommodation that is to be provided, upon request.

Individualized accommodation plans are not required for employees of which the township has not been made aware of their disability.

## **8. RETURN TO WORK PROCESS (Appendix 4)**

The Township shall ensure the written return to work process will adequately support employees who have been absent from work due to a disability and who require accommodations to return to work.

The return to work process shall outline the steps the Township will take to facilitate the return to work, including the development of an individual accommodation plan.

The return to work process does not replace or override any other return to work process created by or under any other statute.

## **9. PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT AND ADVANCEMENT AND REDEPLOYMENT**

The Township will take into account the accessibility needs of employees with disabilities and individual accommodation plans in the performance management process, when providing career development and advancement opportunities and when considering redeployment.





# ACCESSIBILITY FEEDBACK FORM

## Appendix 1

This document is available in an alternative format upon request

Thank you for visiting the Township of Baldwin. We value all our citizens and customers and strive to meet everyone's needs.

Please tell us about your visit:

Date and Time: \_\_\_\_\_ Location: \_\_\_\_\_

Did we meet your customer service needs on this visit?

Yes       Somewhat       No

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Was our customer service provided to you in an accessible manner?

Yes       Somewhat       No

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Did you have any problems accessing our goods and/or services?

Yes       Somewhat       No

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Please add any other comments you may have:

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Providing your contact information is optional.

Name: \_\_\_\_\_

Name of  
Organization: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Home Phone: \_\_\_\_\_

Work Phone \_\_\_\_\_

Email Address: \_\_\_\_\_

This information is collected by the Township of Baldwin under the Freedom of Information and Protection of Privacy Act R.S.O. 1990, c. F. 31, s. 39 (2) for the purposes of improving accessible customer service. Questions about the collection of this information can be addressed to the CAO/Clerk:

Karin Bates, CAO/clerk  
11 Spooner Street  
McKerrow, ON P0P 1M0  
P - 705-869-0225  
F (705) 869-5049  
Email: karin@baldwin.ca

**For Office Use Only:**

Date Feedback was received:
Date Forwarded:
Responsible Department:
Contact Person(s):
Follow-up actions:

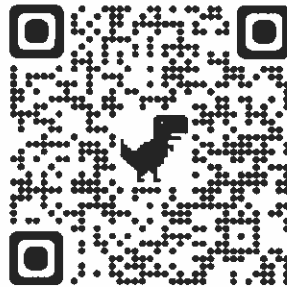


# FEEDBACK PROCESS

## Appendix 2

The Corporation of the Township of Baldwin welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways:



Website: [baldwin.ca](http://baldwin.ca)

Facebook: <https://www.facebook.com/mckerrowbaldwin/>

Customers who wish to provide feedback on the way The Corporation of the Township of Baldwin provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

Email: [karin@baldwin.ca](mailto:karin@baldwin.ca)

Phone: 705-869-0225

FAX: 705-869-5049

Facebook: <https://www.facebook.com/mckerrowbaldwin/>



All feedback, including complaints, will be handled in the following manner:

The Clerk will review any feedback or complaints and respond in a timely manner. If required, more serious issues will be brought to Council for their input.

Customers can expect to hear back in 2 days.

The Corporation of the Township of Baldwin will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.



## TRAINING

### Appendix 3

The Corporation of the Township of Baldwin will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services, or facilities to customers on our behalf.

Staff will be trained on accessible customer service within [timeframe] after being hired.

Training will include:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- The Corporation of the Township of Baldwin's policies related to the customer service standard
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing The Corporation of the Township of Baldwin's goods, services, or facilities

Staff will also be trained when changes are made to our accessible customer service policies.



# RETURN TO WORK PROCESS

## Appendix 4

The Corporation of the Township of Baldwin is committed to supporting employees who have been absent from work due to a disability. We will use the following process to help employees who require accommodation to return to work. \*

### **Step 1) Initiate the leave and stay in contact with the employee**

If an employee needs to take a disability leave, she/he will inform his/her manager and human resources. The employee and manager will maintain regular contact, with the employee's consent, to address any problems that may arise and facilitate the return-to-work process.

### **Step 2) Gather relevant information and assess individual needs Manager**

- Provides the employee with return-to-work information
- Helps resolve and problems with treatment if requested to do so by the employee
- Maintains regular contact with the employee
- Ensures work practices are safe for returning employee
- Assists with identifying accommodations
- Assists with analyzing the demands of each job task

### **Employee**

- Gets and follows the appropriate medical treatment
- Provides updates about their progress, including information and his/her functional ability to perform the job
- Provides his/her health care provider with the return-to-work information

Health care provider(s), and health and safety professional(s) may also participate in the process, if needed.

### **Step 3) Develop a return-to-work plan**

After identifying the most appropriate accommodation, safety considerations and any transitional measures, capture the details in a written plan.

Depending on circumstances, the employee may:

- Return to original position
- Return to original position with accommodation(s) (if available) on a temporary or permanent basis
- Return to alternative position (if available) on a temporary or permanent basis

The return-to-work plan should be attached to the employee's individual accommodation plan.

**Step 4. Implement, monitor, and update the plan**

After implementing the return-to-work plan, the employee and manager will monitor and review the plan regularly to ensure that it remains effective. If the accommodation is no longer appropriate, they will reassess the situation (Step 2) and update the plan.

\*This return-to-work process does not replace or override any other return to work process created by or under other statute. It should not be taken as legal advice.

**CONFIDENTIAL WHEN COMPLETED**

**Employee information**

Last Name: \_\_\_\_\_ First Name \_\_\_\_\_

Title/Department \_\_\_\_\_

**Manager Information**

Last Name: \_\_\_\_\_ First Name \_\_\_\_\_

Title/Department \_\_\_\_\_

Return to work plan start date (yyyy/mm/dd)

Return to work plan end date (yyyy/mm/dd)

**GOAL:**

At the end of the return-to-work process, the employee will return to his/her

- Original Job
- Original job with modifications
- Alternate job (include job description)

**ACCOMMODATIONS AND TRANSITIONAL MEASURES:**

List any limitations the employee experiences as a result of his/her disability, how it affects different aspects of her/his job and any accommodations or safety measures to help with the employee return to work. Accommodations may include, but are not limited to:

- Modifies work hours/days
- Modified work location
- Modified job requirements
- Assistive device(s)
- Additional support (e.g. colleagues helping with specific tasks)

1. Limitation

\_\_\_\_\_  
Tasks/activities affected

\_\_\_\_\_  
Accommodation

\_\_\_\_\_  
Safety considerations

\_\_\_\_\_  
Start Date (yyyy/mm/dd)                      End Date (yyyy/mm/dd)

**ASSIGNMENT TO ALTERNATE POSITION**

Complete this section if the employee will not be returning to his/her original job. The assignment to an alternate position (if available) may be temporary or permanent.

Job Title \_\_\_\_\_ Length of assignment \_\_\_\_\_  
Description of the new position \_\_\_\_\_

Any training requirements and safety precautions \_\_\_\_\_

Comments/Notes (use this section for any additional information) \_\_\_\_\_

SIGNATURE \_\_\_\_\_

Employee's Signature \_\_\_\_\_ Date (yyyy/mm/dd) \_\_\_\_\_

Manager's Signature \_\_\_\_\_ Date (yyyy/mm/dd) \_\_\_\_\_

**THE CORPORATION OF THE CORPORATION OF THE TOWNSHIP OF  
BALDWIN**

**INDIVIDUAL ACCOMMODATION PLAN  
DISABILITY-RELATED- Appendix A**

The goal of the individual accommodation plan is to assist the employee with  
restrictions/limitations that are disability related.

Employee Name:		Department:	
Position:		Work Location:	
Type of Disability:			
Details of Individual Accommodation:			
Date of Implementation:			
Date to be Reviewed:			
Employee Signature:		Date:	
Supervisor Signature:		Date:	
Clerk-Administrator Signature:		Date:	

**THE CORPORATION OF THE CORPORATION OF THE  
TOWNSHIP OF BALDWIN**

**NOTICE OF DISRUPTION FORM - APPENDIX B**

**DATE:** \_\_\_\_\_

**Type of Disruption:** \_\_\_\_\_

\_\_\_\_\_

**Reason for Disruption:** \_\_\_\_\_

\_\_\_\_\_

**Anticipation Date of Termination Disruption:** \_\_\_\_\_

**Alternative Facilities or Services:** \_\_\_\_\_

**MUNICIPAL CONTACT:**

Karin Bates, Clerk  
11 Spooner Street, McKerrow, Ontario P0P 1M0  
P (705) 869-0225 F (705) 869-5049  
karin@baldwin.ca



# **MULTI-YEAR ACCESSIBILITY PLAN 2020-2024**

## **APPENDIX C**

### **INTRODUCTION:**

Municipal governments play an important role in the planning and development of communities: in our streets, parks, libraries, meeting places, programs, services, public buildings and elections. The province of Ontario recognized that accessibility is a shared responsibility and passed the Ontario Accessibility Act, 2001 (ODA) on December 14, 2001 to require provincial and municipal governments and key broader public sector organizations to review their policies, programs and services.

In June 2005, the Province of Ontario furthered its commitment to accessibility by expanding previous legislation to include the private sector with the goal to achieve accessibility for Ontarians with Disabilities Act, 2005. The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 is to achieve accessibility for Ontarians with disabilities in five important areas of their lives within specified time limits.

- customer service
- transportation
- information and communications
- design of public places
- employment

The multi-year plan sets out strategies to identify and remove barriers to accessibility as required by the AODA.

Council commitment to accessibility planning:

The Council of the Corporation of the Township of Baldwin

- a) the continual improvement of access to all municipally owned facilities, premises and services for all those with disabilities.
- b) the provision of quality services to all members of the community with disabilities.

## **Key Accomplishments and ongoing compliance moving forward:**

### **2020**

The municipality completed their ramp to the town hall/offices. Enabling all with disabilities to enter without barrier.

Painted lines in the municipal parking lot to ensure there are accessibility parking spots, clearly assigned.

Instructed our IT company to ensure all information loaded onto our website be fully accessible.

### **2021**

The municipality had an engineer complete a design to retrofit out existing bathroom to make it an accessible bathroom. Tenders to go out and work to be completed in 2021.

The “Community Peace Garden” trail has been refurbished to ensure walkers, wheelchairs etc. can be easily used on the trail. New picnic tables have also been provided for all to sit at.

2 parking spots outfitted with “accessible parking only” will be added at the Agnew Lake swim area/landing.

### **2022**

The Municipality is to work with Elections Canada to ensure our recreation facility continues to be fully accessible for voters.

Review any new legislation to ensure we remain compliant.

### **2023**

Continue to enhance the community to move towards full accessibility in all buildings, trails, playgrounds etc.

Review any new legislation to ensure we remain compliant.

### **2024**

Continue to enhance the community to move towards full accessibility in all buildings, trails, playgrounds etc.

Review any new legislation to ensure we remain compliant.