



## **Township of Tiny Multi-Year Accessibility Plan (2021-2026)**

### **Township of Tiny Commitment**

The Corporation of the Township of Tiny is committed to promoting independence, dignity, integration and equality of opportunity for persons with disabilities. Our goal is to make the Township workplaces accessible and welcoming environments where both employees and customers are accommodated, in a timely manner, to meet their needs.

This document represents a multi-year accessibility plan as prepared by the Township staff in consultation with the Accessibility Advisory Committee.

The development and implementation of the Multi-Year Accessibility Plan advances and strengthens the municipality's commitment to make the Township of Tiny a more accessible community. The plan outlines the measures the Township has taken to date, as well as the actions planned for the future to identify, remove and prevent barriers to people with disabilities that use the facilities and services of the Township of Tiny. The plan also outlines the Township's strategy for meeting the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

In the development of the Multi-Year Accessibility Plan, the Township commits to the following:

- To post the Multi-Year Accessibility Plan on the Township's website and provide it in an accessible format upon request.
- To review and update the Multi-Year Accessibility Plan at least once every five years in conjunction with the Accessibility Advisory Committee.
- To prepare an annual status report on the progress measures taken to implement the strategies within the Multi-Year Accessibility Plan.
- To post the annual status report on the Township's website and provide the report in an accessible format upon request.

### **Background**

#### **Ontarians with Disabilities Act, 2001**

The Township of Tiny has been working towards an inclusive and accessible organization for a number of years as documented in its annual accessibility plan. The Ontarians with Disabilities Act, 2001, requires municipalities of a certain size to complete an annual accessibility plan. The annual plan addresses the identification, removal and prevention of barriers to persons with disabilities in the municipality's by-laws, policies, programs, practices, services and facilities. Prior to the Ontarians with Disabilities Act, 2001, the municipality was already taking steps to improve accessibility and inclusion.

## **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**

Under the authority of the Accessibility for Ontarians with Disabilities Act, Integrated Accessibility Standards (IAS), the Township has moved from an annual accessibility plan to a multi-year accessibility plan that outlines actions undertaken by the Township to achieve its priorities and that identifies future goals that will assist the Township in meeting the compliance requirements under the Integrated Accessibility Standards.

The AODA requires that Ontario be an accessible province by 2025. To assist in this endeavor, the AODA contains accessibility standards in the areas of:

- Accessible Customer Service
- General Requirements
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

### **Accessible Customer Service**

The Standard for Accessible Customer Service came into force in 2008. To date, the Township has successfully met the requirements of this standard through the development of an Accessible Customer Service policy and through ongoing training.

The next three standards, which also include a general requirements component, have been combined into the Integrated Accessibility Standards (IAS).

### **General Requirements**

The General component of the Integrated Accessibility Standard focuses on the establishment of accessibility policies, accessibility plans, the procurement of goods and services, self-service kiosks and training requirements.

### **Information and Communications**

The Information and Communications Standard was designed to assist Ontario businesses and organizations in making their information accessible for people with disabilities. This standard focuses on websites and accessible formats and communication supports.

### **Employment**

The Employment Standard was designed to assist Ontario businesses and organizations make accessibility a regular part of recruiting, hiring and supporting employees with disabilities. This standard focuses on policy and procedure requirements.

### **Transportation** (Not applicable to the Township of Tiny at this time)

The Transportation Standard was designed to make it easier for everyone to travel in Ontario. This standard applies to:

- conventional transportation services, for example, London Transit and the Toronto Transit Commission (TTC);
- specialized transportation services, for example, TTC's Wheel-Trans, and DARTS in Hamilton;
- municipalities with specific requirements for those that license taxicabs or provide conventional transportation services;
- certain ferries;
- other transportation services, for example
  - public school boards that provide transportation services
  - hospitals, colleges and universities who provide transportation services (for example, shuttle buses)

## **Design of Public Spaces**

The Design of Public Spaces Standard came into force on January 1, 2013. The requirements mandated under this standard address a broad range of physical and architectural features specific with a view to eliminate barriers in public spaces and buildings, i.e. recreational trails/beach access, outdoor eating areas, outdoor play spaces, exterior paths of travel, service counter, waiting areas, etc.

The Design of Public Spaces Standard applies to public spaces that are newly constructed or redeveloped and designated public sector organizations such as the Township of Tiny are required to meet the requirements of this Standard as of January 1, 2016.

## **Accessibility Advisory Committee**

The Township of Tiny's Accessibility Advisory Committee plays a key role in helping the municipality achieve greater accessibility for all users of its facilities and services.

Formed in 2009, the Accessibility Advisory Committee advises Council in the promotion and facilitation of a barrier-free community for all citizens including person with disabilities. This is achieved through the review of municipal policies, programs, services and the identification, removal and prevention of barriers faced by persons with disabilities.

The Accessibility Advisory Committee will:

- Advocate on behalf of persons with disabilities through the promotion of public awareness and understanding the needs of disabled persons.
- Support the development and implementation of programs, policies and by-laws that promote and create a barrier-free community.
- Make recommendations to Council on strategies to ensure that existing barriers are eliminated and that no new barriers are created.
- Assess the status of municipally owned or operated buildings, facilities and public areas and make recommendations to Council that would enhance the needs of disabled persons.
- Work with Township staff in the maintenance of the Township's Multi-Year Accessibility Plan.
- Respond to relevant accessibility issues as raised by individuals or community groups.

# Highlights of IAS Compliance

## Customer Service

The Customer Service Standard Regulation enacted on January 1, 2008, established standards that required every provider of goods and services to establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities.

The Township has successfully met the requirements of this standard on December 31, 2009, through the development of Accessible Customer Service Policy (ACC-001) and the ongoing training of new employees, volunteers and individuals who serve the public on behalf of the Township.

The Accessible Customer Service Policy is available to the public through the Township website or in an accessible format upon request.

The Township exercises a process for general or accessibility related feedback. The municipality is committed to excellent customer service and feedback from the public is encouraged to identify areas that may require change and service improvement.

Customers can provide feedback as follows:

- By mail or in person (hard copy of customer feedback forms available at Township facilities)
- By telephone, fax or TTY
- Online form available on Township's website – [www.tiny.ca](http://www.tiny.ca)

## General

### a) Establishment of Accessibility Policies

The established accessibility policies guide the Township in its efforts to achieve compliance. The Township's Integrated Accessibility Standards Regulation Policy (Policy ACC-003) outlines our commitment to achieving the requirements under the various AODA Standards (customer service, general, information and communication, employment standards, transportation, design of public spaces).

### b) Multi-Year Accessibility Plan

The objectives of the Township Multi-Year Accessibility Plan are to:

- a) Identify the goals and strategies of the Township to remove barriers and meet the requirements of the AODA.
- b) Outline actions already undertaken by the Township to achieve its goals.

Reviewed with the Accessibility Advisory Committee and approved by Council, the Multi-Year Accessibility Plan is posted on the Township website and is available in accessible formats upon request.

### c) Procurement or Acquiring Goods, Services or Facilities

When procuring or acquiring goods, services or facilities, the Township shall incorporate accessibility guidelines or standards into relevant policies, procedures and by-laws. In 2012, the Township reviewed its procurement by-law and amended it accordingly to incorporate an accessibility criteria clause. Municipal departments now incorporate accessibility criteria into its purchasing practices, tenders and RFPs.

### d) Self Service Kiosks

The Township shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

### e) Training – IASR Standards and Human Rights Code

Ongoing compliance with Integrated Accessibility Standards Regulations and Human Rights Code training includes the training of new hires, volunteers and individuals who serve the public on behalf of the Township and upon changes to policies, procedures and practices.

## Information and Communications

### a) Accessible Formats and Communication Supports

Accessible formats for information or communication supports are provided upon request, including for emergency or public safety information made available to the public. The Township has developed a contact list for the provision of accessible formats.

The Township is pleased to consult with residents on how best to meet their accessibility needs upon request.

### b) Accessible Website and Web Content

Website to WCAG Level AA. In early 2021, the Township was successful in securing funding through the Inclusive Community grant for the purpose of a website redesign to ensure AODA compliance.

## Employment

The Township has incorporated accessibility criteria into its employment practices by:

- notifying and providing accessible formats and communication supports to employees as requested;
- advising employees of the workplace emergency response information and developing a procedure to implement an accommodation;
- developing an employee accommodation plan and return to work plan;
- incorporating accessibility considerations into performance management, career development and advancement as well as redeployment.

## Other

### a) Partnerships

Member of Ontario Network of Accessibility Professionals  
(Sue Walton, Director of Legislative Services/Clerk and Accessibility Coordinator)

Member of Simcoe County Accessibility Advisory Group  
(Sue Walton, Director of Legislative Services/Clerk and Accessibility Coordinator)

## Accessibility Audit

The Accessibility Directorate of Ontario periodically conducts file reviews on randomly selected organizations to confirm that they are in compliance with the AODA and its standards. In July of 2014, the Township of Tiny was selected for such a review. The Township was requested to provide the following documentation to prove its compliance:

- A copy of our Multi-Year Accessibility Plan.
- A copy of our procurement by-law identifying how the Township incorporates accessibility into its procurement practices.
- Documents identifying that appropriate training is provided to all persons on the accessibility standards and Human Rights Code.
- Documents identifying that the Township's process for receiving and responding to feedback is accessible upon request to persons with disabilities.
- Documents identifying how the Township's recruitment process meets the accommodation requirements.
- Documents identifying how the Township notifies, consults and arranges with job applicants regarding suitable accommodation as required.

As the Township has achieved all the requirements within the required compliance timelines, the documentation was easily provided as requested. A report from the Ministry of Economic Development, Employment and Infrastructure was received on September 2014 advising that the Ministry is satisfied that the Township has achieved compliance with the Standards to date.

In November 2020, the Township was selected by the Ministry for Seniors and Accessibility, Compliance and Enforcement Branch for an AODA audit including information related to the following:

- Accessibility Advisory Committee
- Accessibility Policies
- Multi-Year Accessibility Plan
- Procurement and Self-Service Kiosks
- Training
- Accessible Feedback
- Accessible Employment Policies

The Township received confirmation from the Ministry that compliance has been achieved.

# Accessibility Achievements 2016 to 2020

## 2019 - 2020

### Township Initiatives

- › Accessible rolling boardwalk developed, installed and trialed at Lafontaine Beach Park – May 2019.
- › Ministry of Seniors and Accessibility Innovative Accessibility Projects Webinar participant regarding the Township's Rolling Boardwalk Project – September 25, 2019, presenters Deborah Clyne, Chair, Accessibility Advisory Committee, Sue Walton, Director of Legislative Services/Clerk and Accessibility Coordinator and Tim Leitch, Director of Public Works.
- › Independent Living Services (Simcoe County and Area) Annual General Meeting, September 25, 2019, attended by Joan MacMillan, AAC Member.
- › Accessibility audits of Township facilities and parks – October 4, 2019
- › Public consultation on accessible features for proposed Park Side Park playground (Balm Beach) – September 2019
- › Town Hall Meeting participation – September 2019 Town Hall Meeting
- › Installation of accessible playground at Park Side Park (Balm Beach) – November 19, 2019
- › Publication of article on the Township's rolling boardwalk project in The Green Sward, official publication of the Ontario Parks Association – Winter 2019.
- › Public consultation on accessible features for the proposed Toanche Park playground – June 2020.
- › Accessible playground equipment installed at Toanche Park – September 2019.
- › Rolling boardwalks installed at Lafontaine Beach Park after successful pilot in 2019 – May 2020.
- › Application to Employment and Social Development Canada Enabling Accessibility Funding Program for installation of touchless toilets and sinks for Township facilities and offices – July 2020 (unsuccessful due to quantity of applications received).
- › Application to Inclusive Community Grant for redesign of Township website to meet AODA requirements – December 2020.
- › Successfully completed Ministry for Seniors and Accessibility Desk Audit – December 2020.
- › Township Accessibility Logo and Flag project – 2020.
- › Development of Respect the Space brochure – 2020.
- › Committee representation on Senior Advisory Committee to discuss issues/projects of common interest.
- › Survey conducted and presented to AAC on COVID related projects of Accessibility Advisory Committees in various cities and townships – Richard Gould, AAC Member.





## IAS Requirements

- › WCAG Level AA – In February 2021, the Township secured funding through the Inclusive Community Grant for the redesign of its website to ensure AODA compliance to WCAG Level AA.

## 2018

### Township Initiatives

- › Robert Robitaille Pavilion:
  - Accessible parking sign.
  - Barrier free access (ramps) at entrances.
  - Pathway from west side of pavilion to ball diamond area.
  - Accessible washroom signage.
- › Toanche Park – pathway connecting pavilion to ball diamonds.
- › Wyevale Park:
  - Crushed limestone pathway at Wyevale Park to baseball diamond stands.
  - Connectivity paths of crushed limestone around soccer pitches.
  - Crushed limestone path at end of Mary Jane Road connecting to soccer pitches and trail.
- › Training for Committees of Council and staff resources on AODA requirements and importance of corporate-wide approach to accessibility.
- › Funding provided to Wheels 4 Wheels and Community Reach through the Mayor's Charity Golf Tournament (\$5,000 each).
- › Accessibility Advisory Committee review of site plans as determined.
- › Accessibility Advisory Committee participation in project committees such as the Wyevale Park Master Plan and Lafontaine Beach Park Master Plan.
- › Permanent seasonal Mobi-Mat at Jackson Park.



## 2017

### Township Initiatives

- › Staff training on how to create an Accessible Document – January 18, 2017.
- › Installation of Balm Beach Mobi-Mat in May 2017 for the summer season (second season).
- › Accessibility Advisory Committee participation at the May 27, 2017 Town Hall Meeting at the Wyebridge Community Centre as an exhibitor.
- › National Access Awareness Event, June 2, 2017, at the Tiny Township Community Centre featuring a presentation by Independent Living Services on how to make your house a home for a lifetime, as well as various exhibitors including Wheels 4 Wheels, Community Reach, the Red Cross, the County of Simcoe, Home Instead, Huronia Alarms, and the Township's Accessibility Advisory Committee and Senior Advisory Committee.
- › Purchase of land use Mobi-Mat that was utilized successfully at a Township sponsored event in August 2017.
- › Consultation and Public Open House in conjunction with the Lafontaine Beach Park Master Plan Advisory Committee for new playground equipment at Lafontaine Beach Park to incorporate accessibility features - July 19, 2017.
- › Fully accessible playground installed at Lafontaine Beach Park – October, 2017
- › Portion of land-use Mobi-Mat installed at Jackson Park for the 2017 summer season.
- › Approval of purchase of additional 100' Mobi-Mat for permanent use at Jackson Park.
- › Accessibility Advisory Committee review of 2018 priorities for budget consideration.
- › Funding provided to Wheels 4 Wheels and Community Reach through the Mayor's Charity Golf Tournament (\$5,000 each).
- › Accessibility Advisory Committee participation in project committees such as the Wyevale Park Master Plan and Lafontaine Beach Park Master Plan.
- › Accessibility Advisory Committee review of site plans as determined.
- › Accessible portable washrooms at Toanche and Perkinsfield Parks.
- › Self-closing hinges on accessible washrooms: Tiny Township Community Centre, Wyebridge Community Centre, Woodland Beach, Jackson Park, Balm Beach and Lafontaine Community Centre and Pavilion.
- › \$10,000 from the Accessibility Capital Reserve set aside for accessible park features – 2017 and 2018.

## 2016

### Township Initiatives

- › Ribbon Cutting Ceremony for the Balm Beach Mobi-Mat

The Township celebrated the installation of its Mobi-Mat recreation path at Balm Beach on June 1, 2016 with an official ribbon cutting ceremony.

Purchased in August 2015 and installed mid-September 2015, the mob-mat was piloted at Balm Beach for the remainder of the summer season. Although short-lived, it

provided the Township an opportunity to deal with any installation issues and trial the Mobi-Mat prior to a full summer season.

The ribbon cutting ceremony held on June 1, 2016, coincided with National Access Awareness Week and provided not only an opportunity to celebrate this accessibility achievement but also to educate the public on accessible services available in the community. The event included information tables from the Accessibility Directorate of Ontario, Independent Living Services, Community Reach, Huronia Seniors Volunteer Care Team, the Mobility Centre and Deschamps Mobi-Mats.

- › Funding provided to Community Reach for its Transportation Linking Communities Program.
- › Funding provided to the Huronia Seniors Volunteer Care Team for its Wheels 4 Wheels Program.
- › Purchase and placement of two accessible picnic tables at each large municipal park.
- › Purchase of portable accessible washroom for Wyevale Park.
- › Purchase of 200' of Mobi-Mat recreation pathway for land use purposes.
- › Ongoing attendance at Simcoe County Accessibility Coordinators Networking Meetings (Sue Walton, Accessibility Coordinator).
- › Attendance at "Promoting a Culture of Accessibility and Inclusion" Workshop, December 5, 2016 (Richard Gould, Accessibility Advisory Committee Member).

## IAS Compliance Strategies and Accessibility Initiatives

The Township continues to work toward implementing all requirements of the AODA.

### Design of Public Spaces (IAS Requirement - January 1, 2016 Implementation Date)

The Township shall meet accessibility requirements when constructing and maintaining new or redeveloped elements of public spaces including:

- Recreational trails and beach access routes
- Outdoor eating areas for public use
- Outdoor play spaces (such as playgrounds)
- Exterior paths of travel (such as walkways across parks or between buildings)
- Accessible on and off street parking
- Service counters and waiting areas

When undertaking new construction or redevelopment in any of the above categories, the Township will refer to and comply with the legislative requirements for that category.

Copies of the Design of Public Spaces Standard have been provided to the appropriate municipal departments (Planning, Public Works, Parks, Recreation and By-law) and the Accessibility Advisory Committee.

## Accessibility Initiatives Moving Forward

The Township continues to work towards removing barriers. The considerations going forward include, but are not limited to, the following:

- Website redesign for ensure AODA compliance to WCAG Level AA.
- Continued consultation on Township projects and Master Plans regarding accessibility features - 2021 input into Transportation Master Plan.
- Accessibility Advisory Committee to work collaboratively with North Simcoe AACs to develop strategies to increase accessible transportation in the community.
- Installation of additional rolling boardwalks at suitable public beach locations.
- Miscellaneous playground enhancements.
- Dedicated media campaign focused on accessibility achievements and accessible features within Township.
- Promotion of County of Simcoe “File of Life” Kit and program.
- Continued site plan reviews as deemed appropriate by the Accessibility Advisory Committee.

The Township will continue to provide the required training (Customer Service, Integrated Accessibility Standard Regulations and Human Rights Code) to accommodate new staff, volunteers and third party consultants and where changes to policies, procedures and practices have taken place.

The Township, with the assistance of the Accessibility Advisory Committee, will continue to explore opportunities to promote accessibility within the community (i.e. further public information sessions, participation in community events, accessibility representation on appropriate projects, etc.).

See the Multi-Year Accessibility Plan online at [www.tiny.ca](http://www.tiny.ca)

**This publication is available in alternate formats upon request.**

To request a copy, please contact:  
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