



# Municipality of Killarney

## Multi-Year Accessibility Plan 2015-2020

### **Accessible Format**

If you require this document to be in an accessible 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

On July 1, 2011, the Ontario government enacted the Integrated Accessibility Standards (Ontario Regulation 191/11 under the AODA) to encompass Information and Communication, Employment and Transportation. Although the AODA is in place, until all accessibility standards have been enacted into law, the ODA will remain in force. Therefore, municipalities will be obligated to comply with two pieces of legislation.

## 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 a long-term process, and will work towards removing barriers that prevent persons with a disability from accessing municipal services, programs, and facilities.

*(Note: The Transportation Standard does not apply to the Municipality, since it has no public transit system.)*

## Achievements

### ***Customer Service Standard***

2009

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, support for the use of service animals and of support persons. A procedure had been established for notifying the public of disruptions in the service. A form for customer feedback relating to accessibility issues had also been made available.

2009

All municipal staff received 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

2012

An information pamphlet was created for 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***

2012

Upon request, the Municipality will make emergency and public safety information accessible to people with disabilities. The Municipality also is committed to working with the person requesting the information to determine how to best meet their needs, as soon as possible.

2014

The Municipality launched a new accessible municipal website.

### ***Employment Standard***

2012

The Municipality makes a commitment to provide individualized emergency response information to any employees who have a disability. This includes making a plan that will help the individual during an emergency situation.

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

2004 – 2012

Automatic door openers have been installed at the main entrance to the Municipal office building, the Killarney Community Centre, and the water treatment plant (the building housing the plant has a conference room that is available for use by the public). The Killarney Health Centre also has an automatic door opener.

2011

The recently constructed Veterans' Memorial Hall has automatic door openers and accessible public washrooms.

2014

The newly built wharf facility building has automatic door openers and accessible public washrooms.

## **Plan for the Future**

To date, the following activities have been identified as additional ways in which the Municipality can work towards full accessibility for disabled persons who use municipal services, programs, and facilities. This plan will be reviewed and updated in 2020.

### ***Yearly***

- Continue to channel any concerns or suggestions from staff and the public about accessibility issues through the office of the Clerk-Treasurer.
- Continue to provide accessible formats or communication supports in a timely fashion and at no additional charge to the user.

### ***2015 - Employment Standard***

- Notify successful applicants, within the letter of employment, of existing policies for accommodating persons with disabilities.
- If any staff member expresses an interest in obtaining a document in accessible format or in needing communication support in order to perform job duties, the request will be handled by that employee's department head.
- Review the existing 'Return to Work' program to ensure that it meets the requirements of the standard.

### ***2016 - Built Environment***

- Conduct site tours to inspect and provide written reports about Municipal facilities, to determine how accessibility features could be enhanced or incorporated into them.

### ***2016 - Information and Communication***

- By the year's end, ensure that all pdf files posted to the Municipal website have been replaced with those that meet accessibility standards (WCAG 2.0).

## 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:

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