THE FORT ERIE LIBRARY BOARD

Progress Report – January 1, 2024

Multi-Year Accessibility Plan (2022-2026)

In Compliance with O. Reg. 191/11, O. Reg. 413/12 Including Information and Communication, Employment, Design of Public Spaces and Customer Service Accessibility Standards

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Introduction

Under the *Accessibility for Ontarians with Disabilities Act*, 2005, Ontario Regulation 191/11 (Integrated Accessibility Standard) public and private sector organizations in the Province of Ontario must develop a multi-year accessibility plan to identify and address barriers to information and communication, employment, transportation and customer service for people with disabilities. Also under the legislation, municipalities must provide progress reports on the multi-year accessibility plan.

The Fort Erie Public Library Board is pleased to present its Progress Report on its 1st Multi-Year Accessibility Plan (2023-2026) for 2023. Accessibility provides the municipalities with an opportunity to provide excellence in customer service and an accessible experience to all citizens. The municipalities remain committed to meeting the accessibility needs of their citizens and staff.

This Progress Report identifies the steps the Fort Erie Public Library Board have taken and will continue to take to ensure their goods and services are accessible to all people of all abilities.

Integrated Accessibility Standards Regulation: Information and Communication

Regulation **Regulation**	**Action Plan**	**Accountability**	**Complete**	**Status Comments**
(1) Every provider shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities. O. Reg. 165/16, s. 16.	1.1 Accessibility Policy Established accessibility policy. Annual review of Policy to ensure it is up to date, reflects any changes as they occur and is posted on the website.	CEO, Manager IT	Yes, ongoing	December 31, 2023
Provision of Alternate Formats Providing the following information in alternate format or accessible communication supports (for example: American Sign Language (ASL) interpretation or Teletype Telephone (TTY)) upon request according to legislated deadlines; for example: · *O. Reg. 191/11–13 (1)* - Organizational emergency procedures, plans and public safety information (January 1, 2012). · *O. Reg.191/11–3 (1)* - Town Accessibility Policy and Accessibility Plan (January 1, 2013). · *O. Reg. 191/11–21 (1)* Applicant and employee related information (January 1, 2014).	IT reviewing vendors for this service	CEO, Manager IT	Ongoing	December 31, 2023
	Accessible Documents Training – Provide to applicable employees. Annual review of training content; update as needed information provided to new hires.	CEO	Ongoing	December 31, 2023

Integrated Accessibility Standards Regulation: Information and Communication

Regulation	Action Plan	Accountability	Complete	Status Comments
<u>Provision of Alternate Formats continued</u> Providing the following information in alternate format or accessible communication supports (for example: American Sign Language (ASL) interpretation or Teletype Telephone (TTY)) upon request according to legislated deadlines; for example: · *O. Reg. 191/11–13 (1)* - Organizational emergency procedures, plans and public safety information (January 1, 2012). · *O. Reg.191/11–3 (1)* - Town Accessibility Policy and Accessibility Plan (January 1, 2013). · *O. Reg. 191/11–21 (1)* Applicant and employee related information (January 1, 2014).				

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 191/11–11(1–4) Feedback Mechanism Ensure accessible feedback mechanism in relation to areas covered under Integrated Accessibility Regulation. Every obligated organization shall notify public about availability of accessible formats and communication supports.	. Annual review of Feedback received from the public	CEO	Yes, ongoing	December 31, 2023
O. Reg. 191/11–14(1–7) Websites New web content to conform to W3C WCAG 2.0 Level A. Except where not practicable, this applies to: Web-based applications that an organization controls directly or through a contractual relationship that allows for modification of a product.	Annual update of Library website to communicate new feedback procedures and mechanisms (as appropriate)	Manager IT	Yes, ongoing	December 31, 2023

Integrated Accessibility Standards Regulation: Information and Communication

Integrated Accessibility Standards Regulation: Information and Communication

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 191/11–12 (1) Organizational Material in Alternate Format: Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities: (a) in a timely manner that takes into account the person's accessibility needs and in consultation with the person making the request.	Accessible Communication Policy being developed to outlining protocols including templates for accessible word processing, accessible PDF's and accessible web-based materials	CEO, IT Manager	No	December 31, 2023

Integrated Accessibility Standards Regulation: General Regulations

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 191/11–3 (1) Accessibility Policy Dissemination of Library Accessibility Policy to public.	Communication Post Accessibility Policy on Library website.	CEO, IT Manager	No	December 31, 2023
	Accessibility Policy available in alternate formats or alternate communication supports upon request	IT Manager	No	December 31, 2023
O. Reg. 191/11–4(1) Accessibility Plan Provide public consultation opportunity to review Accessibility Plan for the library.	Prepare Multi-Year Accessibility Plan	CEO	No	December 31, 2023
	Assistance from the public and interest groups consultation process	CEO	No	December 31, 2023

Integrated Accessibility Standards Regulation: General Regulations

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 191/11–14(1–7) Websites New websites and web content to conform to W3C WCAG 2.0 Level A. Except where not practicable, this applies to: Websites Web content (published after January 1, 2012) Web-based applications that an organization controls directly or through a contractual relationship that allows for modification of a product.	Annual review and update of Accessibility Page to outline Accessibility Policy and update as needed	CEO, Manager IT	No, ongoing	December 31, 2023
	Website Compliance: Ensure all new website content is meets WCAG 2.0 Level AA compliance	Manager IT	No, ongoing	December 31, 2023
	Ensure all new web-based applications meets WCAG 2.0 Level AA compliance	Manager IT	No, ongoing	December 31, 2023
O. Reg. 191/11–11(1–4) Feedback Mechanism Ensure accessible feedback mechanism in relation to areas covered under Integrated Accessibility Regulation. Every obligated organization shall notify public about availability of accessible formats and communication supports.	Annual update of Library website to communicate new feedback procedures and mechanisms (as appropriate)	Manager IT	No, ongoing	December 31, 2023

Integrated Accessibility Standards Regulation: Information and Communication

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 191/11–7(1–6) Training Provide training regarding Integrated Accessibility Regulation requirements to all persons who provide goods, services or facilities on behalf of the organization. Training to take place as soon as practicable and shall include any changes to policies on an ongoing basis. Record keeping of training provided and number of participants is required.	Training Plan Development: Provide annual refresher AODA training through on-line training provider	CEO	Ongoing	December 31, 2023

Integrated Accessibility Standards Regulation: Employment

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 191/11–22 Availability of Accommodations Notice provided to employees and public about the availability of accommodation for applicants with disabilities during recruitment process. *O. Reg. 191/11–28 (1–3)* Documented Individual Accommodation Plans Documented Accommodation Plans provided to employees with disabilities. *O. Reg. 191/11–29 (1–3)* Return-to-Work Process Documented Return-to-Work process established including disability-related accommodations.	Annual review of Accommodation Policy and Return-to-Work Process	CEO	Yes, ongoing	December 31, 2023
	Employment Policy and Procedures are updated as required	CEO	Yes, ongoing	December 31, 2023
	Recruitment accommodations including notice in advertisements as required	CEO	Yes, ongoing	December 31, 2023
	Annual review of RTW documents updated as needed	CEO	Yes, ongoing	December 31, 2023

Integrated Accessibility Standards Regulation: Employment

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 191/11–23 (1–4) Selection Process Accommodations Accommodation provided to applicants selected to participate in assessment or selection process, upon request. Suitable accommodation provided in manner that takes applicant's accessibility needs.	Policy: Annual review of the Recruitment Policy and Procedures	CEO	Yes, ongoing	December 31, 2023
	Annual review of AODA training and update as needed	CEO	Yes, ongoing	December 31, 2023
O. Reg. 191/11–24 Notice to Successful Applicants: Successful applicant provided accommodation policy when making offer of employment.	Review of Offers of Employment Procedures as required	CEO	Yes, ongoing	December 31, 2023
	Annual review of Employment Offer Checklist to ensure that all successful applicants/new employees are aware of Accessibility Policy, Accommodation Policy and Accommodation Planning Procedures and Emergency Response and Evacuation Support Procedures	CEO	Yes, ongoing	December 31, 2023

Integrated Accessibility Standards Regulation: Employment

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 191/11–25 (1–3) Notice to Employees Accommodation policy provided to all employees and updates provided whenever changes are made.	Updates provided to employees as needed	CEO	Yes, ongoing	December 31, 2023
O. Reg. 191/11–26 (1–2) Alternate Formats for Employees Alternate formats provided to employees with disabilities upon request including information needed to perform employee's job, information generally available in workplace. Employer will consult employee making request when determining suitability of accessible format provided.	All Health and Safety and Orientation material for new and existing employees (as relevant to the employee and job description) to be provided in an alternate format upon employee's request	CEO	Yes, ongoing	December 31, 2023
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Integrated Accessibility Standards Regulation: Employment

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 191/11–30 (1–2); 31 (1–2); 32 (1–2) Performance Management, Career Development and Advancement and Redeployment processes include accessibility accommodation and provided in alternate format upon request.	Performance Management and employee development - Annual review of training regarding how to provide accessibility in performance management, development and advancement and redeployment if required	CEO	Yes, ongoing	December 31, 2023
	Review any accommodation plans and requirements, does it cover the employee at each branch	CEO	Yes, ongoing	December 31, 2023
O. Reg. 191/11–7 (1–6) Training Employment Training (i.e. Ontario Human Rights Code, accessible recruitment and screening, employment policy and accommodation planning training).	Annual refresher AODA training through on-line providers	CEO	Yes, ongoing	December 31, 2023

Integrated Accessibility Standards Regulation: Design of Public Spaces

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 413/12; OBC Section 3.8	Implementation of accessibility audit recommendations for all branches	CEO	No, ongoing	December 31, 2023
O. Reg. 191/11–4 (1–4) <u>Accessibility Plan</u> Develop a "multi-year Accessibility Plan" that outlines compliance strategies to comply with Integrated Accessibility Regulation (i.e., Information and Communication, and Employment). Accessibility Plan must be posted to organization's website and available in alternate format upon request. Annual Status Report outlining progress must be written and posted to website each year. Accessibility Plan and Progress Reports must include consultation with people with disabilities (at least one public meeting). Accessibility Plan to be reviewed and updated every five years. Review must include consultation with people with disabilities.	Develop an Accessibility Plan that includes organization-wide analysis of barriers and proposed solutions. Include consultations with outside vendors and interest groups	CEO	No, Ongoing	May 31, 2022

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 80.44 In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following: 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part. 2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. O. Reg. 413/12, s. 6.	Ensure proper maintenance of accessibility features and planned maintenance	CEO	No, ongoing	December 31, 2023
	Any service disruptions are posted at site of disruption and on the Library website.	CEO, Manager IT	Yes, ongoing	December 31, 2023

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 80.46 1. The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities. 2. The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities. 3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities. 4. When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability. O. Reg. 165/16, s. 16.	Patron Service policies outline how the Library is compliant with these requirements.	CEO	No, ongoing	December 31, 2023
	Provision of services and facilities to people with disabilities is integrated into provision of services or facilities for all citizens wherever possible. When communicating with people with disabilities the Library takes into account the person's accessibility needs.	CEO, Manager IT	No, ongoing	December 31, 2023

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 80.46 (3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so. O. Reg. 165/16, s. 16.	Accessibility Policy to address assistive devices used by patrons with disabilities	CEO	No	December 31, 2023
(4) Every provider, other than a small organization, shall prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person. O. Reg. 165/16, s. 16.	Accessibility Policy is established and available upon request.	CEO	Yes, ongoing	December 31, 2023

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 80.46 (5) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (4) are available on request. O. Reg. 165/16, s. 16.	Notice of policy availability on the Library website	CEO, Manager IT	Yes, ongoing	December 31, 2023
(6) The notice required by subsection (5) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.	Policy posted on the Library website	Manager IT	Yes, ongoing	December 31, 2023

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 80.47 (2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises. O. Reg. 165/16, s. 16.	Service animal requirements to be addressed in the Library's Accessibility Policy	CEO	No	December 31, 2023
O. Reg. 80.47 (3) If a service animal is excluded by law from the premises, the provider shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the provider's goods, services or facilities. O. Reg. 165/16, s. 16.	Service animal requirements to be addressed in the Library's Accessibility Policy	CEO	No	December 31, 2023

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 80.47 (5) The provider may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that, (b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises. O. Reg. 165/16, s. 16.	Support Person requirements addressed in municipal Accessibility policy	Clerks, Human Resources	Yes, ongoing	December 31, 2023

Integrated Accessibility Standards Regulation: Customer Service

O. Reg. 80.47 (9) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (8) are available on request. O. Reg. 165/16, s. 16. (10) The notice required by subsection (9) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.	Notice provided on municipal website Accessibility policy addresses support person requirements	Clerks, Communications Clerks, Human Resources	Yes, ongoing Yes, ongoing	December 31, 2023

Regulation	Action Plan	Accountability	Complete	Status Comments

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 80.48 (1) If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public. O. Reg. 165/16, s. 16.	Notice of service disruption provided at site of disruption, to Manager IT for the Library website as appropriate.	C	Yes, ongoing	December 31, 2023
O. Reg. 80.48 (2) Notice of the disruption must include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. O. Reg. 165/16, s. 16.	Notice of disruption provides reason, duration and description of alternate facilities or services.	Public Works, Community Services, Communications, Human Resources, Clerks	Yes, ongoing	December 31, 2023

Integrated Accessibility Standards Regulation: Customer Service

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 80.48 (3) Every provider, other than a small organization, shall prepare a document setting out the steps that the provider will ensure are taken in connection with a temporary disruption and, on request, shall give a copy of the document to any person. O. Reg. 165/16, s. 16. (4) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (3) is available on request. O. Reg. 165/16, s. 16.	Accessibility Policy established to address compliance needs. Policy is available upon request.	Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 80.48 (5) The notices required by subsections (2) and (4) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, or by any other method that is reasonable in the circumstances. O. Reg. 165/16, s. 16.	Notice provided on municipal website	Clerks, Communications	Yes, ongoing	December 31, 2023
O. Reg. 80.49 (1) Subject to subsection (2), every provider shall ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities: 1. Every person who is an employee of, or a volunteer with, the provider. 2. Every person who participates in developing the provider's policies. 3. Every other person who provides goods, services or facilities on behalf of the provider. O. Reg. 165/16, s. 16.	Training provided through municipal Learning Management System and JAAC.	Human Resources	Yes, ongoing	

Integrated Accessibility Standards Regulation: Customer Service

	Action Plan	Accountability		

Integrated Accessibility Standards Regulation: Customer Service

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 80.49 (2) The training must include a review of the purposes of the Act and the requirements of this Part and instruction about the following matters: 1. How to interact and communicate with persons with various types of disability. 2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person. 3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability. 4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities. O. Reg. 165/16, s. 16.	Training addresses all legislative requirements.	Human Resources	Yes, ongoing	December 31, 2023 Yes, ongoing

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 80.49 (3) Every person referred to in subsection (1) shall be trained as soon as practicable. O. Reg. 165/16, s. 16.	Training of new hires occurs at onboarding	Human Resources	Yes, ongoing	December 31, 2023 Yes, ongoing
(4) Every provider shall also provide training on an ongoing basis in respect of any changes to the policies described in section 80.46. O. Reg. 165/16, s. 16.	Ongoing training occurs with any change to Accessibility Policy.	Human Resources	Yes, ongoing	December 31, 2023 Yes, ongoing
(5) Every provider, other than a small organization, shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided. O. Reg. 165/16, s. 16.	Training records kept.	Human Resources	Yes, ongoing	December 31, 2023 Yes, ongoing

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 80.49 (6) Every provider, other than a small organization, shall, (a) prepare a document that describes its training policy, summarizes the content of the training and specifies when the training is to be provided; Every provider, other than a small organization, shall, (b) on request, give a copy of the document to any person. O. Reg. 165/16, s. 16.	Accessibility Policy established to address compliance needs. Policy is available upon request. Policy posted on website.	Clerks, Humam Resources, Communications	Yes, ongoing	December 31, 2023
(7) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (6) is available on request. O. Reg. 165/16, s. 16.				

(8) The notice required by subsection (7) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.				

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 80.50 (1) Every provider shall establish a process for receiving and responding to, (a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; (1) Every provider shall establish a process for receiving and responding to, (b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3). O. Reg. 165/16, s. 16.	Accessibility Policy addresses feedback mechanism and how feedback is received by Town.	Clerks, Human Resources	Yes, ongoing	December 31, 2023

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 80.50 (2) The feedback process must specify the actions that the provider will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities. O. Reg. 165/16, s. 16.	Feedback mechanism specifies who complaints are received and managed.	Clerks, Human Resources	Yes, ongoing	December 31, 2023
(3) Every provider shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request. O. Reg. 165/16, s. 16.	Feedback mechanism is accessible to people with disabilities by providing accessible formats and communication supports upon request.	Clerks, Human Resources	Yes, ongoing	December 31, 2023

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 80.50 (4) Every provider shall make information about the feedback process readily available to the public. O. Reg. 165/16, s. 16.	Feedback mechanism available to public via municipal website.	Clerks, Communications, Human Resources	Yes, ongoing	December 31, 2023
(5) Every provider, other than a small organization, shall prepare a document describing the feedback process and, on request, shall give a copy of the document to any person. O. Reg. 165/16, s. 16.	Accessibility Policy addresses feedback mechanism and how feedback is received by Town.	Clerks, Human Resources	Yes, ongoing	December 31, 2023
(6) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (5) is available on request. O. Reg. 165/16, s. 16.	Public is notified that Accessibility Policy is available upon request.	Clerks, Communications, Human Resources	Yes, ongoing	December 31, 2023

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
O. Reg. 80.50 (7) The notice required by subsection (6) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.	Notice of feedback mechanism provided on municipal website	Clerks, Communications	Yes, ongoing	December 31, 2023
O. Reg. 80.51 (1) If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support, (a) in a timely manner that takes into account the person's accessibility needs due to disability;	Documents provided to public are available in alternate format upon request.	Clerks, Human Resources	Yes, ongoing	December 31, 2023

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
(1) If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support, (b) at a cost that is no more than the regular cost charged to other persons. O. Reg. 165/16, s. 16.	Alternate formats provided at no more than regular cost to public.	Clerks	Yes, ongoing	December 31, 2023
(2) The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support. O. Reg. 165/16, s. 16.	The Town consults with person requesting alternate format regarding suitability of the format to meet the person's needs.	Clerks, Human Resources	Yes, ongoing	December 31, 2023

Additional Activities of the JAAC

Activity	Action Steps	Accountability	Complete	Status Comments
Establish JAAC for new Council Term	1. Recruit, screen and appoint JAAC members for new Council term. 2. Orient and support new JAAC members to activities of committee. Establish meeting schedule, provide background information as orientation.	Clerks Consultant	Yes Yes	January 2023 March 2023
Accessibility Award Working to acknowledge the accessibility efforts of the community at large.	1. Establish acknowledgement criteria and self-nomination process. 2. Promote self-nomination and community nomination process. 3. Acknowledgement ceremonies with respective Councils and presentation of accessibility decal.	JAAC	No, ongoing	To be established January 2024
Accessibility Audits Accessibility audits of municipal facilities	1. Refresher Accessibility audits of 5 facilities per JAAC partner. Review physical plant according to a variety of accessibility needs and provide a corrective action plan.	JAAC	Yes	September 30, 2023

Activity	Action Steps	Accountability	Complete	Status Comments
Compliance Maintenance	1. Update and provide refresher AODA training to JAAC partner staff. 2. Clarify accessible parking requirements in accordance with Design of Public Spaces Standard; O. Reg. 413/12 3. Conduct site plans for Town of Pelham, Town of Lincoln, Town of Grimsby and Town of Niagara-on-the-Lake	JAAC/Human Resources JAAC/Community Services, Planning and Development JAAC/Community Services, Planning and Development	Yes Yes Yes	April 2023 August 2023 January – November 2023
Community Outreach and Engagement Outreach to community businesses to provide education and information about the AODA	1. Provide educational information about the AODA and compliance requirements to: ● Lincoln Council ● Lincoln Chamber of Commerce ● Lincoln BIA 2. Meet with other AAC's to ensure sharing of best practices and explore opportunities for partnership. Meeting initiated by Niagara Falls AAC, scheduled for Spring 2024.	JAAC JAAC	Yes No	November 30, 2023 Spring 2024