

# **Municipality of Oliver Paipoonge**

## **Report on 2005-2006 Improved Accessibility And Accessibility Plan for 2006-2007**

### **PURPOSE**

This report describes the measures taken by the Municipality of Oliver Paipoonge during the past year and plans for the current year, 2006-2007, to identify, remove, and prevent barriers to people with disabilities who use the facilities and services of the municipality including staff, volunteers, visitors and other members of the community.

### **OBJECTIVES**

This report:

1. Describes areas addressed in 2005-2006
2. Describes the process whereby the Municipality of Oliver Paipoonge will identify, remove, and prevent barriers to people with disabilities
3. Lists the facilities, policies, by-laws, programs, practices, and services the Municipality of Oliver Paipoonge will review this year to identify barriers to people with disabilities
4. Describes the measures the Municipality of Oliver Paipoonge will take this year to remove and prevent barriers to people with disabilities
5. Describes how the Municipality will make this Accessibility Plan available to the public

### **REMOVAL OF BARRIERS UNDERTAKEN IN 2005-2006**

- Renovated the foyer of the Municipal Office to create more space for those using mobility devices such as walkers, wheel-chairs, etc.
- Placed waiting chairs in the foyer to provide seating for visiting individuals with limitations on their ability to stand for extended periods or for resting upon entering the building
- Within the office, moved the Lakehead Rural Planning Board to more accessible space with a larger door entry
- Modifications to the Municipality of Oliver Paipoonge meets many of the accessibility criteria discussed by the Ministry of Community and Social Services Accessibility Directorate including the following:
  - ▶ Motor Disabilities – keyboard or mouse can be used on all pages

- ▶ Hearing impairments – forms can be downloaded
- ▶ Little movement of text; all pages can be accessed from a fixed bar
- ▶ Pages are amenable to font enhancement, screen readers, and speech synthesis by being simple text and table formats.

## **LIST OF FACILITIES, POLICIES, SERVICES, AND BY-LAWS TO BE REVIEWED IN 2006-2007**

### **Facilities to be Reviewed**

- Murillo Community Centre
- Rosslyn Community Hall
- NorWest Recreation Centre
- Oliver Paipoonge Public Library – Murillo
- Oliver Paipoonge Public Library – Rosslyn
- All municipal election facilities

### **Facilities will be reviewed using the attached form:**

- To ensure that handicapped parking is sufficient and adequately marked
- To ensure that all assisting devices are in good condition; ie. washroom wall bars, ramps, etc.
- Review facilities' site plan provisions in relation to Section 41 of the Planning Act
- To ensure offices have proper signage to assist the hearing impaired
- To ensure the website is updated as an accessible information tool
- To assess how our services can be improved

### **By-laws to be reviewed:**

- Zoning By-law
- Parking By-law

### Communication of the Plan

This report will be available to download to the public through the Municipality of Oliver Paipoonge website at [www.oliverpaipoonge.on.ca](http://www.oliverpaipoonge.on.ca) . The plan may also be accessed in hard copy, large print, or on computer disk upon request.

As part of the Municipality's Annual Review of compliance with the Accessibility for Ontarians with Disabilities Act, 2005 and with regard to the proposed Customer Service Standards recently published, an evaluation of the municipal services provided will be undertaken.

The core principles of Accessible Customer Service are:

- Dignity
- Equity
- Inclusion
- Independence
- Responsiveness

The Accessibility for Ontarians with Disabilities Act, 2005 require "Persons or organizations providing goods or services shall establish and maintain policies, processes and practices to deliver accessible customer services."

To evaluate how well our services provide accessibility, please complete the following:

<b>Customer Service</b>	<b>Yes</b>	<b>No</b>
Our customer service policy makes sure that customers with disabilities receive the same service as all our other customers.		
Our employees are comfortable serving customers with disabilities.		
We can provide our services in different ways – we ask customers how we may help them.		
<b>Access to your premises for customers and employees</b>	<b>Yes</b>	<b>No</b>
Our premises have automatic doors and level access to the entrance.		
Our parking lot has spaces reserved for people with disabilities.		
Hallways and aisles are clutter-free and washrooms are accessible.		
If services are on different floors, there's an elevator.		
<b>Communication</b>	<b>Yes</b>	<b>No</b>
Our signs are easy-to-read in large type.		
Our website is designed to be user friendly and accessible to customers with disabilities.		
We have a TTY (a telecommunication device people who are deaf or hard of hearing) number.		

Our reports, advertisements and other written materials use <a href="#">respectful language</a>		
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<b>Employment</b>	<b>Yes</b>	<b>No</b>
Our staff is comfortable serving customers with disabilities.		
Our services can be provided in different ways. We ask customers how we may help them.		
When we use an e-recruitment website, we ask if it's accessible to people with disabilities or if it features alternative advertising methods.		
We're prepared to interview a job applicant who may need accommodation.		
Our job training can be delivered in alternate formats.		
Our working conditions are flexible and we can accommodate workers with different needs.		
<b>Policies, Practices and Planning</b>	<b>Yes</b>	<b>No</b>
Managers demonstrate a commitment to serving customers with disabilities.		
We have a job accommodation policy.		
We have anti-discrimination and anti-harassment policies that protect employees with disabilities.		
When planning new initiatives, we consider the needs of people with disabilities.		

Suggestions for ways that we can remove barriers to accessible customer service:

For areas where barriers exist, please explain how we could:

- Provide equivalent customer service