



FORTFRANCES

BOUNDLESS

MULTI-YEAR ACCESSIBILITY PLAN FOR THE TOWN OF FORT FRANCES 2023-2028

This publication is available on the Town of Fort Frances website at:

www.fortfrances.ca

and in accessible formats upon request by calling 807-274-5323 ext. 1220.

EXECUTIVE SUMMARY

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) is to benefit all Ontarians by recognizing the history of discrimination against persons with disabilities in Ontario by:

- Developing, implementing, and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises on or before January 1, 2025.
- Providing for the involvement of persons with disabilities, of the Government of Ontario and of representatives of industries and of various sectors of the economy in the development of accessibility standards.

The Integrated Accessibility Standards Regulations of the AODA require municipalities to:

- Establish, implement, maintain, and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meets its requirements under this Regulation.
- Post the accessibility plan on their website and provide the plan in an accessible format upon request.
- Review and update the accessibility plan at least once every five years.

A “barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an information barrier, an attitudinal barrier, a technological barrier, a policy, or a practice.

The plan describes how the Town of Fort Frances (“the Town”) has and will continue to identify, remove, and prevent barriers for people with disabilities who use our facilities and services.

The Town is committed to improving access to its facilities, programs, policies, practices, and services for staff, customers, members of the community with disabilities and the public, and will work to reduce barriers in the community. To achieve this goal, Town Council has adopted an Official Community Plan which commits to a ‘Safe, Healthy, and Accessible Community’.

The Town will strive for compliance with the AODA by implementing the standards, which include accessible customer service, information and communication, employment, transportation, and the built environment.

1. AIM

The plan describes the measures that the Town of Fort Frances has taken since 2013 and actions that it will take in the future to identify, remove, and prevent barriers to people with disabilities, including staff and the public.

2. OBJECTIVES

The accessibility plan will:

- a) Describe the process by which the Town will identify, remove, and prevent barriers for people with disabilities.
- b) Review earlier efforts to remove and prevent barriers to people with disabilities.
- c) List the facilities, policies, programs, practices, or services that the Town will review in the coming year to identify barriers for people with disabilities.
- d) Describe the measures the Town will take in the coming year to remove barriers to people with disabilities.
- e) Describe how the Town will make this disability plan available to the public.

3. COMMITMENT TO ACCESSIBILITY PLANNING

The Town of Fort Frances is committed to:

- a) Establishing an Accessibility Working Group
- b) Reviewing its progress against goals set in the multi-year accessibility plan.
- c) Inviting feedback from people with disabilities in the development and review of its annual accessibility plan.
- d) Ensuring Town policies and procedures are consistent with principles of accessibility.
- e) Improving access to facilities, policies, programs, practices, and services for staff, customers, members of the community with disabilities, and the general public.

Mayor and Council have authorized the Accessibility Working Group to prepare an accessibility plan that will enable the Town of Fort Frances to meet its commitment to improving accessibility to all municipally owned facilities, premises, and services for people with disabilities.

4. DESCRIPTION OF THE TOWN OF FORT FRANCES

The Town of Fort Frances is located in Northwestern Ontario, located approximately 350 kilometers west of Thunder Bay. The Town is bordered on the north by the unorganized Township of Miscampbell, on the west by the Township of Alberton, on the south by the United States separated by Rainy River, and on the east by Couchiching First Nations. The Town has a population of approximately 7,159, based on the 2021 Census.

The municipality has a number of associations and groups that provide support and assistance to people with disabilities and its aging population. The Town offers to the public: a public recreation centre for senior citizens, a community theatre for performing arts, a public library and technology centre, a public works department, a museum, a sports centre, a fire department, outdoor walking paths, splash pad, tennis courts, and a marina.

5. ACCESSIBILITY WORKING GROUP MEMBERS

The accessibility working group was formally approved by Council in June 2009 and consists of the following members:

Two Division Managers (Operations and Facilities and Recreation and Culture), the Human Resources Manager, Chief Building Official/Municipal Planner, the Clerk, and the Chief Administrative Officer (who acts as ex-officio member of the group).

6. STATUS REPORT ON BARRIER REMOVALS

For completed implementation projects prior to 2013, please refer to prior-year accessibility plans.

| Location | Barrier | Year Completed Unless Otherwise Stated |
|-------------------------------|---|--|
| Curbs/Sidewalks | Curb drops and high contrast tactile plates being installed with new sidewalk installations as part of capital construction projects. | Ongoing |
| By-Laws, Policies, Procedures | New documents are created in more accessible formats, including larger font and with optical character recognition in digital formats. Text / font reader is available at the technology centre and documents are available in accessible formats upon request. | Ongoing |

| Location | Barrier | Year Completed Unless Otherwise Stated |
|-------------------------|--|--|
| Civic Centre | Installed: front pathways in the courtyard with high-contrast edging; new slip-resistant flooring in areas accessible to the public, including front door entryways and doors to Council Chambers; new grippers on stairways; new matting for cleaning boots and shoes; new magnetic locks and panic hardware on front entry doors; and exterior doorways were made accessible with sloped entries. | 2017 |
| Museum | Installed a wheelchair accessible ramp and improved accessibility of washroom. | 2017 |
| Waterfront | Wheelchair-accessible memorial benches along waterfront. Playground at Sorting Gap Marina - wood chips installed in play area after 2022 flood | 2016 2022 |
| Memorial Sports Centre | A family change room was created that facilitates people with disabilities who are supported by a worker of a gender different from their own. There is not yet a washroom or shower available in this regard. 52 Canadian Arena floor was re-tiled with a high contrast perimeter. Sidewalk along Gillon St. rebuilt with multiple curb drops for accessibility. Barrier free parking stalls with off loading space for parking. | 2016 2021-2023 |
| Legion Park | Fully accessible bathrooms. Lighted intersection at Lillie Ave and King's Highway. Accessible splash park and new playground equipment. Wood chips installed in playground area. Barrier free parking stalls with off loading space for parking. Curb drops for accessibility to sidewalks. | 2023 |
| Enlarged Street Signs | Enlarged street signs for Downtown area. | 2016 |
| Website | Corporate website updated made more accessible. | 2015 |
| East End Hall | An outdoor ramp and two accessible washrooms were added to the East End Hall. | 2015 |
| Zoning By- Law | Zoning by-law addresses all aspects of accessibility in the planning process. | 2014 |
| Official Community Plan | Official community plan addresses all aspects of accessibility in the planning process. | 2024 |

| Location | Barrier | Year Completed Unless Otherwise Stated |
|------------------------|--|---|
| Recreation Master Plan | <p>A goal of the Recreation Master Plan is to assess community and neighborhood strengths, weaknesses, opportunities, and threats to the delivery of parks, recreation, and cultural services.</p> <p>Determine if the current mix of programs, services, and events (public, private and not- for-profit) available to residents is balanced, accessible and appropriately addresses the current and future needs of both the residents and visitors of this community.</p> | <p>2024 (Completion of Plan)</p> <p>Ongoing (Implementation of any recommendations from plan)</p> |
| Streetlights | LED streetlights have been installed. | 2014 |

7. PREVENTING NEW BARRIERS

All Town programs, policies, practices, and services will consider and implement the principles of accessibility. The Town will strive to create an environment that is accessible to all people, regardless of age or ability. Through its accessibility planning process, the Town will ensure continuous improvement in accessibility.

8. BARRIER IDENTIFICATION METHODOLOGIES

- a. A review by Division managers of their specific areas will be conducted on an annual basis and brought forward to the working group and through the budget process.
- b. A Public Survey was conducted in 2009.
- c. Review of issues brought forward by the public through the Barrier Identification Form that is on our website under the accessibility link and the responses to a general ad placed in the local newspaper.
- d. Work in conjunction with legislative requirements
- e. Investigate the possibility of including the input of community partners, relevant stakeholders, and members of public.

9. BARRIERS IDENTIFIED IN COMMUNITY SURVEY

Barriers will be identified by engaging relevant stakeholders to obtain feedback from persons with disabilities, and to engage the public through the Town's website by providing an option for accessibility plan input and feedback.

10. BARRIERS TO BE ADDRESSED

The Town will work towards the implementation of the Integrated Accessibility Standards as outlined in the Multi-Year Accessibility Plan.

The Plan is posted on the Town of Fort Frances' website and is available in accessible formats on request.

Installation of curb drops and surface sidewalk discontinuities will continue on an ongoing basis.

11. ACCESSIBLE PUBLIC TRANSIT

The Town of Fort Frances offers accessible transit options:

- a. On-demand accessible taxi services are licensed by the Corporation of the Town of Fort Frances and owned and operated by North Air Taxi Services.
- b. Handi-Van services. The Corporation of the Town of Fort Frances owns and maintains two Handi-Vans which are dedicated to providing specialized transportation. This service is contracted to Riverside Health Care Facilities.

A survey was conducted in June/July of 2013 which generated thirteen responses. Six responses indicated that they were satisfied with the level of service in Fort Frances. One response did not comment, and six responses said they were unsatisfied with the service. The accessibility working group reviewed the survey data at that time and decided that the level of service available met the needs of the public.

Work is ongoing to review and assess if the level of service available still meet the needs of the public in 2023.

12. REVIEW AND MONITORING PROCESS

The working group will continue to work under the direction of Mayor and Council and in partnership with the community to review and implement the Town's accessibility plan. Concerns related to accessibility will be received and monitored by the Human Resources Manager, the Recreation and Culture Manager, and the Manager of Operations and Facilities.

The working group will meet quarterly to review progress.

13. COMMUNICATION OF THE PLAN

The Town of Fort Frances Accessibility Plan will be posted on the Town website at www.fortfrances.ca and hardcopies will be available upon request, including in accessible formats. To make a request, please contact the Accessibility Coordinator (Human Resources Manager) at 807-274-5323 ext. 1220.

| Initiative | Requirement | Action | Status | Compliance Date |
|--|---|---|----------|---|
| Part I: General Requirements | | | | |
| Establishment of Accessibility Policies | Every obligated organization shall develop, implement, and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation. | Complete policies and post them on the Town's website. | Complete | 1-Jan-14 |
| Accessibility Plans | Designated public sector organizations shall, (a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and (c) review and update the accessibility plan at least once every five years. | Established an AODA working group to understand requirements of the IASR. Solicited feedback from the public to identify barriers and inform the development of the Town's Accessibility Plan. Working group to meet ongoing until compliance deadlines have all been met. | Complete | 1-Jan-14 |
| Training | Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization. | Review current training to determine whether existing training could be leveraged for training required by the IASR. Request budget for training. Assess training needs and determine vehicle to deliver training. Make training mandatory and available online. Create mechanism for managing and tracking completion of training. | Ongoing | 1-Jan-15 |
| PART II – Information and Communications Standards | | | | |
| Feedback | Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request. | Make accessible formats of receiving and responding to feedback available on request in a manner that takes into consideration the requestor's disability needs. | Complete | 1-Jan-15 |
| Accessible Formats & Communication Supports | 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 due to disability; and (b) at a cost that is no more than the regular cost charged to other persons. | Make accessible formats and communications supports available upon request and provide them in a timely manner than takes into account the requestor's disability needs, and at no additional cost. | Complete | 1-Jan-16 |
| Accessible Formats & Communication Supports | The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support. | Understand functionality of accessible formats and communication supports available to better consult on requests for accessible formats that take into account the individual's disability needs. Develop a process for responding to, approving, or declining a request. | Ongoing | 1-Jan-16 |
| Accessible Formats & Communication Supports | Every obligated organization shall notify the public about the availability of accessible formats and communication supports. | Incorporate language in website to advise that, in accordance with AODA, accessible format may be made available on request. | Ongoing | 1-Jan-16 |
| Accessible Websites & Web Content | Designated public sector organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0,initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section. | Launch new website in 2015 that complies with AODA requirements. | Complete | January 1, 2014 (for new internet websites) & January 1, 2021 (for all internet websites) |
| PART III – Employment Standard | | | | |
| Recruitment, General | Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. | Incorporate language in website to advise that, in accordance with AODA, accommodation will be provided to applicants with disabilities in the Town's recruitment processes. | Complete | 1-Jan-16 |

| Initiative | Requirement | Action | Status | Compliance Date |
|---|--|--|----------|-----------------|
| Recruitment, Assessment or Selection Process | 3.2.1 During a recruitment process, an employer 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. 3.2.2 If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability. | Incorporate language in all notifications to applicants for interview that, in accordance with AODA, accommodation is available upon request. Review of recruitment process (tests, assessment, rooms) to ensure barriers may be removed or accessible features provided, upon request, in accordance with AODA. | Ongoing | 1-Jan-16 |
| Notice to Successful Applicants | Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities. | Incorporate in offer letter a section regarding the Town's accessibility policies and where to access additional information on the Town's website. | Ongoing | 1-Jan-16 |
| Informing Employees of Supports | Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. | Provide training to accessibility program to educate and advise staff on the Town's accessibility policies, plan, and processes. | Ongoing | 1-Jan-16 |
| Informing Employees of Supports | Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment. | Accessibility policies and processes to be incorporated in onboarding process for new Town employees. | Ongoing | 1-Jan-16 |
| Informing Employees of Supports | Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. | Develop process and strategy to communicate any policy changes by email and posting on the Town's website. | Complete | 1-Jan-16 |
| Accessible Formats and Communication Supports for Employees | In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace. | Through human resources, consult with staff to provide or arrange for the provision of accessible formats and communication supports, as requested. | Ongoing | 1-Jan-16 |
| Accessible Formats and Communication Supports for Employees | The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support. | Through supervisors, have conversations with staff on to determine accommodation needs and advise employee of solution. | Ongoing | 1-Jan-16 |
| Workplace Emergency Response Information | Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and the employer is aware of the need for accommodation due to the employee's disability. | Supervisors will provide staff who request, or for whom they are aware of the need for accommodation due to disability, to receive individualize workplace emergency response information. | Ongoing | 1-Jan-12 |
| Workplace Emergency Response Information | If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee. | Obtain consent from the individual to share the information with those designated to provide assistance in the event of an emergency. | Ongoing | 1-Jan-12 |
| Workplace Emergency Response Information | Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability. | Upon request, the supervisor will work with the individual who requires accommodation, to provide Individual Workplace Emergency Response Information as soon as possible. | Ongoing | 1-Jan-12 |

| Initiative | Requirement | Action | Status | Compliance Date |
|---|---|--|----------|-----------------|
| Workplace Emergency Response Information | Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies. | Include guidelines for when plans and information are to be reviewed due to a move, or change in accommodation needs. | Ongoing | 1-Jan-12 |
| Documented Individual Accommodation Plans | Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. | Create a policy and procedure for the development of individualized accommodation plans; in accordance with AODA. | Complete | 1-Jan-16 |
| Documented Individual Accommodation Plans | The process for the development of documented individual accommodation plans shall include the following elements: 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if accommodation can be achieved and, if so, how accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee's personal information. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. | Create a policy and procedure for documented plans that will incorporate how to recognize the need for accommodation; how to gather relevant information and assess needs; how to write a formal individual accommodation plan ("IAP"); and how to implement, monitor, and review the IAP in accordance with AODA. | Complete | 1-Jan-16 |
| Return to Work Process | Every employer, other than an employer that is a small organization, (a) shall develop and have in place a return-to-work process for its employees who have been absent from work due to a disability and require disability related accommodations in order to return to work; and (b) shall document the process. | Create a policy and procedure for employees who have been absent from work due to a disability and require accommodation in order to return to work, and in a manner that documents the process. | Complete | 1-Jan-16 |
| Return to Work Process | The return-to-work process shall, (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use documented individual accommodation plans, as part of the process. | | Complete | 1-Jan-16 |
| Return to Work Process | The return-to-work process referenced in this section does not replace or override any other return to work process created by or under any other statute. | | Complete | 1-Jan-16 |

| Initiative | Requirement | Action | Status | Compliance Date |
|---|--|---|----------------|-----------------|
| Performance Management | An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities. | Assess current performance review processes to ensure accessibility features are incorporated (i.e., forms accessible, conversations in plain text). Ensure updated/new performance management processes to be rolled out incorporate accessibility features. Ensure training or communications to performance managers provides awareness on effective communication strategies, timing to allow for employees to review and understand feedback prior to meeting, and reasonable accommodation. | Ongoing | 1-Jan-16 |
| Career Development & Advancement | An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities. | Review current training and professional development materials to determine accessibility features. Ensure all future developed training and materials are developed with accessibility features in mind. Ensure promotion criteria, practices and processes take into account individual accommodation needs and plans in accordance with AODA. Track career progression of individuals with disabilities. | Ongoing | 1-Jan-16 |
| Redeployment | An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities. | Not applicable | Not applicable | 1-Jan-16 |
| PART IV – Transportation Standard | | | | |
| Conventional Transportation | Any municipality that provides conventional transportation services shall consult with its municipal accessibility advisory committee, where one has been established in accordance with subsection 29 (1) or (2) of the Act, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters. | Not applicable | Not applicable | 1-Jan-13 |
| Accessible Taxicabs | Every municipality shall consult with its municipal accessibility advisory committee, where one has been established in accordance with subsection 29 (1) or (2) of the Act, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community. | Consult with Accessibility working group and engage the public in a survey to determine the proportion of on-demand accessible taxicabs required in the community. | Complete | 1-Jan-13 |
| Accessible Taxicabs | Every municipality shall identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in its accessibility plan required under Part I. | Identify progress made toward meeting the need for on-demand accessible taxicabs. | Complete | 1-Jan-13 |
| Taxicabs | Any municipality that licenses taxicabs shall ensure that owners and operators of taxicabs are prohibited, (a) from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip; and (b) from charging a fee for the storage of mobility aids or mobility assistive devices. | Ensure that taxicab bylaw no. 42/14 complies with section 80(1) of the AODA. | Complete | 1-Jan-11 |
| Taxicabs | Any municipality that licenses taxicabs shall ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab. | Ensure that taxicab bylaw no. 42/14 complies with sections 80(2) and (3) of the Integrated Accessibility Standards. | Complete | 1-Jan-12 |
| PART IV-1 – Design of Public Spaces | | | | |
| Recreational Trails and Beach Access Routes | Obligated organizations shall consult with the public and persons with disabilities, and their municipal accessibility advisory committees, before they construct new or redevelop existing recreational trails; and that any recreational trails and beach access routes that they construct or redevelop, and that they intend to maintain, meet the technical requirements for trails and beach access routes. | Ensure that any new and redeveloped recreational trails and beach access routes comply with sections 80 (11), (12), (13), (14), (15) of the Integrated Accessibility Standards. | Ongoing | 1-Jan-16 |

| Initiative | Requirement | Action | Status | Compliance Date |
|--|---|---|----------------|-----------------|
| Outdoor Public Use Eating Areas | Obligated organizations, other than small organizations, shall ensure that where they construct or redevelop outdoor public use eating areas that they intend to maintain, the outdoor public use eating areas meet the following requirements: 1. A minimum of 20 per cent of the tables that are provided must be accessible to persons using mobility aids by having knee and toe clearance underneath the table and in no case shall there be fewer than one table in an outdoor public use eating area that meets this requirement. 2. The ground surface leading to and under tables that are accessible to persons using mobility aids must be level, firm and stable. 3. Tables that are accessible to persons using mobility aids must have clear ground space around them that allows for a forward approach to the tables. | Ensure that any new and redeveloped outdoor public use eating areas comply with sections 80 (11), (12), (13), (14), (15) of the Integrated Accessibility Standards. | Ongoing | 1-Jan-16 |
| Exterior Paths of Travel | This Part applies to newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience. Obligated organizations, other than small organizations, shall ensure that any exterior paths of travel that they construct or redevelop and intend to maintain meet the requirements set out in this Part. When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, obligated organizations, other than small organizations, shall ensure that new and redeveloped exterior paths of travel meet the technical requirements of section 80 (23), (24), (25), (26), (27), (28) and that municipalities consult with their municipal accessibility advisory committees on the design and placement of rest areas along the exterior path of travel. | Ensure that any new and redeveloped exterior paths of travel comply with sections 80 (21), (22), (23), (24), (25), (26), (27), (28), (29), (30), (31) of the Integrated Accessibility Standards. | Ongoing | 1-Jan-16 |
| Accessible Parking | Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this Part. | Not applicable | Not applicable | 1-Jan-16 |
| Accessible Parking | When constructing or redeveloping existing on-street parking spaces, designated public sector organizations shall consult on the need, location and design of accessible on-street parking spaces and shall do so in the following manner: 1. Designated public sector organizations must consult with the public and persons with disabilities. 2. Municipalities must also consult with their municipal accessibility advisory committees. | Ensure that new and redeveloped existing on-street parking spaces comply with section 80 (39) of the Integrated Accessibility Standards. | Ongoing | 1-Jan-16 |
| Obtaining Services | Obligated organizations shall meet the requirements set out in this Part in respect of the following: 1. All newly constructed service counters and fixed queuing guides. 2. All newly constructed or redeveloped waiting areas. For the purposes of this Part, requirements for obtaining services in respect of service counters, fixed queuing guides and waiting areas apply whether the services are obtained in buildings or out-of-doors. | Ensure that newly constructed or redeveloped service counters, fixed queuing guides, and waiting areas comply with sections 80 (40), (41), (42), (43), (44) of the Integrated Accessibility Standards. | Ongoing | 1-Jan-16 |
| Maintenance of Accessibility Elements | 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. | Create procedures for preventative and emergency maintenance of the accessible elements in public spaces under Part IV-1, and procedures for dealing with temporary disruptions when accessible elements required under Part IV-1 are not in working order. | Ongoing | 1-Jan-16 |
| PART IV-2 – Customer Service Standard | | | | |
| Establishment of Policies | In addition to the requirements in section 3, 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. | Ensure that Accessibility Standards for Customer Service Policy complies with section 80 (46) of the Integrated Accessibility Standards. | Complete | 1-Jan-13 |
| Use of Service Animals and Support Persons | This section applies if goods, services, or facilities are provided to members of the public or other third parties at premises owned or operated by the provider and if the public or third parties have access to the premises. | Ensure that Accessibility Standards for Customer Service Policy complies with section 80 (47) of the Integrated Accessibility Standards. | Complete | 1-Jan-13 |

| Initiative | Requirement | Action | Status | Compliance Date |
|---------------------------------|--|---|----------|-----------------|
| Notice of Temporary Disruptions | 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. | Ensure that Accessibility Standards for Customer Service Policy complies with section 80 (48) of the Integrated Accessibility Standards. | Complete | 1-Jan-13 |
| Training for Staff, etc. | In addition to the requirements in section 7, 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. | Review current training to determine whether existing training could be leveraged for training required by the IASR. Request budget for training. Assess training needs and determine vehicle to deliver training. Make training mandatory and available online. Create mechanism for managing and tracking completion of training. | Ongoing | 1-Jan-14 |
| Feedback Process Required | Every provider shall establish a process for receiving and responding to feedback about the manner in which it provides goods, services, or facilities to persons with disabilities; and feedback about whether the feedback process established for this purpose is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request. | Ensure that Integrated Accessibility Standards Policy complies with section 80 (50) of the Integrated Accessibility Standards. | Complete | 1-Jan-14 |
| Format of Documents | 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 in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons. The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support. | Ensure that Integrated Accessibility Standards Policy complies with section 80 (51) of the Integrated Accessibility Standards. | Complete | 1-Jan-15 |