



**Five-Year Accessibility Plan
2013-2017**

December 2013

LEGISLATION AND REGULATIONS

Ontarians with Disabilities Act, 2001 (AODA)

This Act is to improve the opportunities for people with disabilities and to foresee their involvement in the identification, removal and prevention of barriers to their full participation in the life of the Province.

This Act defines persons with disabilities and the barriers in the following manner:

« Disability »:

- a) any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness, and includes, but is not limited to diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal, or on a wheelchair or other remedial appliance or device;
- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder;
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

«Barriers» : 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 or communication barrier, an architectural barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Accessibility for Ontarians with Disabilities Act, 2005

The Ontario government has decreed that by 2025, Ontario will be fully accessible to people with disabilities and to achieve this goal the *Accessibility for Ontarians with Disabilities Act, 2005* was adopted in June 2005.

The Act provides for the development of 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.

Integrated Accessibility Standards Regulations (IASR)

Under the *Accessibility for Ontarians with Disabilities Act, 2005*, Regulation 191/11 requires the implement, the update and documentation on a multi-year accessibility plan (the “Plan”) which outlines the strategy on the one hand, prevent and remove barriers and, secondly, meet their commitments under this regulation.

The Town will report annually on the progress and implementation of the Plan, post the information on its website and will provide it in alternative formats upon request. The Plan will be reviewed and updated at least once every five years.

PORTRAIT OF THE CORPORATION OF THE TOWN OF HAWKESBURY (THE « Town »)

General Overview

The Town of Hawkesbury is located one hour from Ottawa and Montreal. It is located on the border of the two most populous provinces of Canada, Ontario and Quebec. This location is enhanced by a favorable road network. Highway 17 and Highway 417 connect the Town to the major urban centers of Montreal and Ottawa. The Town, whose territory has an area of 9.46 square kilometers, is established on the south bank of the Ottawa River. It has about 10,550 residents, nearly 80% are French and 20% English.

Municipal Government

The Municipal Council of the Town of Hawkesbury is composed of one mayor and six councillors.

The Town offers a variety of services for its citizens. Departments and services are divided as follows:

Administrative Services

- Administration
- Clerk’s Office
- Human Resources
- Economic Development

Finances

The Finance Department is in charge of the financial affairs of the Town, including among other, the budget, property taxes and financial statements.

Recreation and Culture

The Recreation and Culture Department is responsible for providing a variety of activities for the residents and visitors of the Town (River Festival, Canada Day, summer camp). It also manages the sports complex which offers a swimming pool and ice rinks.

In addition, the Town has seven parks that offer attractive facilities.

Technical Services

This department is responsible for the maintenance of the road along highways network, which includes among other, the snow removal, street lighting, cutting grass along highways and signage. It is also responsible for drinking water and its distribution and the wastewater treatment. It manages also the garbage and recycling collections.

By-law Enforcement

This department is responsible for enforcing municipal by-laws and to ensure the safety and peace within the community. Whether through parking and traffic or noise and property standards or business licences.

Permits and Planning

This department is responsible to issue construction permits and to do the required inspections under the Building Code. It manages also the land use to ensure that the development meets the vision of the Council in the Official Plan, that they respect the environment and the built environment.

Fire Department

This service protects the lives, properties and environment of citizens. It also takes care of prevention and inspections.

THE CORPORATION OF THE TOWN OF HAWKESBURY COMMITMENT TO ACCESSIBILITY

The Town is committed to the removal of and to prevent all barriers, in order to achieve full accessibility for persons with disabilities.

To help realize this goal, the Town:

- Implements policies, practices and procedures on the provision of goods and services to people with disabilities. Every effort is made to ensure that these policies are consistent with the principles of independence, dignity, integration and equal opportunity.
- Welcomes people with disabilities to keep their service animals with them in all areas which are open to the public.

- Authorizes supporting person accompanying a person with disabilities to remain with him/her in all areas which are open to the public.
- Notices will be post on entrance doors and the Town's website of any disruptions in facilities or services that are usually used by people with disabilities.
- Receives and responds to feedback on how its goods and services are provided to people with disabilities.
- Provides training to all staff and volunteers on the provision of the Town's services to people with disabilities, on the Integrated Accessibility Standards and the Human Rights Code.
- Initiates physical accessibility improvements as part of renovations or as special projects. This includes improvements to doors, washrooms, interior hallways and rooms, ramps, signage, etc.
- Ensures employment is accessible for persons with disabilities throughout the employment relationship.
- Provides individual accommodations to staff, if required.
- Considers accessibility for persons with disabilities in the Emergency Plans.
- Monitors and reviews its website regularly to ensure accessibility
- Has regard for accessibility features when acquiring or purchasing goods, services or facilities.

FIVE YEAR OBJECTIVES

This plan sets out a number of specific improvements over the next five years, aimed at making the Town's programs and services more accessible for people with disabilities.

2013-2014

- Construct an access ramp to the main entrance (Door B) at the Town Hall including automatic doors; (done)
- Construct parking spaces reserved for permit holders for the main entrance (Door B) at the Town Hall; (done)

- Construct automatic doors at the Public Library; (done)
- Make the counter at the Finance Department accessible; (done)
- Improve outdoor lighting at the main entrance (Door B) at the Town Hall;
- Request for tenders to make the Town's website and web content conform to the Worldwide Web consortium's Web content Accessibility Guidelines;
- Make public documents available in accessible formats upon request and notify the public;
- Amendments related to the Human Resources job offers and other procedures in order to address the requirements of the IASR;
- Amend procurement policies and procedures in order to address the requirements of the IASR;
- Initiate a public consultation to modify the by-law regulating taxis procedures in order to address the requirements of the IASR;
- Continue to provide training to employees and volunteers who provide services on behalf of the Town;
- Continue to evaluate and improve the buildings and properties with the objective of removing the barriers and make them more accessible;
- Continue to incorporate accessibility into planning processes.

2015

- Conduct an inventory of parks and facilities to provide the necessary improvements to make them more accessible;
- Continue to provide training to employees and volunteers who provide services on behalf of the Town;
- Continue to evaluate and improve the buildings and properties with the objective of removing the barriers and make them more accessible;
- Continue to incorporate accessibility into planning processes.

2016

- Continue to provide training to employees and volunteers who provide services on behalf of the Town;
- Continue to evaluate and improve the buildings and properties with the objective of removing the barriers and make them more accessible;
- Continue to incorporate accessibility into planning processes.

2017

- Continue to provide training to employees and volunteers who provide services on behalf of the Town;
- Continue to evaluate and improve the buildings and properties with the objective of removing the barriers and make them more accessible;
- Continue to incorporate accessibility into planning processes.