

**Joint Accessibility Advisory Committee of  
Lincoln, West Lincoln, Pelham, Thorold,  
Niagara-on-the-Lake and Grimsby**

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**Town of Lincoln  
Multi-Year Accessibility Plan  
2013-2017#**

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In Compliance with O. Reg. 191/11  
Including Information and Communication and Employment  
Accessibility Standards#

**November 13, 2012**

**Joint Accessibility Advisory Committee of  
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Town of Lincoln Multi-Year Accessibility Plan 2013-2017**

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## **Introduction**

The Accessibility for Ontarians with Disabilities Act (AODA) was proclaimed by the Province of Ontario in 2005. The legislation aims to develop, implement and enforce accessibility standards in order to achieve full accessibility in the Province by 2025.

Planning priorities of the JAAC are directly related to the development and release of Accessibility Standards. Therefore, the Joint Accessibility Advisory Committee of Lincoln, West Lincoln, Pelham, Thorold, Niagara-on-the-Lake and Grimsby submits this Multi-Year Accessibility Plan which addresses compliance requirements from 2013-2017. The Plan addresses activities and deliverables specified in the Information and Communication and Employment Standards and Regulations and outlines an action plan for meeting these regulations. The Transportation regulation does not apply to this municipality.

Once approved, legislation requires this Plan to be available to the public and in alternate format upon request. Annual Progress Reports regarding activities included in this Plan will also be required.

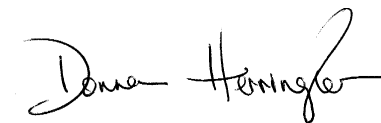
The JAAC will continue to communicate regularly with its staff contacts and will provide Council with ongoing updates.

The JAAC wishes to thank its administrative contacts for continuing to provide essential leadership in this process as well as assisting us in meeting our objectives. The JAAC hopes to continue to provide valuable information and resources for the municipalities as they continue complying with the AODA.

*Respectfully submitted by:*



*Ms. Joey Hewitt  
Chairperson*



*Ms. Donna L. Herrington, Consultant to the JAAC  
The Herrington Group Ltd*

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**2012**

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**Legislation Deadline:  
Integrated Accessibility Standard Regulation: General Regulations**

**January 1, 2012**

Regulation/Requirement	Action Required by Municipality	Designated Department	Required Resources	Due Date	Status
<p><i>O. Reg. 191/11- 13 (1-2)</i> Organizations that prepare organizational emergency procedures, plans and public safety information and make that information available to the public, <b>shall</b> provide this information in an accessible format or via accessible communication supports as soon as practicable upon request</p>	<p>1. <u>Communication Plan:</u> 1.1. Inform public of alternate format availability. Post notice on website, provide in printed materials and in all other corporate communications.</p>	Clerks	1.1 Communication Plan	January 1, 2012	Completed
	<p>2. <u>Establish Alternate Format Service Provider - Vendor of Record:</u></p>	JAAC Admin Group	2.1 RFP for Alternate Format Service Provider Vendor	December 2012	Pending
	<p>2.1. Draft Request for Proposals (RFP) for Alternate Format Service Provider - Vendor of Record</p>	JAAC Admin Group;	2.2 Vendor of Record	December 2012	Pending
	<p>2.2. Review of RFP responses; selection of Vendor of Record</p> <p>2.3. Establish internal procedures for processing requests for alternate formats (i.e. how vendor is contacted, how requests are tracked, response procedure to customer, customer follow-up)</p>	Corporate Services/Finance	2.3 Alternate Format request procedure	December 2012	Pending

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**Legislation Deadline:  
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**January 1, 2012**

Regulation/Requirement	Action Required by Municipality	Designated Department	Required Resources	Due Date	Status
<p><i>O. Reg. 191/11- 27 (1-4)</i> Individualized workplace emergency response information must be provided upon request and in accessible formats when need is articulated. Individualized workplace emergency response information <b>shall</b> be reviewed when: employee moves to different location in organization, employee's overall accommodation needs or plans are reviewed and when employer reviews general emergency response policies.</p>	<p>1. <u>Emergency Response Plan Template</u> 1.1 Create Emergency Response Planning Template and distribute to municipal contacts</p> <p>2. <u>Communication Plan:</u> 2.1 Inform Staff of Emergency Response assistance</p>	<p>JAAC Accessibility Consultant; Human Resources/Clerks; Fire Department</p> <p>All departments</p>	<p>1.1 Emergency Response Plan Template provided by Accessibility Consultant/JAAC – December 2011</p> <p>2.1 Notice of Emergency Response assistance provided to staff</p>	<p>January 1, 2012</p> <p>January 1, 2012</p>	<p>Completed</p> <p>Completed</p>

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**2013**

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Town of Lincoln Multi-Year Accessibility Plan 2013-2017**

**Legislation Deadline:  
Integrated Accessibility Standard: General Regulations**

**January 1, 2013**

<b>Regulation/Requirement</b>	<b>Action Required by Municipality</b>	<b>Designated Department</b>	<b>Required Resources</b>	<b>Due Date</b>	<b>Status</b>
<p><i>O. Reg. 191/11- 3 (1-4)</i> <u>Accessibility Policy</u> Develop Accessibility Policy to address compliance with Integrated Accessibility Standard Regulation. Policy can be one or more documents. Sections have varying compliance Due Dates.</p>	1. <u>Policy:</u> 1.1. Develop Policy	Clerks	1.1 Accessibility Policy (completed in April 2012)	January 1, 2013	Completed
	1.2. Approve and adoption of Policy by Council	Clerks	1.2 Council Review and Approval	November 2013	Completed
	1.3. Communicate policy to staff	Clerks	1.3 Website posting; circulation to municipal staff	January 1, 2013	Completed
<p><i>O. Reg. 191/11- 4 (1-4)</i> <u>Accessibility Plan</u> To outline compliance plan in regards to Integrated Accessibility Standard Regulation. Must be posted on website upon completion. Annual Progress Report required. Complete Plan update required every 5 years</p>	1. <u>Plan Development:</u> 1.1. Develop Communication Inventory Checklist	JAAC Accessibility Consultant; JAAC; All Departments	1.1 Inventory Checklist	June 2012	Completed
	1.2. Develop Multi-Year Accessibility Plan		1.2 Multi-Year Accessibility Plan	November 8, 2012	Completed
	1.3. Develop Progress Report Template		1.3 Progress Report Template	March 2012	Pending
<p><i>O. Reg. 191/11- 5 (1-3)</i> <u>Procurement Procedures</u> Procurement Procedures must incorporate accessibility criteria. If not “practicable” organization must provide explanation upon request</p>	1. <u>Review of Procurement Procedures:</u> 1.1. Establish Accessibility criteria/ Policy and/or Procedures and include in purchase agreements	JAAC Accessibility Consultant Finance	1.1 Analysis of Procurement Procedures and Purchasing Policy Update	January 1, 2013	Pending

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**Legislation Deadline:  
Integrated Accessibility Standard Regulation: Information and Communication**

**January 1, 2013**

<b>Regulation/Requirement</b>	<b>Action Required by Municipality</b>	<b>Designated Department</b>	<b>Required Resources</b>	<b>Due Date</b>	<b>Status</b>
<i>O. Reg. 191/11 – 19 (1) &amp; (4)</i> <b>Public Libraries</b> Library Board <b>shall</b> provide access to or arrange for the provision of access to accessible materials where they exist	1. <u>Accessible Materials</u> 1.1 Make accessible material available upon request.	Library	1.1 Large print books, books on CD, downloadable e-audiobooks, downloadable e-books, audio materials available via CNIB; some DVDs have a closed captioning option; some electronic databases offer text to speech capability.	January 1, 2013	Completed
<i>O. Reg. 191/11 – 19 (2) &amp; (4)</i> Library boards <b>shall</b> make information about the availability of accessible materials publicly available and <b>shall</b> provide the information in an accessible format or with appropriate communication supports upon request	1. <u>Communication Plan:</u> 1.1. Make information on existing accessible material available to public and provide this information in an alternate format upon request	Library, Clerks	1.1 Communication Plan; respond upon request	January 1, 2013	Complete
	1.2. Clerk to liaise with Library Board to facilitate connection with Vendor of Record – Alternate Format Service Provider	Clerks Corporate Services/Finance	1.2 Communication Strategy, Alternate Format Service Provider	January 1, 2013	Pending
<i>O. Reg. 191/11 – 19 (3) &amp; (4)</i> Library boards <b>may</b> provide accessible formats for archival materials, special collections, rare books or donations	1. <u>Accessible Archival Materials</u> 1.1 Provide this information in alternate format upon request as is practicable	Library	1.1 As identified	January 1, 2013	Complete

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**2014**

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**Legislation Deadline:  
Integrated Accessibility Standard Regulation: Information and Communication**

**January 1, 2014**

Regulation/Requirement	Action Required by Municipality	Designated Department	Required Resources	Due Date	Status
<p><i>O. Reg. 191/11 – 14 (1-7)</i> <u>Websites*</u> New websites and web content <b>shall</b> conform to W3C WCAG 2.0 Level A. Except where not practicable, this applies to:</p> <ul style="list-style-type: none"> <li>• Websites</li> <li>• Web content (published after January 1, 2012)</li> <li>• Web-based applications that an organization controls directly or through a contractual relationship that allows for modification of a product.</li> </ul>	1. <u>Website Audits:</u>				
	1.1. Contract service provider to conduct website accessibility audit.	IT JAAC Accessibility Consultant	1.1 Website Audit Vendor 1.2 Website Audit Vendor	January 1, 2014	Pending
	1.2. Undertake audit to review for both Level A and Level AA compliance (Level AA compliance required by January 1, 2021)				
	1.3. Review web-based applications used in municipal operations	IT Website Audit Vendor	1.3 Application review and analysis	January 1, 2014	Pending
	1.4. Include accessibility provisions/criteria in purchase of service contracts for web-based applications	IT	1.4 Update Purchasing Policy/Service contracts to include accessibility criteria	January 1, 2014	Pending

\*As of January 1, 2021, websites and website content must conform to W3C WCAG 2.0 Level AA other than:

- i. Success criteria 1.2.4 Captions (Live) and
- ii. Success criteria 1.2.5 Audio Descriptions (Pre-recorded)

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**Legislation Deadline:**

**January 1, 2014**

**Integrated Accessibility Standard Regulation: Information and Communication**

Regulation/Requirement	Action Required by Municipality	Designated Department	Required Resources	Due Date	Status
<p><i>O. Reg. 191/11 – 7 (1-6)</i> <u>Training</u> Employers <b>shall</b> provide training regarding Integrated Accessibility Regulation and Ontario Human Rights Code requirements to all employees and volunteers, persons who participate in developing organizational policy and other persons who provide goods, services or facilities on behalf of the organization. Training to take place as soon as practicable and <b>shall</b> include any changes to policies on an ongoing basis. Record keeping of training provided and number of participants is required</p>	<p>1. <u>Training Plan Development:</u> 1.1. Provide Accessible Information and Communication Training for municipal staff (i.e. accessible web info, accessible print info, how to create in-house accessible documents and PDF's, TTY's, alternate formats and their uses).  1.2. Contract Alternate Format Service Provider Vendor of Record to conduct training  1.3. Update Accessible Customer Service Training – refresher training required</p>	<p>Clerks JAAC Accessibility Consultant IT Corporate Services/Finance  JAAC Accessibility Consultant IT/Corporate Services/Finance  JAAC; JAAC Accessibility Consultant</p>	<p>1.1 Training Plan  1.2 Training Vendor  1.3 Training Update</p>	<p>January 1, 2014  January 1, 2014  January 1, 2014</p>	<p>Pending  Pending  Pending</p>
<p><i>O. Reg. 191/11 – 11 (1-4)</i> <u>Feedback Mechanism</u> Ensure accessible feedback mechanism in relation to areas covered under Integrated Accessibility Regulation. Every obligated organization <b>shall</b> notify public about availability of accessible formats and communication supports.</p>	<p>1. <u>Feedback Mechanism Update</u> 1.1. Update Feedback mechanism. Mechanism/Policy to be expanded to include procedures for dealing with alternate format requests and employment related feedback</p>	<p>JAAC Accessibility Consultant, Clerks Alternate Format Service Provider</p>	<p>1.1 Feedback mechanism update</p>	<p>January 1, 2014</p>	<p>Pending</p>

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Integrated Accessibility Standard Regulation: Employment**

**January 1, 2014**

Regulation/Requirement	Action Required by Municipality	Designated Department	Required Resources	Due Date	Status
<p><i>O. Reg. 191/11 – 22</i> <u>Accommodation – Recruitment</u> Notice <b>shall</b> be provided to employees and public about the availability of accommodation for applicants with disabilities during recruitment process.</p>	<p>1. <u>Policy:</u> 1.1. Create Employment Policy and Procedures. Ensure policy includes Accommodation Policy for Recruitment.  1.2. Establish procedure for recruitment accommodations including notice in advertisements  1.3. Provide procedural training regarding providing applicant accommodation for staff responsible for recruiting, selecting and hiring staff as well as staff who would participate in the recruitment process</p>	<p>Human Resources, Senior Management Team JAAC Accessibility Consultant</p>	<p>1.1 Employment Policies – Recruitment Procedures  1.2 Recruitment Procedures/Notice Procedures  1.3 Training Plan</p>	<p>January 1, 2014  January 1, 2014  January 1, 2014</p>	<p>Pending  Pending  Pending</p>
<p><i>O. Reg. 191/11 – 23(1-2)</i> <u>Accommodation – Selection</u> Accommodation <b>shall</b> be provided to applicants selected to participate in assessment or selection process, upon request. Suitable accommodation <b>shall</b> be provided in manner that takes applicant’s accessibility needs.</p>	<p>1. <u>Policy:</u> 1.1. Employment Policy and Procedures to include Accommodation Policy for Selection Process.  1.2. Establish procedure for selection process accommodations  1.3. Provide procedural training regarding providing applicant accommodation for staff responsible for recruiting, selecting and hiring staff as well as staff who would participate in the selection process</p>	<p>Human Resources/Senior Management Team JAAC Accessibility Consultant</p>	<p>1.1 Employment Policies – Selection Procedures  1.2 Selection Procedures  1.3 Training Plan</p>	<p>January 1, 2014  January 1, 2014  January 1, 2014</p>	<p>Pending  Pending  Pending</p>

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Integrated Accessibility Standard Regulation: Employment**

**January 1, 2014**

<b>Regulation/Requirement</b>	<b>Action Required by Municipality</b>	<b>Designated Department</b>	<b>Required Resources</b>	<b>Due Date</b>	<b>Status</b>
<p><i>O. Reg. 191/11 - 24</i> <u>Accommodation Notice - New Employees</u> Successful applicant <b>shall</b> be informed of availability of accommodation and <b>shall</b> provided with accommodation policy when making offer of employment</p>	<p>1. <u>Policy:</u> 1.1. Create procedures/standardized Employment Letter for all Offers of Employment</p> <p>1.2. Develop Employment Offer Checklist to ensure that all successful applicants/new employees are aware of: Municipal Accessibility Policy, Municipal Accommodation Policy and Accommodation Planning Procedures and Municipal Emergency Response and Evacuation Support Procedures.</p> <p>1.3. Add Notice of accommodation availability of this availability to be to all employment letters.</p>	<p>Human Resources/Senior Management Team JAAC Accessibility Consultant</p>	<p>1.1 Template for Offer of Employment letter to include accessibility provision</p>	<p>January 1, 2014</p>	<p>Pending</p>
		<p>Human Resources/Senior Management Team JAAC Accessibility Consultant</p>	<p>1.2 Offer of Employment – Checklist</p>	<p>January 1, 2014</p>	<p>Pending</p>
		<p>Human Resources/Senior Management Team</p>	<p>1.3 Clause added to Updated Standardized Employment Letter</p>	<p>January 1, 2014</p>	<p>Pending</p>
<p><i>O. Reg. 191/11 – 25 (1-3)</i> <u>Accommodation Notice - All Employees</u> Accommodation policy <b>shall</b> be provided to all employees and any updates <b>shall</b> be provided whenever changes are made</p>	<p>1. <u>Policy:</u> 1.1 Provide updates employees as needed</p> <p>1.2 Procedural training provided to supervisors regarding any policy updates</p>	<p>Human Resources/Senior Management Team JAAC Accessibility Consultant</p>	<p>1.1 Communication Plan</p>	<p>January 1, 2014</p>	<p>Pending</p>
			<p>1.2 Training Updates</p>	<p>January 1, 2014</p>	<p>Pending</p>

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**Legislation Deadline:**

**January 1, 2014**

**Integrated Accessibility Standard Regulation: Employment**

<b>Regulation/Requirement</b>	<b>Action Required by Municipality</b>	<b>Designated Department</b>	<b>Required Resources</b>	<b>Due Date</b>	<b>Status</b>
<p><i>O. Reg. 191/11 – 26 (1-2)</i> Alternate formats <b>shall</b> be provided to employees with disabilities upon request including information needed to perform employee's job, information generally available in workplace. Employer <b>will</b> consult employee making request when determining suitability of accessible format provided.</p>	<p>1. <u>Policy and Procedure:</u> 1.1 Inform Municipal staff of availability of alternate format vendor of record  1.2 Establish Process/procedure regarding how to respond to requests for alternate formats from employees to be established. Ensure all relevant material is available to staff in alternate format (e.g. Orientation material, Health and Safety information, job description etc.).</p>	Senior Management Team/ Human Resources	1.1 Communication Plan	January 1, 2014	Pending
		JAAC Accessibility Consultant, Alternate Format Vendor	1.2 Alternate Format request procedure	January 1, 2014	Pending
<p><i>O. Reg. 191/11 – 28 (1-2)</i> Documented Accommodation Plans <b>shall</b> be provided to employees with disabilities</p>	<p><u>Accommodation Planning Tool:</u> 1.1. Create Accommodation Planning Form  1.2. Create Individualized Accommodation Plans as required</p>	Human Resources/Senior Management Team	1.1 Accommodation Planning Template	January 1, 2014	Pending
		JAAC Accessibility Consultant	1.2 Provision of Accommodation Plans as needed upon request	January 1, 2014	As Needed
<p><i>O. Reg. 191/11 – 29 (1-3)</i> Documented Return-to-Work process <b>shall</b> be established including disability-related accommodations</p>	<p><u>Return-to-Work Accommodation Planning Tool:</u> 1.1. Create Return-to-Work Process and use Accommodation Planning Form  1.2. Complete Individualized Return-to-Work Accommodation Plans as required</p>	Human Resources/Senior Management Team	1.1 Return-to-Work Process and Accommodation Planning Process	January 1, 2014	Pending
		JAAC Accessibility Consultant	1.2 Provision of Accommodation Plans as needed upon request	January 1, 2014	As Needed

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**Legislation Deadline:  
Integrated Accessibility Standard Regulation: Employment**

**January 1, 2014**

<b>Regulation/Requirement</b>	<b>Action Required by Municipality</b>	<b>Designated Department</b>	<b>Required Resources</b>	<b>Due Date</b>	<b>Status</b>
<p><i>O. Reg. 191/11 – 30 (1-2); 31 (1-2); 32 (1-2)</i>  <u>Accessibility Throughout Employment Life-Cycle</u>            Performance Management, Career Development and advancement and Redeployment processes <b>shall</b> include accessibility accommodation and provided in alternate format</p>	<p><u>Performance Management:</u>            1.1 Communicate requirement to provide accommodation throughout employment life-cycle to all directors, managers, supervisors and staff as appropriate</p>	Human Resources/Senior Management Team JAAC Accessibility Consultant	1.1 Communication Plan	January 1, 2014	Pending
	<p>1.2 Provide procedural training for directors, managers, supervisors and staff as appropriate</p>	Human Resources/Senior Management Team	1.2 Training	January 1, 2014	Pending
	<p><u>Career Development and Advancement:</u>            2.1 Establish procedure of addressing accommodation needs in advance of training participation of employee</p>	Human Resources/Senior Management Team JAAC Accessibility Consultant	2.1 Training Accommodation Procedure  Redeployment Checklist Training	January 1, 2014	Pending
	<p><u>Redeployment:</u>            3.1 Develop process and checklist for accommodation needs for employee transfers and redeployment</p>	Human Resources/Senior Management Team JAAC Accessibility Consultant			
	<p>3.2 Provide procedural training for directors, managers, supervisors and staff as appropriate</p>	Human Resources/Senior Management Team			

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**Legislation Deadline:  
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**January 1, 2014**

Regulation/Requirement	Action Required by Municipality	Designated Department	Required Resources	Due Date	Status
<p><i>O. Reg. 191/11 – 7 (1-6)</i> <u>Training for Employment Process</u> Employment Training (i.e. Ontario Human Rights Code, accessible recruitment and screening, employment policy and accommodation planning training). Training to take place as soon as practicable and <b>shall</b> include any changes to policies on an ongoing basis. Record keeping of training provided and number of participants is required</p>	<p><u>Training Plan :</u> 1.1 Train municipal staff as appropriate and in relation to their roles and responsibilities</p>	<p>Human Resources/Senior Management Team JAAC Accessibility Consultant</p>	<p>1.1 Training Plan</p>	<p>January 1, 2014</p>	<p>Pending</p>

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**2015**

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**Legislation Deadline:  
Integrated Accessibility Standard Regulation: Information and Communication**

**January 1, 2015**

Regulation/Requirement	Action Required by Municipality	Designated Department	Required Resources	Due Date	Status
<p><i>O. Reg. 191/11 - 12 (1)</i> <u>Organizational Material in Alternate Format:</u> Except as otherwise provided, every obligated organization <b>shall</b> 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. /</p>	<p>1. <u>Alternate Format Provision:</u> 1.1. Create Accessible Style Guide – including standardized templates for accessible word processing, accessible PDF's and accessible web-based materials.</p> <p>1.2. Participate in accessible template procedural training and other accessible communication refresher training as needed.</p> <p>1.3. Collate inventory of vital organizational material within all departments and obtain quotes for conversion into various alternate formats according to legislated deadlines.</p> <p>1.4. Establish internal procedures for processing requests for alternate formats (i.e. how vendor is contacted, how requests are tracked, response procedure to customer, customer follow-up)</p>	<p>Clerks; Alternate Format Service Provider Vendor; JAAC Accessibility Consultant; JAAC</p>	<p>1.1 Standardized Accessible Style Guide</p>	<p>January 1, 2015</p>	<p>Pending</p>
		<p>Training Vendor/ Alternate Format Service Provider Vendor</p>	<p>1.2 Training Plan</p>	<p>January 1, 2015</p>	<p>Pending</p>
		<p>Clerks; JAAC Accessibility Consultant; JAAC</p>	<p>1.3 Inventory</p>	<p>January 1, 2015</p>	<p>Pending</p>
		<p>Clerks</p>	<p>1.4 Alternate Format Request Procedures</p>	<p>January 1, 2015</p>	<p>Pending</p>

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<p><i>O. Reg. 191/11 - 12 (1)</i>  <u>Organizational Material in Alternate Format:</u>            Except as otherwise provided, every obligated organization <b>shall</b> 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.</p>	<p><u>Alternate Format Provision continued:</u></p> <p>1.5. Purchase TTY and establish TTY phone number. Train staff in TTY use.</p> <p>1.6. Draft Request for Proposals (RFP) for American Sign Language (ASL) Service Provider</p> <p>1.7. Review of RFP responses; selection of Vendor or create Source List for ASL</p> <p>1.8. Establish internal procedures for processing requests for ASL interpretation (i.e. how vendor is contacted, how requests are tracked, response procedure to customer, customer follow-up)</p>	<p>JAAC Admin Group; Corporate Services/Finance</p> <p>JAAC Admin Group; Corporate Services/Finance</p> <p>JAAC Admin Group; Corporate Services/Finance</p> <p>Clerks</p>	<p>1.5 TTY</p> <p>1.6 RFP for ASL Vendor</p> <p>1.7 ASL Vendor or Source List</p> <p>1.8 ASL request procedure</p>	<p>January 1, 2015</p> <p>January 1, 2015</p> <p>January 1, 2015</p> <p>January 1, 2015</p>	<p>Pending</p> <p>Pending</p> <p>Pending</p> <p>Pending</p>