



## Town of Ingersoll 2025-2028 Multi-Year Accessibility Plan

### Accessible Format

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### Background and Legislation

The Integrated *Accessibility Standards Regulation* is the guiding piece of legislation that provides the framework for this Multi-Year Accessibility plan. The Integrated Accessibility Standards Regulation or IASR is a regulation under the *Accessibility for Ontarians Disabilities Act* and establishes accessibility requirements for all Ontario employers with one or more employees for Information and Communications, Employment, Transportation and the Design of Public Spaces.

In addition to the IASR, this document also takes into consideration requirements under the *Ontario Human Rights Code*, which establishes obligations respecting non-discrimination. The IASR does not replace or affect existing legal obligations under the *Ontario Human Rights Code* and other laws in respect to accommodation of people with disabilities.

## **Intent**

This document represents a multi-year accessibility plan as prepared by Town staff and in consultation with the Town's Accessibility Advisory Committee.

The Town of Ingersoll's 2019-2023 Multi-Year Accessibility Plan outlines the policies and actions that the Town has taken to date to achieve compliance with the [Integrated Accessibility Standards Regulation 191/11](#) and identifies its plans to further reduce and prevent barriers to people with disabilities may face when accessing Town services and facilities.

## **Statement of Commitment**

The Town of Ingersoll is committed to promoting a barrier-free municipality for employees, citizens, and all who live, work, visit and invest in Ingersoll.

The Town recognizes that all not all barriers are readily apparent or visible, and will assess and implement policies and procedures that address all types of barriers to accessibility including:

- Attitudinal barriers
- Information and Communications barriers
- Technology barriers
- Organizational and systemic barriers
- Architectural and physical barriers

## **Accessibility Advisory Committee**

As of 2019, the Town of Ingersoll has reestablished its Accessibility Advisory Committee in accordance with Section 29 (1) of the Accessibility for Ontarians with Disabilities Act, 2005. Ingersoll's Accessibility Advisory Committee (AAC) is intended to provide advice to Council on the removal of barriers within the community that prevent people with disabilities from accessing Town facilities, services, and programming. The AAC provides a forum for residents with disabilities to raise issues and concerns and to provide guidance to Council on increasing accessibility.

Ingersoll's Accessibility Committee is responsible for:

- Advising Council on the requirements and implementation of accessibility standards and the preparation of accessibility reports and other such matters for which Council may seek its advice under subsection (5) of the AODA;

- Review in a timely manner, site plans and drawings described in section 41 of the Planning Act that the Committee selects; and
- Perform all other functions that are specified in the regulations.

## Accomplishments to Date

Since the approval of the Town's first multi-year accessibility plan in 2014, much progress has been made towards identifying and removing barriers individuals with disabilities may face when accessing Town of Ingersoll goods, services and facilities. Below is an overview of some of the Town's accomplishments to date; however, the provided list is not exhaustive, nor should it be considered complete as efforts to improve upon our accessibility are continuous.

### Town of Ingersoll Accomplishments to Date:

1. Adoption of live streaming of Regular Council meetings through YouTube's video streaming platform, including closed-captioning.
2. Reestablishment of the Town of Ingersoll's Accessibility Advisory Committee in 2019.
3. Procurement of new web-hosting services that are WCAG compliant.
4. Procurement of e-Agenda and meeting management software that is WCAG compliant.
5. Transition to on-demand Paratransit ride scheduling (as opposed to 24-hour advance bookings).
6. All Trail Signage was updated in 2018 with three signs placed at the entrance to each trail, including a trail map, an AODA-compliant sign identifying slope, material, etc. and the Trails Code of Conduct.
7. Winter control on all sidewalks within Town.
8. Continuous investigation of parking standards.
9. All municipally owned facilities are considered accessible.
10. Official Plan and Comprehensive Zoning By-law updated.
11. Lift to be installed at the Seniors Centre.
12. Garnett Elliott and Westfield Park washrooms have been renovated and are now fully accessible.
13. Commencement of accessible website.
14. In 2024, new sidewalks will be installed on Bruce Street and Metcalf Street, and new access to Centennial Park will be provided from the Petro Station sidewalk extension.
15. All new sidewalks are to include tactile plates when exiting onto a roadway.
16. A new accessible sidewalk was installed at the Museum grounds, connecting the sidewalk at the corner of Harris and Canterbury Streets to the washrooms and continuing on in front of the Museum buildings.
17. Fire service facility – accessible workstation.
18. Police service facility – power-assisted door.
19. Review and update of Paratransit policies and procedures to achieve greater accessibility.
20. Establishment of Paratransit Appeal Committee (incorporated as a function of the Ingersoll Accessibility Advisory Committee)

21. Updated Procurement By-Law 23-5282 furthers on IASR compliance of the previous by-law to include definitions of “Accessibility” and “Disability”.

## **Town of Ingersoll Multi-Year Accessibility Plan**

The Town of Ingersoll’s multi-year plan is developed in accordance with the Integrated Accessibility Standards Regulation (IASR), which establishes requirements and timelines for compliance for all Ontario employers. Standards include:

- General Requirements
- Information and Communications Standards
- Employment Standards
- Transportation Standards
- Design of Public Spaces Standards (Accessibility Standards for the Built Environment)
- Customer Service Standards

The following table considers the progress the Town of Ingersoll has made towards compliance with the requirements of the IASR and its plans to further remove barriers to accessibility.

# AODA / IASR Compliance

## General Standards

Requirement	Action(s) Taken	Next Steps	Responsible Department
<p><u>General Policy Requirements</u></p> <ol style="list-style-type: none"> <li>1. Develop, implement and maintain policies governing how the Town achieves or will achieve accessibility through meeting the requirements of the Integrated Accessibility Standards Regulation.</li> <li>2. Include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner within related policies.</li> </ol>	<p>The following policies have been adopted:</p> <ul style="list-style-type: none"> <li>• Accessibility Standards for Customer Service Policy</li> <li>• AODA Integrated Accessibility Standards Regulation Information and Communications Policy</li> <li>• Statement of Commitment</li> </ul>	<p>The Town will continue to monitor the efficacy of its accessibility-related policies and will amend its requirements and procedures as necessary and in recognition of best practices.</p>	<p>Clerks and Human Resources</p>
<p>The Town shall prepare one or more documents describing the policies it has developed regarding how it is achieving or intends to achieve compliance with IASR requirements, will make the documents publicly available and, upon request, provide them in an accessible format.</p>	<p>The following policy was drafted and implemented:</p> <ul style="list-style-type: none"> <li>• AODA Compliance Policy</li> </ul> <p>The Town provides this policy and all other documents in accordance with requirements established under the Information and Communications Standard.</p>	<p>The Town will continue to provide this document and all other documents in alternative and accessible formats upon request and taking into consideration the requestor's disability and individual needs.</p>	<p>Clerks and Human Resources</p>
<p>Establish, document and maintain a multi-year accessibility plan identifying the Town's strategy for preventing and removing barriers to accessibility; posting the plan to the Town's website and providing the plan in alternative formats as requested.</p>	<p>The Town adopted its first multi-year accessibility plan in 2014. This 2025 plan continues to build on the progress made to date, and will continue to reflect best practices and the integration of the principles of accessibility in all strategies for the identification and removal of barriers.</p>	<p>Progress towards the goals established in the multi-year plan will be monitored and reported on via an annual progress report. The plan shall further be updated every five years and will reflect the input of the Accessibility Advisory Committee and the Town's various service areas.</p> <p>New for 2025, and as recommended by the Joint AAC, a new column is added to the multi-year plan to designate specific municipal departments responsible for overseeing and ensuring compliance with relevant IASR requirements. By</p>	<p>Clerks and Human Resources</p>

		clearly assigning accountability, the aim is to streamline implementation and improve transparency across all plan areas.	
<b>General Standards</b>			
<b>Requirement</b>	<b>Action(s) Taken</b>	<b>Next Steps</b>	<b>Responsible Department</b>
As a designated “large public sector” employer, the Town will: a) Prepare an annual status report on the progress of measures taken to implement the multi-year plan including steps taken to comply with the IASR; and will post the status report on the Town’s website and provide the report in an accessible format upon request.		Develop a standardized annual accessibility status report and present to Council for review and approval.	Human Resources
The Town of Ingersoll shall incorporate accessibility design, criteria, and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.	The Town of Ingersoll’s Procurement By-Law establishes that all municipal and local board procurement of goods and services will incorporate accessibility criteria, where it is practicable to do so. Where impracticable, the Town will provide an explanation.  The By-law, updated in 2023, now incorporates definitions for “Accessibility” and “Disability” to provide further clarity and direction.	Continue to evaluate how to incorporate accessibility criteria into all procurement practices and train all staff responsible for purchasing on the importance of such incorporation.	Finance
The Town shall ensure that training is provided on the requirements of the accessibility standards regulation and on the Human Rights Code as it pertains to persons with disabilities.	The Town offers online training on the Integrated Accessibility Standards and Human Rights as they pertain to persons with disabilities to all new hires, volunteers, and local board and committee members.	Continue to provide training to all individuals acting as a representative of the Town in any capacity. Formalize alternative training delivery options.  Per the Communications Standard, alternative forms of communication, including those related to training materials, will be provided in an alternate format that considers the individual’s needs.	Human Resources

<p>The Town will keep a record of IASR-required training, including the dates on which the training was provided and the number of individuals to whom it was provided.</p>	<p>Records retention will follow the same process used for AODA customer service training - maintained and managed through the Town's online training provider. Department Heads may also print and retain certificates of completion within individual employee files.</p> <p>Where training is delivered in-person, the HR Coordinator will retain a record of attendance including the date of the training as well as the names of all those in attendance.</p>	<p>Monitor training opportunities and establish a matrix for when refresher training may be required i.e. adoption of new technology that impacts how the Town communicates with the public, etc.</p> <p>Per the Communications Standard, alternative forms of communication, including those related to training materials, will be provided in a format that considers the individual's needs.</p>	<p>Human Resources</p>
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## Information and Communications Standards

Requirement	Action(s) Taken	Next Steps	Responsible Department
<p>Ensure the Town's processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request.</p>	<ul style="list-style-type: none"> <li>The Town's customer service policy has been updated to reflect expanded feedback requirements (under the AODA, feedback is specific to customer service).</li> <li>The feedback process has been published to the Town's website.</li> </ul>	<p>Develop and provide further formalized training to employees who routinely interact with the public, are responsible for the provision of customer service and/or are responsible for receiving feedback on the availability of accessible formats and communication supports on how to appropriately respond to such requests.</p>	<p>Human Resources to lead; all departments responsible for ensuring compliance.</p>
<p>Internet, intranet websites and web content to conform with the World Wide Consortium Web Content Accessibility Guidelines (WCAG) in accordance with the schedule and levels established by the IASR.</p>	<ul style="list-style-type: none"> <li>Updated web-hosting service fully complies with WCAG requirements.</li> <li>Content published to the website needs to pass accessibility standards requirements prior to publication.</li> </ul>	<ul style="list-style-type: none"> <li>Undertake a review of all documents contained on the Town's website site to ensure conformance to WCAG requirements.</li> <li>Develop standardized accessible forms for reports.</li> <li>Develop standardized posting requirements for the Town's website and social media channels, embedding best practice and accessibility requirements into posting standards.</li> </ul>	<p>Finance/IT</p>
<p>The Town will ensure emergency procedures, plans or public safety information that it prepares and makes available to the public is provided in accessible formats or with appropriate communication supports as soon as practicable, or upon request.</p>		<p>Update Emergency Planning procedures to reflect accessibility requirements.</p>	<p>Clerks/Fire Services</p>



## Customer Service Standards

### Customer Service Standards – Policies, Practices and Procedures

Requirement	Action(s) Taken	Next Steps	Responsible Department
<p>Establish policies, practices, and procedures governing the provision of the Town of Ingersoll's goods and services to persons with disabilities</p>	<p>The Town of Ingersoll has adopted and maintained an Accessibility Standards for Customer Service Policy, which was updated in 2018.</p>	<p>The Town will continue to monitor the efficacy of its policies, practices and procedures and will amend its approach and documentation as deemed necessary.</p>	<p>Human Resources</p>
<p>Use reasonable efforts to ensure that the policies, practices and procedures concerning the provision of goods and services are consistent with the following principles:</p> <p>a) The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.</p> <p>b) The provision of goods and services to persons with disabilities and others must be integrated, unless an alternate 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 or services.</p> <p>c) Ensure persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.</p>	<p>Requirements are communicated via the Town's Accessible Customer Service policy and through mandatory training on the same.</p> <p>Further, individual accommodation plans are developed for patrons as requested taking into consideration the requestor's disability and in conjunction with the service area manager and Human Resources.</p>	<p>Explore opportunities for the Accessibility Advisory Committee to undertake a corporation-wide assessment to identify barriers and provide suggestions for their removal.</p>	<p>Human Resources</p>
<p>Policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the Town's goods or services or the availability, if any, of other measures, which enable them to do so.</p>	<p>The Town of Ingersoll's Accessible Customer Service Policy and training both deal with the use of assistive devices by persons with disabilities.</p>	<p>Create facility-specific inventories of assistive devices owned by the Town and available on premises (if any). Joint AAC will review inventories, identify gaps, and make recommendations.</p>	<p>Community Services (via Facilities) with submissions from all Department Heads</p>

<b>Customer Service Standards – Policies, Practices and Procedures</b>			
<b>Requirement</b>	<b>Action(s) Taken</b>	<b>Next Steps</b>	<b>Responsible Department</b>
When communicating with a person with a disability, Town employees will do so in a manner that takes into account the person's disability.	The Town of Ingersoll's Accessible Customer Service Policy and training both address communicating with a person with a disability.		All departments
Prepare one or more documents describing the Town's policies, practices and procedures, and upon request, provide a copy of the document(s) to any person.	This requirement is captured under the Town's AODA Compliance Policy.		Human Resources
<b>Customer Service Standards – Use of Service Animals and Support Persons</b>			
<b>Requirement</b>	<b>Action(s) Taken</b>	<b>Next Steps</b>	<b>Responsible Department</b>
The Town 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 Town determines that: a) a support person is necessary to protect the health and safety of the person with a disability or the health and safety of others on the premises; and b) there is no other reasonable way to protect the health and safety of the person with the disability and the health or safety of others.	This requirement is captured under the Town of Ingersoll's Accessible Customer Service Policy and training.	Evaluate Town facilities and services to identify areas where support persons may be required for health and safety purposes depending on the disability, i.e. use of aquatic facilities. Develop standard wording and train designated staff on facilitating such conversations to identify possible risks and how to appropriately mitigate against such risks.	Human Resources
<b>Customer Service Standards – Use of Service Animals and Support Persons</b>			
<b>Requirement</b>	<b>Action(s) Taken</b>	<b>Next Steps</b>	<b>Responsible Department</b>
If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, the Town will ensure that notice is given in advance about the amount, if any, payable in respect of the support person.	Communicated in the policy – no additional fees will be required.	Ensure that all staff responsible for collecting fees associated with entrance to a premises are familiar with the Town's policy and no additional fee will be charged.	All departments responsible for collecting fees.
Prepare one or more documents describing our policies, practices and procedures with respect to the use of service animals and	Service animals and support persons are captured under the Town's Accessible Customer Service Policy,		Human Resources

support persons. Upon request, the document(s) will be provided to any person.	which is made available in alternative formats, upon request.		
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**Customer Service Standards – Notice of Temporary Service Disruptions**

Requirement	Action(s) Taken	Next Steps	Responsible Department
Public notice will be provided of any temporary service disruption that partially or wholly affects any Town-provided good, service or facility that would otherwise impact the ability of person with a disability to access, use or benefit from that good, service or facility.	Communicated in the Town’s Customer Service Policy.		All facilities to provide notice to the Economic Development/Tourism Department (Via Communications Officer)
Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. * Notice may be given by posting the information at a conspicuous place on premises owned or operated by the Town, by posting it on the Town’s website, or by such method that is reasonable in the circumstance.	A Notice of Service Disruption Template will be used for disruptions and the information will be posted in a conspicuous place at the facility, communicated via the Town’s social media page and included as an eAlert on the Town of Ingersoll’s website.	Communications Officer to review the notice of service disruption and most appropriate means of communication depending on affected service and facility.	Economic Development/Tourism Department (Via Communications Officer)/Human Resources

**Customer Service Standards – Training for Staff**

Requirement	Action(s) Taken	Next Steps	Responsible Department
Provide training on the provision of goods and services to persons with disabilities to the following: <ul style="list-style-type: none"> <li>• Town employees and volunteers who deal with members of the public.</li> <li>• Every person who participates in developing policies, procedures and practices governing the provision of goods or services to members of the public or other third parties.</li> <li>• Every person who provides goods, services or facilities on behalf of the Town.</li> </ul>	All staff and volunteers are required to participate in accessible customer service training (delivered via online training module) upon hire, or commencement of duties with the Town of Ingersoll.	Review onboarding for all town staff, volunteers and committee members to ensure appropriate training is being assigned and completed. Update onboarding processes and documents to formalize this training requirement.  Investigate the possibility of establishing a subscriber list for email notifications to be sent out of such disruptions. This could possibly	Human Resources/ Clerks

		be incorporated into the Town's notice of service disruption process.	
<b>Customer Service Standards – Training for Staff</b>			
<b>Requirement</b>	<b>Action(s) Taken</b>	<b>Next Steps</b>	<b>Responsible Department</b>
<p>Training is to include a review of the purpose of the Act and the requirements of the Accessibility Standards for Customer Service Regulation and instruction on the following matters:</p> <ul style="list-style-type: none"> <li>• How to interact and communicate with persons with various types of disabilities.</li> <li>• 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.</li> <li>• How to use equipment or devices available on the provider's premises or otherwise provided by the Town that may help with the provision of goods and services to a person with a disability.</li> <li>• What to do if a person with a particular type of disability is having difficulty accessing the Town's goods and services.</li> </ul>	<p>All requirements are covered by the Town of Ingersoll's online training module.</p>		Human Resources
<p>Training to be assigned to each person as soon as practicable after he or she is assigned the applicable duties.</p>	<p>Training is assigned by the hiring manager or HR Coordinator, typically as part of onboarding and prior to the employee's first day of work.</p>	<p>Review processes to determine how individuals who fall outside of the Town's normal hiring procedures are assigned training.</p>	Human Resources

### Customer Service Standards – Training for Staff

Requirement	Action(s) Taken	Next Steps	Responsible Department
Training must also be provided on an on-going basis in connection with changes to the Town's policies, practices and procedures governing the provision of goods and services to persons with disabilities.	Communicated in the Town's Accessible Customer Service Policy.		Human Resources
Prepare a document describing the Town's training policy, including a summary of the content of the training and details of when the training is to be provided.			Human Resources
Retain records of the training provided, including the dates on which the training was provided and the number of individuals to whom it is provided.	Records are retained via the Town's online training platform and also kept within individual employee files at the discretion of the hiring manager.		Human Resources/ Clerks

### Customer Service Standards – Feedback Process

Requirement	Action(s) Taken	Next Steps	Responsible Department
Establish a process for receiving and responding to feedback about the manner in which the Town provides goods or services to persons with disabilities and make this information readily available to the public.	The Town's accessible customer service policy establishes that feedback will be received via email, verbally, suggestion box, written correspondence, or otherwise. Feedback will be directed to the CAO or designate and will be responded to within ten (10) business days.	Add this as a complaints heading under the Town's online complaints portal.	To be led by Human Resources but supported by all Departments.

### Customer Service Standards – Feedback Process

Requirement	Action(s) Taken	Next Steps	Responsible Department
Ensure the feedback process permits persons to provide their feedback to the Town in person, by telephone, in writing or by delivering an electronic text by email or on diskette or otherwise.	Established within the Town of Ingersoll's Accessible Customer Service Policy.	Continuously monitor the feedback process to ensure its efficacy, amending as required.	Human Resources
Ensure the feedback process specifies the actions that the Town is required to take if a complaint is received.	Amend customer service policy to indicate addition to complaints portal.		

Prepare a document describing the Town's feedback process and, upon request, provide a copy of the document to any person that requests it.			
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**Customer Service Standards – Notice of Availability of Documents**

Requirement	Action(s) Taken	Next Steps	Responsible Department
Notify persons to whom the Town provides goods or services that the documents required under the Accessibility Standards for Customer Service Regulation are available upon request.	Communicated on many Town-produced documents and on the Town of Ingersoll's website.	Review standard documentation produced by the Town for the purposes of communicating with the public to determine which documents need to be updated to incorporate accessibility best practices and include an accessibility statement.	Clerks/Human Resources/Economic Development and Tourism (via Communications Officer)
Notice may be given by posting the information at a conspicuous place on premises owned or operated by the Town, by posting it on the Town's website, or by another method deemed reasonable in the circumstances.		Create a SOP for review of new documents that are publicly available for compliance with accessibility standards. All documents to be sent to HR/Comms before being deemed complete.	

**Customer Service Standards – Format of Documents**

Requirement	Action(s) Taken	Next Steps	Responsible Department
a) Where requested by a person with a disability, provide a copy of the requested document or the information contained in the document in a format that takes into account the person's disability. b) The Town and the requesting individual may agree upon the format to be used for the document or information.	Process formalized by the Town of Ingersoll Accessible Customer Service Policy.	Identify areas of opportunity to provide documents in alternative accessible formats as new technology is adopted and utilized.	Human Resources

<b>Employment Standards</b>			
<b>Requirement</b>	<b>Action(s) Taken</b>	<b>Next Steps</b>	<b>Responsible Department</b>
Notify employees and the public about the availability of accommodation for applicants with disabilities in the Town's recruitment processes.	<p>All job ads include a standard statement advising of the Town's accessible recruitment processes for applicants with disabilities.</p> <p>This statement is also included on the 'Employment Opportunities' section of the Town's website.</p>	Clerks/HR joint staffing request: For 2025 budget consideration, add one FT staff member to the HR team to help with all generalist responsibilities, including proactive accessibility compliance.	Human Resources
<p>During the recruitment process, the Town will notify applicants who are selected to participate in the assessment or selection process that accommodations relating to the selection or assessment are available upon request.</p> <p>2.2 If a selected applicant requests an accommodation, the Town will consult with the requesting individual and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs.</p>	<p>The Human Resources Coordinator notifies applicants of the availability of accommodations related to the Town's selection or assessment processes.</p> <p>These processes are formalized in the Town's 'IASR Employment Standards Compliance Policy'.</p>		
When making an offer of employment, the Town will notify the successful applicant of its policies for accommodating employees with disabilities.	New hires are informed of the Town's IASR Employment Standards Compliance Policy', which is overviewed in the new hire orientation handbook.		Human Resources
<p>Where an employee requests it, the Town must consult with the requesting employee to provide or arrange for the provision of accessible formats and communication supports for:</p> <p>a) Information that is needed in order to perform the employee's job; and</p> <p>b) Information that is generally available to employees in the workplace.</p>	Actions are taken on a case-by-case basis as they are received and taking into consideration to employee's individual needs and the information necessary to perform the job.	<p>Ensure all Departments and service area managers are made aware of their obligations under the IASR with regard to the employment standards regulation.</p> <p>Clerks/HR joint staffing request: For 2025 budget consideration, add one FT staff member to the HR team to help with all generalist responsibilities, including proactive accessibility compliance</p>	Human Resources
The Town will consult with the requesting employee in determining the suitability of an accessible format or communication support.	Part of the IASR Employment Standards Compliance Policy.		

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.	Individualized workplace emergency response information is collected via a standardized form and process.		
<b>Employment Standards</b>			
<b>Requirement</b>	<b>Action(s) Taken</b>	<b>Next Steps</b>	<b>Responsible Department</b>
If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the Town will provide the workplace emergency response information to the person designated by the department head to provide assistance to the employee.	Formalized within the individualized workplace emergency response information plan and process.		Human Resources and Responding Department
Provide the individualized accommodation plan and related information as soon as practicable after becoming aware of the need for accommodation due to an employee's disability.			
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 accommodation(s) needs or plans are reviewed; and c) When the Town reviews and/or revises its general emergency response policies.			
Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Established within the IASR Employment Standards Compliance Policy	Amend this process as new technologies are adopted or changes to the physical workplace occur and update accordingly.	



## Employment Standards

Requirement	Action(s) Taken	Next Steps	Responsible Department
<p>Ensure the process for the development of documented individual accommodation plans include the following elements:</p> <ul style="list-style-type: none"> <li>a) The manner in which an employee requesting an accommodation can participate in the development of the individual accommodation plan.</li> <li>b) The means by which the employee is assessed on an individual basis.</li> <li>c) The manner in which the Town can request an evaluation by an outside medical or other expert, at the Town's expense, to assist the Town in determining if accommodation can be achieved and, if so, how accommodation can be achieved.</li> <li>d) 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.</li> <li>e) The steps taken to protect the privacy of the employee's personal information.</li> <li>f) The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> <li>g) Of an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</li> <li>h) The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</li> </ul>	<p>Established within the IASR Employment Standards Compliance Policy</p>		<p>Human Resources</p>

<b>Employment Standards</b>			
<b>Requirement</b>	<b>Action(s) Taken</b>	<b>Next Steps</b>	<b>Responsible Department</b>
Individual accommodation plans will: a) If requested, include any information regarding accessible formats and communication supports provided. b) If required, include individualized workplace emergency response information. c) Identify other accommodation that is to be provided.			Human Resources
With regards to the Return to Work process, the Town will: a) 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) Document the process.	Return to Work forms and processes have been updated to incorporate IASR requirements regarding the return to work process.		
The return to work process will: a) Outline the steps the Town 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.	Return to Work forms and processes have been updated to incorporate IASR requirements regarding the return to work process.		Human Resources
Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using the performance management process in respect of employees with disabilities.	Reflected in the Town's IASR Employment Standards Compliance Policy		
Take into account the accessibility needs of employees with disabilities as well as individual accommodation plans, when providing career development and advancement to employees with disabilities.			
Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when deploying and redeploying individuals and employees with disabilities.			

## Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

### Design of Public Spaces Standards - Recreational Trails

Requirement	Action(s) Taken	Next Steps	Responsible Department
<p>The Town will consult on the following before constructing new, or redeveloping existing recreational trails:</p> <ul style="list-style-type: none"> <li>a) The slope of the trail</li> <li>b) The need for, and location of, ramps on the trail</li> <li>c) The need for, location and design of:                             <ul style="list-style-type: none"> <li>o Rest areas;</li> <li>o Passing areas;</li> <li>o Viewing areas;</li> <li>o Amenities on the trail; and</li> <li>o Any other pertinent feature</li> </ul> </li> </ul> <p>The Town shall consult on the above noted matters in the following manner:</p> <ol style="list-style-type: none"> <li>1. With the public and persons with disabilities</li> <li>2. With municipal accessibility advisory committees, where one has been established.</li> </ol>	<p>All accessibility requirements have been incorporated into the development of new or redevelopment of existing recreational trails that are maintained by the Town of Ingersoll. Responsibility for trails falls under the Community Services Department.</p>	<p>With the reestablishment of the Town's Accessibility Advisory Committee, this process will be updated to include the committee's consultation.</p> <p>Create an SOP to be adopted by the Community Services Department to ensure consultation.</p> <p>Community Services to formally document which trails are deemed naturalized vs. recreational.</p>	Community Services
<p>The Town will ensure that any recreational trails to be constructed or redeveloped and that the Town intends to maintain, meets the technical requirements for recreational trails as established under sec. 80.9 of O. Reg. 191/11.</p>		Community Services	
<p>Where other media, such as park websites or brochures, are used by the Town to provide information about the trail, beyond advertising or promotion, the media must provide the same information as the trail signage.</p>		<p>Ensure any media updates reflect the required information.</p>	Community Services/Economic Development and Tourism (via Communications Officer)

## Design of Public Spaces Standards - Outdoor Public Use Eating Areas

Requirement	Action(s) Taken	Next Steps	Responsible Department
<p>When newly constructing or redeveloping outdoor public-use eating areas that the Town intends to maintain and that fall within the description of an outdoor public-use eating area, the Town will comply with all relevant requirements of O. Reg. 191/11.</p>	<p>All accessibility requirements have been incorporated into the development of new or redevelopment of existing outdoor public-use eating areas that are maintained by the Town of Ingersoll.</p> <p>The Town of Ingersoll offers accessible picnic tables in every park that has more than five (5) picnic tables. Accessible picnic tables are placed in locations that are level and accessible.</p>	<p>The Parks Department will continue to monitor the topography of Ingersoll's parks and will ensure accessible picnic tables are placed on level and accessible ground each spring.</p> <p>With the assistance of the AAC, create a policy to be adopted by the Community Services Department to ensure consultation.</p>	<p>Community Services</p>

## Design of Public Spaces Standards - Outdoor Play Spaces

Requirement	Action(s) Taken	Next Steps	Responsible Department
<p>When constructing new or redeveloping existing outdoor play spaces, the Town shall consult on the needs of children and caregivers with various disabilities and shall do so in the following manner:</p> <ul style="list-style-type: none"> <li>○ The Town shall consult with the public and persons with disabilities</li> <li>○ The Town shall consult with their Accessibility Advisory Committee</li> </ul>	<p>All accessibility requirements have been incorporated into the development of new or redevelopment of existing outdoor play spaces that are maintained by the Town of Ingersoll. Responsibility for outdoor play spaces falls under the Community Services Department.</p>	<p>With the reestablishment of the Town's Accessibility Advisory Committee, the consultation process shall be updated to include the AAC as a stakeholder.</p> <p>To support this priority, a policy should be created to formalize this work in consultation with the Community Services Department.</p>	<p>Community Services</p>
<p>When constructing new, or redeveloping existing play spaces that the Town intends to maintain, the Town shall:</p> <ol style="list-style-type: none"> <li>a) Incorporate accessibility features, such as sensory and active play components, for children and caregivers with various disabilities into the design of outdoor play spaces; and</li> <li>b) Ensure that outdoor play spaces have a ground surface that is firm, stable and has impact attenuating properties for injury prevention and sufficient clearance to</li> </ol>		<p>With the reestablishment of the Town of Ingersoll's Accessibility Advisory Committee, future proposals for the construction of new or redevelopment of existing outdoor play spaces will be brought before the Committee for comment.</p> <p>To support this priority, a policy should be created to formalize this work in consultation with the Community Services Department.</p>	<p>Community Services</p>

provide children and their caregivers with various disabilities the ability to move through, in and around the outdoor play space.			
<b>Design of Public Spaces Standards - Exterior Paths of Travel</b>			
<b>Requirement</b>	<b>Action(s) Taken</b>	<b>Next Steps</b>	<b>Responsible Department</b>
The Town shall ensure that any exterior path of travel as defined in the IASR, are constructed or redeveloped to meet all relevant requirements pertaining to exterior paths of travel as established under O. Reg. 191/11.	Requirements for exterior paths of travel have been adopted by the Town of Ingersoll.		Operations/ Engineering
<b>Design of Public Spaces Standards - Accessible Parking</b>			
<b>Requirement</b>	<b>Action(s) Taken</b>	<b>Next Steps</b>	<b>Responsible Department</b>
The Town of Ingersoll shall comply with all relevant section of O. Reg. 191/11 when constructing new, or redeveloping off-street parking facilities that the Town intends to maintain.	Requirements for Accessible Parking have been adopted by the Town of Ingersoll.	Requests for reviews of accessible parking spaces, including their number and location, will be reviewed by the Transportation Committee as submitted.	Operations /Engineering
<b>Design of Public Spaces Standards - Obtaining Services</b>			
<b>Requirement</b>	<b>Action(s) Taken</b>	<b>Next Steps</b>	<b>Responsible Department</b>
The Town of Ingersoll shall meet all relevant requirements of O. Reg. 191/11 concerning: <ol style="list-style-type: none"> <li>1. All newly constructed service counters and fixed queuing guides; and</li> <li>2. All newly constructed or redeveloped waiting areas.</li> </ol>	All Town of Ingersoll facilities shall comply with requirements concerning the creation of, or redevelopment of existing service counters and waiting areas.	Review of existing service counter accessibility to determine barriers and to identify solutions.	Community Services (via Facilities) and Building

## Transportation Standards

### Transportation Standards - Duties of Municipalities and Taxicabs

Requirement	Action(s) Taken	Next Steps	Responsible Department
<p>The Town shall consult with its municipal Accessibility Advisory Committee to determine the proportion of on-demand accessible taxicabs required in the community. **                      Accessible Taxicab” means an accessible taxicab as defined in Reg. 629 under the Highway Traffic Act.</p>	<p>The Town of Ingersoll contracts with Olde Tyme Taxi to provide paratransit services for residents with disabilities. The fleet of accessible vehicles includes one accessible van.</p> <p>Paratransit services are provided on-demand within the Town’s municipal boundaries.</p>	<p>The existing number of accessible taxicabs will be brought to the AAC for review and comment.</p> <p>Town of Ingersoll to investigate purchasing a wheelchair-accessible van for lease when the paratransit contract expires at the end of 2025.</p> <p>To fulfil this requirement, staff will begin to bring forward ridership stats to the committee scrubbed of personal data regarding the number of wheelchair users and car vs van trips so that recommendations can be made based on data.</p>	Clerks
<p>The Town will 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.</p>		<p>The suitability of the number of accessible taxicabs to service paratransit users and other persons with disabilities within the Town of Ingersoll to be reviewed and discussed annually by the AAC.</p> <p>Investigate incorporating a formal complaints procedure into the new paratransit contract. Existing contract expires at the end of 2025</p>	Clerks
<p>The Town will ensure that taxicab owners and operators licensed by the Town are prohibited from:</p> <p>a) Charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip; and</p> <p>b) From charging a fee for the storage of mobility aids or mobility assistive devices.</p>	<p>Requirements established under section 80 of the IASR are reflected in the paratransit Agreement between the</p>	<p>Ensure all subsequent paratransit agreements reflect IASR requirements. At the time of drafting any new agreement, the IASR will be</p>	Clerks

<p>The Town will require that owners and operators licensed by the Town ensure that vehicle registration and identification information is located on the rear bumper of the taxicab.</p>	<p>Corporation of the Town of Ingersoll and Olde Tyme Taxi.</p>	<p>reviewed against the contract language to verify accuracy and compliance.</p> <p>The paratransit contract is to be circulated for response in mid-2025. The contract is to be brought to the AAC for review and comment.</p>	
<p>The Town will ensure that taxicab owners and operators licensed through the Town make vehicle registration and identification information available in accessible formats to persons with disabilities who are passengers upon request.</p>			

**Conclusion**

The Town of Ingersoll is committed to addressing existing barriers and preventing future ones to allow people with disabilities full participation in our community and encourages input from all residents on the accessibility of Town facilities and services.

Annually, a status report will be completed by the Town to outline the progress of measures taken to implement the multi-year accessibility plan. This plan will also be reviewed and updated as required to recognize and include any amendments to existing legislation or the emergence of new areas of priority.

## Appendix 1 – Glossary of Terms

### Definitions

The following definitions are sourced from the Integrated Accessibility Standards Regulation 191/11 and the Accessibility Standards for Customer Service Regulation 429/07.

**Accessible Formats** – may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

**Career Development and Advancement** – includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them, and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.

**Communication Supports** – may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

**Communications** – means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

**Conversion Ready** – means an electronic or digital format that facilitates conversion into an accessible format.

**Guide Dog** – means a guide dog as defined in section 1 of the *Blind Persons' Rights Act*.

**Information** – includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

**Mobility Aid** – means a device used to facilitate the transport, in a seated posture of a person with a disability.

**Mobility Assistive Device** – means a cane, walker or similar aid.

**Performance Management** – means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

**Redeployment** – means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

**Service Animal** – means an animal as described in subsection (9) of the *Blind Persons' Rights Act*.

**Support Person** – means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.