



Schedule B to By-Law 2021-006 MULTI-YEAR ACCESSIBILITY PLAN

Regulation 191/11: Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005* requires Municipalities to create multi-year accessibility plans, update them at least once every five years and post them on their website. An accessibility plan outlines what steps a Municipality will take to prevent and remove barriers to accessibility and when it will do so.

Introduction

The Corporation of the Municipality of Mattawan strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. The Municipality of Mattawan is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan will show how we will play our role in making Ontario accessible for all Ontarians. This plan will be reviewed annually and updated at least once every 5 years in consultation with persons with disabilities. The plan is available in an accessible format, upon request. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided, what training course was offered and the name of the participant who took the training.

Past Achievements to Remove and Prevent Barriers

The Municipality of Mattawan received a grant in 2018 to rehabilitate the office to make it more accessible for people with disabilities. The work to complete the rehabilitation of the bathroom and kitchen area was completed in 2020, and included widening the door to the bathroom and the entrance/exit to the kitchen, a pedestal bathroom sink was installed and relocated to meet the building code requirements, new handrails were installed as per the building code, the paper towel dispenser, hand soap, hand sanitizer, and bathroom light switch were all lowered to accommodate a person using a walker or a wheelchair.

In 2021, the Municipality has received approval for a grant, which will include the rehabilitation of the ramp for persons using walkers or wheelchairs. The ramp will be made wider and longer so the slope of the ramp is not as steep as it currently is.

Customer Service

The Municipality of Mattawan is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

The Municipality of Mattawan has remained in compliance with the Customer Service Standards. The feedback process is accessible to persons with disabilities by providing or arranging for provisions of accessible formats and communication supports, upon request. We maintain a Record of Customer Feedback for those customers who have called, mailed, emailed, faxed or attended the office in person with an accessibility question/concern. We will respond to any accessibility question/concern within 2 business days.

RECORD OF CUSTOMER FEEDBACK

Date Received:

Name and Contact Information:

Nature of Feedback:

Follow Up:

Action to be Taken:

Signature:

Title:

Date:

Information and Communications

The Municipality of Mattawan is committed to making our information and communications accessible to people with disabilities.

The Municipality of Mattawan used some of the COVID-19 grant money received in 2020 to have a web site created for the Municipality. The website was launched in the early months of 2021 and is compliant with the internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws. People who have questions/concerns about our multi-year accessibility plan are encouraged to contact us by:

- Telephone/voice mail at 705-744-5680
- Fax at 705-744-4141
- In person at 947 Hwy 533 Mattawa ON P0H 1V0 Monday to Friday from 10 am to 2 pm
- Email at admin@mattawan.ca
- Mail PO Box 610 Mattawa ON P0H 1V0
- Website at www.mattawan.ca

Employment

Accessible Recruitment Process

The Municipality of Mattawan is committed to fair and accessible employment practices.

We will notify employees and the public that the Municipality will accommodate the needs of people with disabilities during the hiring process on the job posting. For example, on the job posting we will include the following "The Corporation of the Municipality of Mattawan welcomes and encourages applications from people with disabilities. Accommodations are available upon request for candidates taking part in all aspects of the selection process." When successful job applicants are contacted for an interview, we will ask if they require any accommodations due to a disability and if so, accommodations will be provided, and if they are the successful job applicant, they will be notified of the Municipalities accommodation policies for accommodating employees with disabilities.

Individual Accommodation Plan Process

The Municipality of Mattawan is committed to accommodating people with disabilities and will use the following process to identify and meet employee accommodation needs:

- Recognized the need for accommodation. Accommodation can be requested by the employee and/or identified by the employee's manager.
- Gather relevant information and assess individual needs. The employee is an active participant in this step. Information will be collected on the employee's functional abilities, not the nature of the employee's disability. The employee's personal information, including medical information, is kept secure and dealt with in a confidential manner. It will only be disclosed to individuals who need it to perform the accommodation process. The employee and the Clerk Treasurer will work together to find the most appropriate accommodation. A medical or other expert maybe engaged (at the Municipality's expense) to help determine if/how the employee's needs can be accommodated. The employee may ask a workplace representative to participate in the process.
- Write an individual accommodation plan. After identifying the most appropriate accommodation(s), the details will be documented in a written plan, including what accommodation(s) will be provided, how to make information accessible to the employee, including accessible formats and communication supports, employee emergency information and/or emergency response plan (if applicable), and when the plan will be reviewed and updated. The Clerk Treasurer will give the employee in an accessible format (if required), a copy of the individual accommodation plan, or written reasons for denying accommodation.
- Implement, monitor and update the plan. After implementing the accommodation plan, the employee and the Clerk Treasurer will monitor and review the plan to ensure that it is effective. Formal reviews and updates will take place on the mutually agreed upon, predetermined schedule in the employee's accommodation plan. If the accommodation is no longer appropriate, the employee's work location or position changes, or if the nature of the employee's disability changes, the employee and the Clerk Treasurer will reassess the situation and update the plan.
(See sample Individual Accommodation Plan)

Return to Work Process

The Municipality of Mattawan is committed to supporting employees who have been absent from work due to a disability. We will use the following process to help employees who require accommodation to return to work. Please note that this return to work does not replace or override any other return to work process created by or under any other statute. It should not be taken as legal advice. You should contact a lawyer for advice for your particular set of facts or circumstances.

- Initiate the leave and stay in contact with the employee. If an employee needs to take a disability leave, the employee will inform the Clerk Treasurer. The employee and Clerk Treasurer will maintain regular contact, with the employee's consent, to address any problems that may arise and facilitate the return-to-work process.
- Gather relevant information and assess individual needs. The employee and the Clerk Treasurer will work together to share information and find the most appropriate accommodation. Health care provider(s) may also participate in the process if required.
- Develop a return-to-work plan. After identifying the most appropriate accommodation, safety considerations, and any transitional measures, create a written return-to-work plan. Depending on the circumstances, the employee may return to the original position, return to the original position with accommodation(s) on a temporary or permanent basis, or return to an alternate position on a temporary or permanent basis. The return-to-work plan should be attached to the employee's individual accommodation plan.
- Implement, monitor and update the plan. After implementing the return-to-work plan, the employee and the Clerk Treasurer will monitor and review the plan regularly to ensure that it remains effective. If the accommodation is no longer appropriate, they will reassess the situation and update the plan.
(See sample Return to Work Plan)

Training

The Municipality of Mattawan is committed to provide training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. The training is appropriate to the duties of the employees, volunteers and other persons. In 2021, the Mayor and Council

members, the Clerk Treasurer and Deputy Clerk Treasurer, the Road Supervisor and the Road Contractor all took the following training:

- Required topics for the Customer Service Standard training
- General Requirements
- Requirements of the Information and Communications Standard
- Requirements of the Employment Standard

In 2020, the Mayor and Council members, the Clerk Treasurer and Deputy Clerk Treasurer, the Road Supervisor, and the Road Contractor received training in the Ontario Human Rights Code, as it relates to people with disabilities. We require all employees of the Municipality of Mattawan to provide documentation of the course that they have successfully completed and it is kept in their employment file and documented on the master training file.

Sample Individual Accommodation Plan

Confidential when completed.

Employee Information

Last Name	First Name
Title/Department	

Clerk Treasurer's Information

Last Name	First Name
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Accommodations		Next plan review	
Start Date	End Date	Date	Frequency

Limitations

List any functional limitations that the employee experiences, how it affects different aspects of his/her job and if each task is an essential part of the role.

Limitation

Tasks / activities affected

Essential job requirements?

Yes No

Accommodations

Using the list of tasks from the limitations section above, identify what types of accommodation or support would help the employee accomplish the task. List a strategy or tool that will provide that accommodation.

Task

What must the accommodation achieve?

Accommodation strategy

Implementation

List the actions required to achieve the accommodation(s) identified in the prior section.

Action

Assigned to

Due Date	Date Completed
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Information sources

Identify and include the contact information for any experts consulted when building the plan (e.g., Clerk Treasurer, family doctor, specialist)

Last Name	First Name
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Title/Role

Email Address

Telephone Number

Related documents

Attach any additional documents required to support the employee.

- Employee emergency plan (if applicable)
- Accessible format of the individual accommodation plan (if needed)
- What type(s) of accessible formats and/or communications support the employee needs (if required)
- Return to work plan (if applicable)
- Other (specify): ↓

Comments / Notes

Use this section for any additional information (e.g., details of alternative work arrangements, budget code for accommodation costs, etc.)

Signature

Employee's Signature

Date

Clerk Treasurer's Signature

Date

*This sample accommodation plan is for informational purposes only and should not be taken as legal advice. You should contact a lawyer for advice for your particular set of facts or circumstances.

Sample Return to Work Plan

Confidential when completed.

Employee Information

Last Name

First Name

Title/Department

Clerk Treasurer's Information

Last Name

First Name

Return to work **plan** start date

Return to work plan end date.

Goals

At the end of the return-to-work process, the employee will return to his/her:

- Original job
- Original job with modifications
- Alternate job (include job description)

Accommodations and transitional measures

List any limitations the employee experiences as a result of his/her disability, how it affects different aspects of his/her job and any accommodations or safety measures required to help the employee return to work. Accommodations may include, but are not limited to:

- Modified work hours/days.
- Modified work location.

- Modified job requirements.
- Assistive device(s)
- Additional support (e.g., colleagues helping with specific tasks)

If the measures will be phased in or out, include a start/end date.

Limitation

Tasks/activities affected.

Accommodation

Safety consideration

Start Date

End Date

_____ | _____

Assignment to alternate position

Complete this section if the employee will not be returning to his/her original job. The assignment to an alternate position may be temporary or permanent.

Job Title

Length of assignment

_____ | _____

Describe the new position.

List any training requirements and safety precautions.

Comment / Notes

Use this section for any additional information (e.g., details of alternative work arrangements, budget code for accommodation costs, etc.)

Signature

Employee's Signature

Date

Clerk Treasurer's Signature

Date