



THE MUNICIPALITY OF CENTRE HASTINGS

Multi-Year Accessibility Plan

Last Updated: June 3rd 2025

A Message from Mayor Tom Deline

The Municipality of Centre Hastings is proud to be actively working towards a barrier free accessible community environment. Council and staff in the municipality are committed to ensuring a high quality of life exists for everyone in the community. This accessibility plan promotes the principles of dignity, independence, integration and equal opportunity. These are qualities that all members of our community should enjoy.

The Municipality of Centre Hastings has come a long way in terms of accessibility. We invite you to review the highlights to date in section four of this plan and we look forward to continuing to implement this plan.

Yours truly,

Tom Deline
Mayor

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Section 1 – Municipal Jurisdiction

1.1 Municipal Information

The Accessibility Plan contained on the following pages is relevant to the policies and programs under the jurisdiction of the Corporation of the Municipality of Centre Hastings.

1.2 Key Contacts

Typhany Choinard, CAO

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Tom Deline, Mayor

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1.3 Executive summary

This document is the Municipality of Centre Hastings's roadmap to improve accessibility within our community and to meet new government guidelines. This document was prepared in consultation with various stakeholders and ADOA. For more information about our accessibility initiatives visit www.centrehastings.com

This plan contains review of accessibility initiatives undertaken to date and offers a summary of barrier prevention measures that the Municipality of Centre Hastings has in place. Staff will closely monitor the Accessibility for Ontarians with Disabilities Act, AODA 2005, implement uncompleted actions and will move forward with new initiatives as funding is available. Planned strategic actions are outlined in Section 2 of this document.

1.4 Accessibility Planning Objectives

The objectives of the Municipality of Centre Hastings's accessibility planning process are outlined below:

- Work towards becoming a benchmark community in providing barrier free access to citizens and visitors;

- Identify, remove (where possible) and prevent all types of barriers to access for people with disabilities;
- Engage staff and council in barrier identification process;
- Cultivate an operating environment to prevent the formation of future barriers;
- Undertake appropriate building retrofits to improve the usability of the physical environment for a wide spectrum of users;
- Meet the requirements as outlined in AODA; and,
- Seek funding opportunities to support these goals.

To achieve these objectives the following is recommended:

- Continue to gather information on barriers from staff, council and the public;
- Continue to raise public education and accessibility awareness;
- Ongoing review of selected policies, programs, practices and services to determine their impact on accessibility;
- Review this plan every 5 years.
- Train staff as soon as practicable after being hired on all accessibility policies and maintain training records.
- Continue to monitor AODA legislation and to comply in a proactive manner; and,
- Continue to source resources to help achieve goals.

Section 2 – Legislative (AODA) Requirements

2.1 Accessibility for Ontarians with Disabilities Act

Ontario has an important law. It's called the Accessibility for Ontarians with Disabilities Act, 2005. It's the first of its kind in Canada. People with disabilities should have the same kind of opportunities as everyone else. They should be able to do the things that most of us take for granted — going to work or school, shopping, taking in a movie or eating out. That's the goal of Ontario's legislation. Businesses and organizations who provide goods and services to people in Ontario will have to meet certain accessibility standards in five important areas of our lives: Customer service, transportation, information and communications, built environment and employment. The Customer Service Standard Policy is the first standard

that we were required to comply to. The Municipality of Centre Hastings has developed this policy and are ensuring that all staff and volunteers in the community are trained.

Provincial Standards will be set in both the public and private sectors to address the full range of disabilities – including physical, sensory, mental health, developmental and learning. Each standard will be developed by a committee that includes people with disabilities or their representatives, representatives of industries or sectors and government ministries. The standards are as follows; Customer Service (January 1 2010), Integrated Accessibility Standard (Transportation, Information & Communications, Employment) and the Built Environment Standard. The AODA is administered by the Accessibility Directorate of Ontario (the "ADO") of the Ministry of Community & Social Services. The ADO can investigate compliance and issue compliance orders. Failure to comply is subject to substantial fines.

The Municipality of Centre Hastings will be working towards the requirements of the upcoming standards as details are released from the province

2.2 Customer Service Standards

The Ontario Government is issuing standards under the Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA") to achieve the vision of a barrier-free Ontario by 2025. The first set are the Accessibility Standards for Customer Service, Ontario Regulation 429/07 ("OR 429/07"). These are now the law. By January 1, 2010, municipalities must have policies, practices and procedures for:

- customer service
- assistive devices
- service animals
- support persons
- notice of temporary disruptions
- training, and
- Customer feedback.

Municipalities must also ensure that staff and others delivering services receive appropriate training.

2.3 Integrated Accessibility Standards

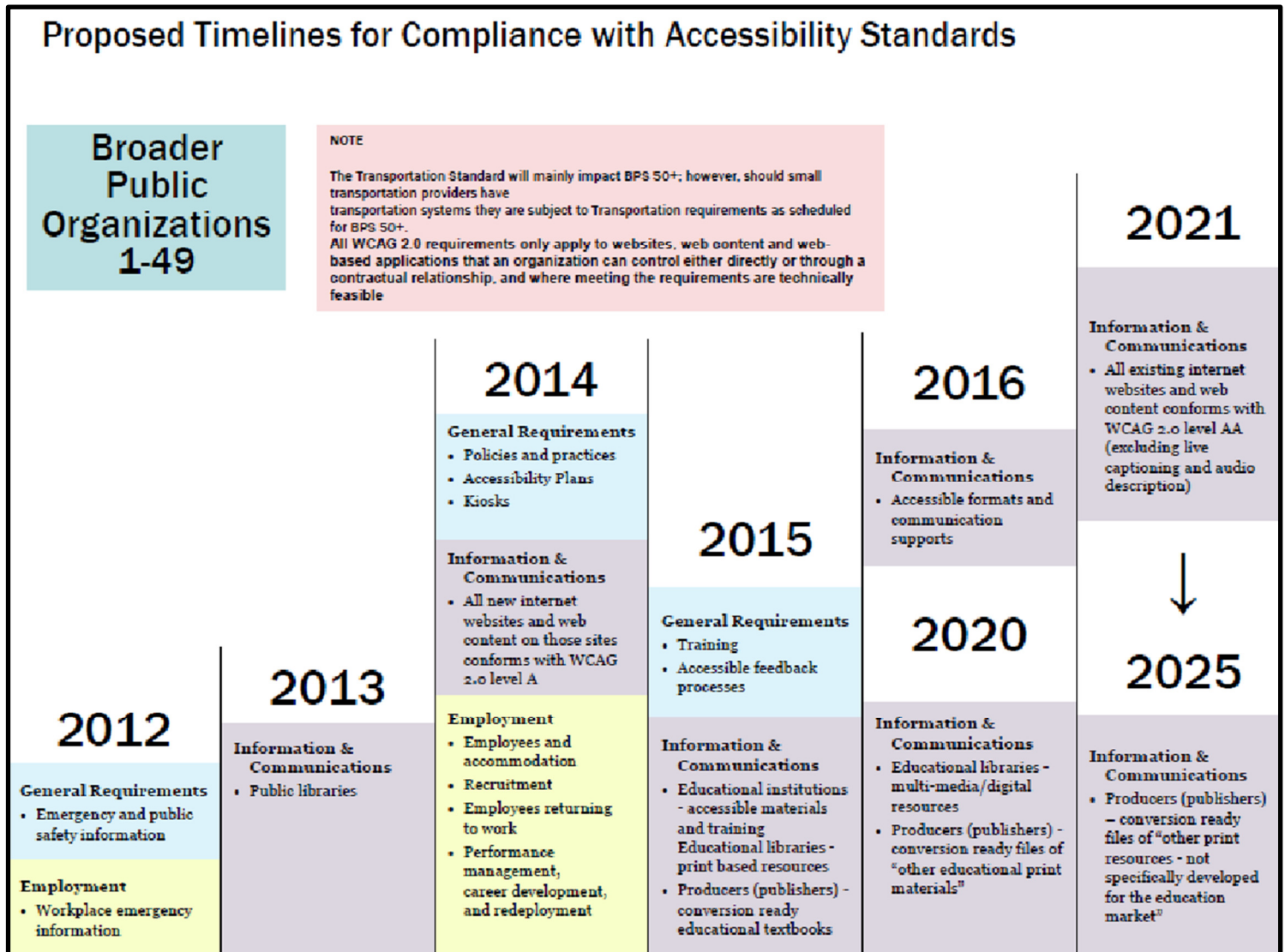
The Integrated Accessibility Standards Regulation sets out special requirements for four standards

1. employment
2. information and communications
3. transportation
4. design of public spaces

Organizations will have to:

- develop accessibility policies and a plan to outline how they will comply with the regulation
 - incorporate accessibility when they procure goods, services and facilities (Note: This requirement does not apply to the private sector.)
 - incorporate accessibility features (public sector) or consider accessibility (private sector) when designing or buying self-service kiosks
 - train staff and volunteers so that everyone who provides goods or services on their behalf understands the Integrated Accessibility Standards Regulation and its requirements, and Ontario Human Rights Code (as it relates to people with disabilities).
- 1) All staff and volunteers are trained on IASR and Human Rights Code
 - 2) All staff are trained appropriately according to work duties
 - 3) All new staff are trained as soon as practicable
 - 4) All staff are trained whenever there are policy changes

2.4 Proposed Timelines for Compliance of Integrated Accessibility Standards



Section 3: Accessibility Issues Identified

3.1 Accessibility Issues Identified

The following table outlines the accessibility issues identified staff and the community.

Accessibility Issue	Action	Responsibility	Timing
Accessibility for Ontarians Act, AODA 2005	<p>Monitor progress of AODA Accessibility standards and ensure compliance with regulations and standards as they become available.</p> <p>-----</p> <p>Provide input to AODA Standards Development Committees, AMO and AMCTO</p> <p>Educate municipal staff on the requirements of the AODA</p>	CAO	Ongoing
Communications	Ensure that the public is aware of accessibility issues. Provide updates and educational opportunities.	CAO/Staff	Ongoing
Ensure Municipal buildings are accessible/barrier free	Continue to identify accessibility issues in all municipal buildings.	CAO/Staff	Ongoing
Promote the community as accessibility friendly	<p>Develop working relationships with associations for people with disabilities.</p> <p>Establish relationships with local Community Living Access Centres</p>	Staff	Ongoing
Implement the Municipal Accessibility Plan	Make the policy available at Municipal Office and on the municipal website. Make policy available in print, large print and on the website	Staff	Complete
Assist business owners and community organizations in meeting their obligations to AODA	<p>Provide resource material to business owners/community groups.</p> <p>Post information on website</p>	Staff	Ongoing
Develop more resources to support accessibility initiatives	i.e. Update feedback forms to other accessible options.	Staff	Ongoing
Tactile Indicator Plates	Install the indicator plates as they were missed on a project - Dingman Street and the corners of Elgin Street, McKenzie Street, Horace Avenue in the Village of Madoc	Public Works	Ongoing
Skate Park Swing	Accessible Swing needs part and repair (June 2025) – Part is ordered	Public Works	Ongoing

Accessible Parking Review 2025	After a request from the public the following resolution was passed at the May 2025 Regular Meeting: "THAT Council accepts this report form information, and AND THAT Council direct staff to begin a consultation with the public and persons with disabilities as required under the Ontario Regulation, and AND FURTHER THAT Staff report back to Council on the consultation and recommendations for placement of on-street accessible parking, if any, and AND FURTHER THAT Council direct staff to review the existing off-street accessible parking and bring the spaces into conformity with the Regulation if required."	Public Works	Ongoing
Ramp/Entrance Madoc Public Library	Accessible repairs to entrance required	Public Works	Ongoing
Website Review	As per the annual review, the website meets WCAG 2.1 AA (Staff Training)	Admin	June 2025
Accessible Document Training	Leadership Team training on Accessibility	Admin	Ongoing
Procurement Policy	Confirm accessibility is embedded in policy	Finance	Ongoing

Section 4: Accessibility Highlights to Date

4.1 Municipality of Centre Hastings Achievements

The following table outlines the accomplishments made by Municipality of Centre Hastings.

Accessibility Issue	Summary of Measures Taken
Establish an Accessibility Advisory Team	Goals were to create a barrier free community that contributes to a better quality of life for citizens and visitors.
Identify needs within the community	The Accessibility Advisory Team identified access issues within the community. This is an ongoing process that is now the responsibility of staff and council.
Plan to address barriers within the community.	The Accessibility Advisory Team created a plan that implemented the following improvements to minimize barriers within the community: <ol style="list-style-type: none"> 1. Increased disabled person parking 2. Madoc Skate Park has several accessible features.

	<p>3. The Madoc Library is equipped with a lift to help transport people to the second floor so they can participate in the various community events that take place at this venue.</p> <p>4. Website is updated to be compliant with accessibility features.</p>
Communications	Staff have posted the Accessibility Plan on the website for the public to access and continually inform the public about accessibility projects being completed within the municipality.
AODA Implementation Customer Service Standard	Developed Customer Service Standard Policy and trained all staff and volunteers within the organization. Continue to do this on an ongoing basis for new staff and volunteers. (2010)
Launched Scent Free Encouragement Program	In 2010 we launched our Municipal Scent-Free Encouragement Program educating staff and visitors on scent related issues. (2009)
Accessible Elections	The Accessibility Advisory Team purchased magnifiers to help people read ballots as needed. Residents have also been informed they can vote by proxy.
Centre Hastings Public Library	<ol style="list-style-type: none"> 1. Has a print magnifier and large print and audio books available for loan (2010) 2. Materials Available in Accessible formats 3. Ramp/Lift
Centre Hastings Website	Meets WCAC 2.0 requirements and currently conducting a review to confirm WCAG 2.1 AA
Information/Communications standard	All public emergency information is available in accessible formats
Procurement	Continue to implement accessibility clauses in procurement processes.
Accessibility Standard for Employment	Memo sent to identify staff that need accommodations in emergency situations and assessment completed if necessary
Multi Year Reporting	Added a section to the plan on multi year reporting

Section 5 – Conclusion

Accessibility Planning is about meeting the needs of all citizens. Council, staff and the community are working hard to make Centre Hastings a caring and inclusive community. Seeking advice from people with disabilities and using that information to bring about change has worked well to break down all types of barriers in Centre Hastings. Input and partnerships from the community has also increased our knowledge about accessibility issues in the community.

The contributions of those people dedicated to improving access in our community are appreciated and applauded. Working together for a common good is the best way to reach

our goals. Thank you for your interest in the Accessibility Program and reviewing the Centre Hastings Accessibility Plan.

Please contact the Municipality of Centre Hastings if you have any further questions or visit www.centrehastings.com

Appendix 1 – Glossary of Terms

What is a disability?

The AODA adopts the broad definition for disability that is set out in the Ontario Human Rights Code. "Disability" is:

- a. Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, 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

A "barrier" is 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 architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

An example of each of the different kinds of barriers is shown below:

Barrier Type	Example
Physical	A door knob that cannot be operated by a person with limited upper-body mobility and strength
Architectural	A hallway or door that is too narrow for a wheelchair or scooter
Informational	Typefaces that are too small to be read by a person with low vision
Communicational	A professor who talks loudly when addressing a deaf student
Attitudinal	A receptionist who ignores a customer in a wheelchair
Technological	A paper tray on a laser printer that requires two strong hands to open
Policy/Practice	A practice of announcing important messages over an intercom that people with hearing impairments cannot hear clearly

Appendix 2 – Types of Disability and Functional Limitations

A person's disability may make it physically or cognitively hard to perform everyday tasks. Listed below are different kinds of disabilities and the effects of these limitations on an individual's ability to perform everyday tasks.

Physical

Physical disabilities include minor difficulties moving or coordinating a part of the body, muscle weakness, tremors and in extreme cases, paralysis in one or more parts of the body. Physical disabilities can be congenital, such as Muscular Dystrophy; or acquired, such as tendonitis.

Physical disabilities affect an individual's ability to:

1. Perform manual tasks, such as hold a pen, grip and turn a key, type on a keyboard, click a mouse button, and twist a doorknob
2. Control the speed of one's movements
3. Coordinate one's movements
4. Move rapidly
5. Experience balance and orientation
6. Move one's arms or legs fully e.g. climb stairs
7. Move around independently e.g. walk any distance, easily get into or out of a car, stand for an extended period of time
8. Reach, pull, push or manipulate objects
9. Have strength or endurance

Sensory

Hearing

Hearing loss includes problems distinguishing certain frequencies, sounds or words, ringing in the ears and total profound deafness. A person who is deaf, deafened or hard-of-hearing may be unable to use a public telephone, understand speech in noisy environments or pronounce words clearly enough to be understood by strangers.

Speech

Speech disability is a partial or total loss of the ability to speak. Typical voice disorders include problems with:

- Pronunciation
- Pitch and loudness
- Hoarseness or breathiness
- Stuttering or slurring

Vision

Vision disabilities range from slightly reduced visual acuity to total blindness. A person with reduced visual acuity may have trouble reading street signs, recognizing faces or judging distances. They might find it difficult to maneuver, especially in an unfamiliar place. He or she may have a very narrow field of vision, be unable to differentiate colours, have difficulties navigating or seeing at night or require bright lights to read. Most people who are legally blind have some vision.

Deaf-blind

Deaf-blindness is a combination of hearing and vision loss. It results in significant difficulties accessing information and performing activities of daily living. Deaf-blind disabilities interfere with communication, learning, orientation and mobility.

Smell

Smell disability is the inability to sense, or a hypersensitivity to odours and smells. A person with a smelling disability may have allergies to certain odours, scents or chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.

Taste

Taste disability limits the ability to experience the four primary taste sensations: sweetness, bitterness, saltiness and sourness. A person with a taste disability may be unable to identify ingredients in food, spoiled food or noxious substances.

Touch

Touch disability alters the ability to sense surfaces and their texture or quality, including temperature, vibration and pressure. Touching sensations may be heightened, limited, absent (numbness), or may cause pain or burning. A person with a touch disability may be unable to detect (or be insensitive to) heat, cold or changing temperatures. Alternatively a person with a touch disability may be hypersensitive to sound, physical vibrations or heated surfaces of air.

Cognitive

Intellectual

An intellectual disability affects an individual's ability to think and reason. The disability may be caused by genetic factors (Downs Syndrome), exposure to environmental toxins (Fetal Alcohol Syndrome), brain trauma and psychiatric conditions.

A person with an intellectual disability may have difficulty with:

- Language: understanding and using spoken or written information
- Concepts: understanding cause and effect
- Perception: taking in and responding to sensory information
- Memory: retrieving and recognizing information from short or long-term memory
- Recognizing problems, problem solving and reasoning

Mental Health

There are three main kinds of mental health disabilities:

- Anxiety: a state of heightened nervousness or fear related to stress
- Mood: sadness or depression
- Behavioral: being disorganized; making false statements or inappropriate comments; telling distorted or exaggerated stories

People with mental health disabilities may seem edgy or irritated; act aggressively; exhibit blunt behaviour; be perceived as being pushy or abrupt; start laughing or get angry for no apparent reason.

Learning

Learning disabilities are disorders that affect verbal and non-verbal information acquisition, retention, understanding, processing, organization and use. People with learning disabilities have average or above average intelligence, but take in information, retain it, and express knowledge in different ways. Learning disabilities affect reading comprehension and speed; spelling; the mechanics of writing; manual dexterity; math computation; problem solving; processing speed; the ability to organize space and manage time; and orientation and wayfinding.

Other

Disabilities result from other conditions, accidents, illnesses and diseases, including ALS (Lou Gehrig Disease), asthma, diabetes, cancer, HIV/AIDS, environmental sensitivities, seizure disorders, heart disease, stroke and joint replacement.

Appendix 3 – Customer Service Standard Policy and Procedures

Municipality of Centre Hastings Customer Service Standard (ACC-001)

1.0 Our mission

The mission of the Municipality of Centre Hastings is to provide universal access for all people, including all ages and abilities, an overall functional environment, which will benefit everyone and offer equal opportunity to employment, community services and volunteer experiences.

2.0 Our commitment

In fulfilling our mission, the Municipality of Centre Hastings strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3.0 Providing goods and services to people with disabilities

The Municipality of Centre Hastings is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities. Communications will be available in various formats including; hardcopy, email, in person and by phone.

3.2 Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by

alternative methods i.e. email, handwriting etc. if telephone communication is not suitable to their communication needs.

3.3 Assistive devices

We are committed to serving people with disabilities, who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. A staff member will be available to assist people with disabilities as needed.

3.4 Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request:

- Hard copy
- Large print
- Email

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

4.0 Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Municipality of Centre Hastings's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

5.0 Notice of temporary disruption

The Municipality of Centre Hastings will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises. It will also be posted on the municipal website and on the community sign. (See sample service disruption letter in appendix 5.)

6.0 Training for staff

The Municipality of Centre Hastings will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in all departments will be trained. Training will also be provided to volunteers. Training will be provided annually ensuring all new staff and volunteers have participated

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing the Municipality of Centre Hastings's goods and services
- The Municipality of Centre Hastings's policies, practices and procedures relating to the customer service standard.

Applicable staff and volunteers will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff and volunteers will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

7.0 Feedback process

The ultimate goal of the Municipality of Centre Hastings is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the Municipality of Centre Hastings provides goods and services to people with disabilities can be made by completing a customer feedback form (refer to appendix 4). Feedback may also be given in person, by phone and email. Customer feedback forms will be available at the municipal office and on the website. All feedback will be directed to the CAO.

8.0 Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of the Municipality of Centre Hastings that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9.0 Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the CAO.

Appendix 4 – Accessible Customer Service Feedback Form

Thank you for visiting the Municipality of Centre Hastings. We value all of our customers and strive to meet everyone's needs.

1. Please tell us the date and time of your visit:

2. Did we respond to your customer service needs today?

Yes No

3. Was our customer service provided to you in an accessible manner?

Yes No

4. Did you have any problems accessing our goods and services?

Yes No

5. Please add any other comments you may have:

6. Contact information (optional):

The Municipality of Centre Hastings thanks you for your input!

Appendix 5 – Sample Document for Notifying the Public about Disruptions in Service

Dear Customers,

The (indicate what will be out of service) will be out of service
from (Date) to (Date) for (State Reason)

We regret any inconvenience this may cause. If you have questions or concerns,
please call 613-473-4030.

Thank you

Municipality of Centre Hastings

Appendix 6 – Accessibility Standard for Employment Policy and Procedures for Centre Hastings

1.0 Our mission

The mission of the Municipality is to provide a safe work environment for all employees.

2.0 Our commitment

In fulfilling our mission, the Municipality strives at all times to identify accessibility issues in the workplace and will support employees as needed.

3.0 Procedure

Supporting Employees with Disabilities

1. Employees are encouraged to request accommodations as needed with their Department Head. The Municipality is committed to working with employees to meet their needs. This includes working with the employee to create an accessible workspace as well as providing information in an accessible format.
2. The Municipality will develop individual accommodation plans for employees with disabilities in a clear and consistent way. Plans will be recorded, reviewed and updated as needed.
3. The Municipality will develop return to work plans for employees returning to work with a disability. Plans will outline the steps we will take to help employees return and make appropriate disability related accommodations to the workplace.
4. The Municipality will work with employees to provide accessible performance management and career development opportunities.

Emergency Response for Employees

1. Department heads to discuss accessibility and emergency accommodations with employees.
2. Employees who have identified a disability will be asked to complete a self-assessment.
3. An individual emergency plan will be created and reviewed as needed.

4.0 Employee safety during emergencies

The Municipality of Centre Hastings takes employee safety seriously.

If you have a disability, whether permanent or temporary, and may need help during an emergency, please let us know. We will ask you to complete a self-assessment form then work with you to develop individualized emergency response information that will meet your needs in an emergency situation.

Please note that we do not need to know the details of your medical condition or disability, only the kind of help you may need. The information you provide will be kept confidential and only shared with your consent.

If you have questions or you already have emergency response information and need to adjust it, please let me know.

Kind Regards,

Typhany Choinard, CAO

5.0 Accessibility Standard For Employees

Department Head Emergency Response Declaration

Please be advised that I have met with staff in my department to discuss employee accessibility issues in emergency situations. Please check all that apply:

1. There are no staff in my department that need special emergency accommodations.
2. There is staff in my department that need special emergency accommodations.
(Please contact Typhany Choinard to complete employee assessment)

Name:

Signature:

Date:

Please return this form to Typhany Choinard

Appendix 7 – Sample Employee Emergency Information Worksheet

Please complete this worksheet to help us identify barriers that could arise in an emergency situation and provide suggestions on how to overcome them. Your input will help us provide you with individualized emergency information. The information collected is confidential and will only be shared with your consent. You do not have to provide details of your medical condition or disability, only the type of help you may need in an emergency.

Date:.....

Employee Information

Name:.....

Department:.....

.

Telephone:.....

.

Email:.....

.

Emergency Contact Information

Name:.....

Telephone:..... Cell Phone:.....

Email:.....

Relationship:.....

Work Location

Address:.....

.

Do you work in different places on a regular bases? Yes No

Please list locations/Addresses

Potential Emergency Response Barriers

Can you see or hear the fire/security alarm? Yes No

If no, what would help you know the alarm was flashing/ringing?

Can you activate the fire/security system? Yes No

If no, what would help you sound the alarm?

Can you talk to emergency staff? Yes No

If no, what would help you to communicate with them?

Can you use the emergency exits? Yes No

If no, what would help you to exit the building?

Does your mobility device fit in the emergency waiting area? Yes No

If no, what would help it fit, or is there a better location?

Could you find the exit if it was smoky or dark? Yes No

If no, what would help you find the exit?

Can you exit the building by yourself?

Yes No

If no, what would help you to get out?

Can you get into an emergency evacuation chair by yourself?

Yes No

If no, what help do you need?

Would you be able to evacuate during a stressful
and crowded situation?

Yes No

If no, what would help you evacuate?

Can you read/access our emergency information?

Yes No

If no, what would make this information available to you?

If you need help to evacuate, what instructions do people need to help you?

If you need other accommodations in an emergency please list them here:

Appendix 8 – Sample Employee Emergency Response Information

All information in this document is confidential and will only be shared with the employee's consent.

Individualized Workplace Emergency Response Information for:

Name:

Department:.....

.

Emergency Contact Information

Name:.....

Telephone:..... Cell Phone:.....

Email:.....

Relationship:.....

Work Location

(Repeat for all work locations)

Address:.....

.

Floor:Room Name/ Number:.....

Emergency Alerts

[Name of Employee] will be informed of an emergency situation by:

- ☐ Existing alarm system:
- ☐ Pager device:
- ☐ Visual alarm system:
- ☐ Co-worker:
- ☐ Other
(Specify):.....

Assistance Methods

List types of assistance (e.g. staff assistance, transfer instructions, etc.)"

Equipment Provided

List any devices, where they are stored, and how to use them

Evacuation Route and/or Procedure

Provide a step-by-step description, beginning from the first sign of an emergency

Alternate Evacuation Route

Emergency Support Staff

The following people have been designated to help (Name of Employee) in an emergency:

Name	Location and/or Contact Information	Type of Assistance

Consent to share individualized emergency response information

I [Name of employee] consent to [Name of organization] sharing this individualized emergency response information with the individuals listed above, who have been designated to help me in an emergency.

Signature:..... Date:.....

Form completed by: Date:.....

(Manager)

Form reviewed by: Date:

(Employee)

Next review date:.....

Appendix 9 – Accessibility Standard for Information and Communication for The Municipality of Centre Hastings

1.0 Our Mission

The mission of the Municipality of Centre Hastings is to provide information and communications in accessible formats and to comply with the AODA legislation.

2.0 Our Commitment

In fulfilling our mission the Municipality of Centre Hastings strives at all times to provide communications in accessible formats.

3.0 Procedures

1. The Municipality of Centre Hastings will ensure that all emergency information distributed to the public will be available in accessible formats upon request.
2. The Centre Hastings Public Library will ensure access to or arrange for the provision of access to accessible materials where they exist.
3. The Centre Hastings Public Library will make information about the availability of accessible materials publicly available and shall provide the information in accessible format or with appropriate communication supports upon request.

Appendix 10 – Accessibility Transportation Standard

The Municipality of Centre Hastings does not have commitments under this standard currently.

Appendix 11 – Built Environment Standard

The Municipality of Centre Hastings will meet accessibility laws when building or making major changes to public spaces. There are currently no initiatives planned under this standard.

Accessibility Standard for the Design of Public Spaces

The standard for the design of public spaces only applies to new construction and major changes to existing features.

Here are the highlights of what the standard covers:

- Recreational trails/beach access route
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible parking (on and off street)
- Service-related elements like service counters, fixed queuing lines and waiting area
- Maintenance and restoration of public space

Appendix 12 – Multi-Year Plan Review and Progress Reporting

The Municipality of Centre Hastings commits to reviewing this Multi-Year Accessibility Plan at least once every five years and reporting on its progress annually. Annual updates will be posted on our website and made available in accessible formats upon request. Ongoing consultation with community members and people with disabilities will help ensure the plan remains relevant and effective.