

THE CORPORATION OF THE MUNICIPALITY OF NEEBING

**BY-LAW NUMBER 2024-057**

Being a By-law to Adopt Updated Accessibility Policies and a new, Multi-Year Accessibility Plan (2024-2028).

**Recitals:**

1. Under Ontario's Accessibility for Ontarians with Disabilities Act, all public sector organizations must:
  - Develop statements of commitment to accessibility and make them publicly available;
  - Create written accessibility policies and make them publicly available; and
  - Create written multi-year accessibility plans, update them at least once every five years and post them on their websites, if they have one.
2. Neebing has complied with this legislation, and continues to do so.
3. Council considers it appropriate to adopt a refreshed Accessibility Policy (including its statement of commitment) and new Multi-Year Accessibility Plan for 2024-2028.

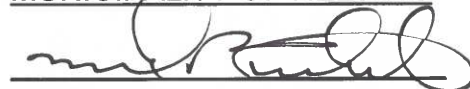
**ACCORDINGLY, THE COUNCIL OF THE CORPORATION OF THE MUNICIPALITY OF NEEBING ENACTS AS FOLLOWS:**

1. Council approves the Accessibility Policy Customer Services Standard appended to this By-law as "Schedule A".
2. Council approves the Accessibility Policy Integrated Accessibility Standards appended to this By-law as "Schedule B".
3. Council approves the Multi-Year Accessibility Policy (2024-2028), which contains Neebing's Statement of Commitment, appended to this By-law as "Schedule C".
4. Bylaw 2019-051 is repealed.
5. This By-law shall come into force and take effect on the date that it is enacted.

**ENACTED AND PASSED IN COUNCIL** this 18<sup>th</sup> day of December, 2024, as witnessed by the corporate seal of the Corporation and the hands of its proper Officers duly authorized in that behalf.



**THE CORPORATION OF THE  
MUNICIPALITY OF NEEBING**

  
\_\_\_\_\_  
Mayor

  
\_\_\_\_\_  
Clerk-Treasurer

## **Accessibility Policy: Customer Service Standard**

**Date Approved:** December 18, 2024

### **1. Review Cycle:**

This policy will be reviewed on an as needed basis. The Accessibility Plan will be reviewed and updated at least once every five years.

### **2. POLICY STATEMENT:**

The Accessibility for Ontarians with Disabilities Act (AODA), 2005 provides for the establishment of accessibility standards. Accordingly, Ontario Regulation 429/07, Accessible Standards for Customer Service, was enacted. Under this Regulation municipalities must establish policies, procedures and practices governing the provision of its goods or services to persons with disabilities. In addition, the Municipality must use all reasonable efforts to ensure that its policies, procedures and practices provide accessible customer services to people with various kinds of disabilities and that the core principles of independence, dignity, integration and equal opportunity, as defined herein, are respected.

The purpose of this Policy is to fulfil the Requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (S.O. 2005, c. 11, as amended) and regulations passed pursuant to the Act. Further, implementation of this Policy will assist the Province in making Ontario an accessible province for all Ontarians.

### **3. SCOPE:**

This policy applies to the provision of goods and services at premises leased, owned and operated by the Municipality of Neebing. It applies to employees, agents and/or contractors who deal with the public or other third parties that act on behalf of the

The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by the Municipality of Neebing.

### **4. DEFINITIONS:**

**"Agents"** means a person or business providing goods or services on behalf of the Municipality of Neebing through a contract or agreement.

**"Assistive Device"** is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that members of the Public, or other Stakeholders bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

**"Barrier"** shall mean anything that prevents a person with a disability from fully participating

in all aspects of society because of the disability. Barriers may include a physical, architectural or attitudinal barrier as well as, an information or communication barrier, technological barriers, a policy, procedure or a practice.

**“Customer Service Representative”** An employee, agent, volunteer or otherwise who, on behalf of the Municipality of Neebing, provides or oversees the provision of Municipal goods or services to members of the public or other third parties.

**“Disability”** the term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to: 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 co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device; a condition of mental impairment or a developmental disability; a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; a mental disorder; or an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**“Guide Dog”** is a highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons’ Rights Act, to provide mobility, safety and increased independence for people who are blind.

**“Service Animal”** as reflected in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if: it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

**“Service Dog”** as reflected in Health Protection and Promotion Act, Ontario Regulation 562 a dog other than a guide dog for the blind is a service dog if: it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

**Support Person”** as reflected in Ontario Regulation 429/07, a support person means, in relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care, medical needs or access to goods and services.

## **5. POLICY:**

### **i. The Provision of Goods and Services to Persons with Disabilities**

The Municipality of Neebing will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity:

- Ensuring that all members of the Public, or other Stakeholders with disabilities, receive

the same value and quality;

- Allowing members of the Public, or other Stakeholders with disabilities, to do things in their own ways, and at their own pace, when accessing goods and services (as long as this does not present a safety risk);
- Using alternative methods when possible to ensure that members of the Public, or other Stakeholders with disabilities, have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account members of the Public, or other Stakeholder's disability.

## ii. Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by the Municipality of Neebing.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the person is in a location that would be considered safe for both the members of the Public, or other Stakeholders. Or, where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the members of the Public, or other Stakeholders.

## iii. Guide Dogs, Service Animals and Service Dogs

A visitor with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs. If the service animal is excluded by law from the facility, the Municipality will make every effort to ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Municipality's goods and services.

If it is not readily apparent that the animal is being used by the members of the Public, or other Stakeholders for reasons relating to his or her disability, the Municipality of Neebing may request verification. Verification may include:

- A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- A valid identification card signed by the Attorney General of Canada; or
- A certificate of training from a recognized guide dog or service animal training school.

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, the Municipality of Neebing will make all reasonable efforts to meet the needs of all individuals.

iv. Support Persons

If a member of the Public, or other Stakeholders with a disability, is accompanied by a support person, the Municipality of Neebing will ensure that both persons are allowed to enter the premises together and that such a person is not prevented from having access to their support person. In the event that admission fees are charged, advanced notice concerning what admission, if any, would be charged to a support person shall be posted in a conspicuous place.

There may be times where seating and availability prevent a disabled person and a support person from sitting beside each other. In these situations, the Municipality of Neebing will make every reasonable attempt to resolve the issue. In situations where confidential information might be discussed, consent will be obtained from the member of the Public, or other Stakeholder, prior to any conversation where confidential information might be discussed.

v. Notice of Temporary Disruption

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of the Municipality of Neebing. In the event of any temporary disruptions to facilities or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications: In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration;
- A description of alternative services or options; and
- Contact information.

vi. Feedback Process

The Municipality of Neebing shall provide members of the Public, or other Stakeholders with disabilities, with the opportunity to provide feedback on the service provided to them. The Municipality will upon request provide a copy of its policies, practices and procedures (any applicable photocopy charges will be applied).

Information about the feedback process will be readily available to all members of the Public and notice of the process will be made. A feedback link is available on the Neebing website and feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand-written, delivered, website or email), will be available upon request.

vii. Submitting Feedback

Members of the Public, or other Stakeholders who wish to provide feedback on the way the Municipality of Neebing provides goods and services to people with disabilities can use the Feedback form on the website, contact us verbally, send an email, send mail or phone us. You can expect to hear back from the Municipality within five (5) business days. All feedback, including concerns or complaints, may be directed to:

Municipality of Neebing  
4766 Highway 61  
Neebing, ON P7L 0B5  
Phone: 807 474-5331  
Email: [neebing@neebing.org](mailto:neebing@neebing.org)

## **Appendix A**

### **Accessible Customer Service Plan: Providing Goods and Services to People with Disabilities**

The Municipality of Neebing is committed to excellence in serving all members of the public including people with disabilities.

#### **Assistive devices**

Members of the public with disabilities are welcome to use their own assistive devices while accessing our goods or services.

#### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

#### **Service animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

#### **Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises at no charge. We will notify clients of this through a notice posted on our premises and webpage.

#### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for members of the public with disabilities, the Municipality of Neebing will notify the public. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Service disruption notices will be placed on the Neebing website and/or notice will be placed on the entrance door of the Municipal Office, or at the site the service is available.

#### **Training**

The Municipality of Neebing will provide training to employees, and others who deal with the public or other third parties on our behalf. Every individual in the organization will be trained, including management. Training will be provided to staff within the first three months of hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- The Municipality of Neebing policy related to 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; and
- What to do if a person with a disability is having difficulty accessing the Municipality of Neebing goods and services.

\*\* Staff will also be trained when/if changes are made to the plan.

### Feedback Process

Visitors or other members of the public who wish to provide feedback on the way we provide goods and services to people with disabilities are welcome to contact the Municipality of Neebing and can expect to receive a response within five (5) business days.

All feedback, including concerns or complaints, may be directed to:

Municipality of Neebing  
4766 Highway 61  
Neebing, ON P7L 0B5  
Phone: 807-474-5331  
Email: [neebing@neebing.org](mailto:neebing@neebing.org)

### Modifications to this or other policies

Any policy of the Municipality of Neebing that does not respect and promote the dignity and independence of people with disabilities will be modified or removed to ensure our commitment to these principles.



## **Accessibility Policy: Integrated Accessibility Standards**

**Date approved:** December 18, 2024

### **1. Review Cycle:**

This policy will be reviewed on an as needed basis. The Accessibility Plan will be reviewed and updated at least once every five years.

### **2. POLICY STATEMENT**

The Accessibility for Ontarians with Disabilities Act (AODA), 2005 provides for the establishment of accessibility standards. Accordingly, Ontario Regulation 429/07, Accessible Standards for Customer Service, was enacted. Under this Regulation municipalities must establish policies, procedures and practices governing the provision of its goods or services to persons with disabilities. In addition, the Municipality must use all reasonable efforts to ensure that its policies, procedures and practices provide accessible customer services to people with various kinds of disabilities and that the core principles of independence, dignity, integration and equal opportunity, as defined herein, are respected.

The purpose of this Policy is to fulfil the Requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (S.O. 2005, c. 11, as amended) and regulations passed pursuant to the Act. Further, implementation of this Policy will assist the Province in making Ontario an accessible province for all Ontarians.

### **3. SCOPE**

This policy applies to:

- All employees and volunteers
- All members of Council
- All other persons who provide goods, services or facilities to the Corporation

### **4. DEFINITIONS:**

**"Act"** means the Accessibility for Ontarians with Disabilities Act, 2005 (S.O. 2005, c. 11, as amended). The term includes all regulations passed pursuant to that legislation.

**"Clerk"** means the person who holds the role of the municipal clerk, regardless of that person's job title, under the Municipal Act, 2001 (S.O. 2001, c. 25, as amended).

**"Corporation"** means The Corporation of the Municipality of Neebing.

**"Council"** means the elected council of the Corporation in accordance with the Municipal Act, 2001 (S.O. 2001, c. 25, as amended) and the Municipal Elections Act, 1996 (S.O. 1996, c.32, Schedule, as amended).

**“Suppliers”** means persons who provide goods, services, or facilities to the Corporation.

## **5. POLICY**

### **i. Statement of Commitment**

The Municipality of Neebing is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

The Municipality believes in integration, and is committed to meeting the needs of people with disabilities in a timely manner. This will be accomplished by removing and preventing barriers to accessibility and by meeting the accessibility requirements under Ontario’s accessibility laws.

### **ii. Integrated Accessibility Standards**

In 2011, the AODA Integrated Accessibility Standards became law, enacting standards in the areas of Employment, Information, Communication, and Transportation. In accordance with this, the Municipality of Neebing will develop, maintain and document compliance with this Standard.

### **iii. Multi-Year Accessibility Plan**

The Municipality will develop a Multi-Year Accessibility Plan which outlines a phased in strategy to prevent and remove barriers and addresses the current and future requirements of the Act. The Multi-Year Accessibility Plan shall be available on the Municipal website.

An annual update will be provided to Council on the progress and implementation of the plan and a full review of the Multi-Year Accessibility Plan will be completed every 5 years.

### **iv. Training**

The Municipality of Neebing will ensure that training is provided to all Council members, employees, and other staff members on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to persons with disabilities. Ongoing training will be provided to new employees as soon as practicable. If any changes are made to this policy or the requirements, additional training will be provided. The Municipality of Neebing will maintain a record of the dates when training is provided and the number of individuals to whom it was provided. Training will be provided in a way that best suits the duties of Council, employees, or other staff members.

### **v. Procuring or Acquiring Goods, Services, or Facilities**

The Municipality will use accessibility criteria and features when procuring or acquiring goods, services or facilities except where not practicable to do so. If it is identified that a good, service or facility cannot meet accessible criteria an explanation will be provided if requested.

vi. Modifications to this or Other Policies

Any policies that do not respect and promote the dignity and independence of people with disabilities will be modified and removed as necessary.

vii. Accessible Formats and Communication Standard

The Municipality of Neebing will create, provide or arrange for accessible formats and communication supports for persons with disabilities:

- Upon request, in a timely manner that takes into account the persons' accessibility needs due to a disability;
- At a cost that is no more than the regular cost charged to other persons;
- In consultation with the person making the request to determine the suitability of an accessible format or communication support.

If the Municipality of Neebing determines that it is not technically feasible to convert the information or communications, or the technology to convert the information or communication is not readily available, that person who requires the information will be provided with:

- an explanation as to why the information or communications are not convertible; and
- a summary of the unconvertible information or communications

viii. Emergency Information

The Municipality of Neebing will provide emergency procedures, plans or public safety information to the public in an accessible format or with appropriate communication supports, as soon as practicable, upon request. Employees are responsible for advising the Clerk-Treasurer or their Department Manager of the need for accommodation regarding Emergency Response.

If needed, an individualized Emergency Response Plan will be created for an employee with a disability. The Municipality will work directly with the individual requiring the individualized plan in order to understand and accommodate their needs. If the employee requires assistance and with the employee's consent, the workplace emergency information will be shared with the person designated by the Clerk-Treasurer to provide assistance to the employee.

The Municipality will work in collaboration with those responsible for evacuation to ensure the individual Emergency Response Plan is consistent with current practices and recorded. The individualized Emergency Response Plan shall be reviewed on an annual basis or when an employee moves to a different location in the organization.

The employee's personal information will be kept confidential unless the health and safety of the employee or other employees is at risk.

ix. Website Accessibility

The Municipality shall make the municipal website and web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

x. Employment Standard and Recruitment

The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. It applies in respect to employees and does not apply to volunteers and other non-paid individuals.

When recruiting new employees, the Municipality of Neebing will:

- Notify employees and the public about the availability of accommodations for applicants with disabilities during the recruitment process when job applicants are individually selected to participate in an assessment or selection process;
- Consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability, if a selected applicant requests an accommodation;

Notify successful applicants of the policies for accommodating employees with disabilities.

xi. Employee Notification

All employees will be advised of the Municipality's policies to support employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability. This information will be provided to employees as part of their orientation and whenever there is a change in policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

xii. Accessible Formats

When an employee with a disability requests it, the Municipality of Neebing will consult with the employee to provide or arrange for the provision of accessible formats and communication supports:

- For information that is needed in order to perform the employee's job;
- For information that is generally available to employees in the workplace; and
- In consultation with the employee making the request in determining the suitability of an accessible format or communication support.

xiii. Individual Accommodation Plan

The Municipality supports employees with disabilities including providing employment-related accommodations. Employees requiring accommodation must inform the Clerk-Treasurer of the need for accommodation and provide the supporting medical documentation. The Clerk-Treasurer and the Department Manager will consult with the employee to determine accommodation needs and to develop a mutually agreed upon individual accommodation

plan.

Employees can request an associate/representative be involved with them in the process and assist with the accommodations.

The Accommodation Plan shall include:

- Documentation of participation in the development of the individualized plan by the employee requesting accommodation.
- Means by which the employee was assessed on an individual basis.
- Any information from an outside medical resource used to determine if the accommodation can be achieved.
- An annual review, which can be part of the annual performance review interview, in an accessible format taking into account the accessibility needs of the employee.

If deploying an employee with a disability to a new role, the Municipality will ensure that the accommodations are adjusted to fit the new role prior to moving the employee. The current accommodation plan will then be reviewed in relation to the requirements of the new job.

If an individual plan is denied, reasons for the denial will be discussed with the employee and provided in an accessible format, taking into account the accessibility needs of the employee.

The employee's personal information will be kept confidential unless the health and safety of the employee or other employees is at risk.

xiv. Return to Work

The Municipality supports employees with disabilities including providing employment-related accommodation for employees returning to work who have been absent from work due to a disability. An employee who requires disability-related accommodation in order to return to work must inform the Clerk-Treasurer of the need for accommodation and provide the supporting medical documentation.

The Clerk-Treasurer and the Department Manager will consult with the employee to determine accommodation needs and when necessary, develop a mutually agreed upon individual Accommodation Plan.

The Accommodation Plan for an employee who is returning to work shall be reviewed as necessary until such time as it is mutually agreed by the Municipality and the employee that the accommodation is no longer needed or it is determined by the Clerk-Treasurer, Department Manager and the affected employee that a permanent Accommodation Plan is required.

The employee's personal information will be kept confidential unless the health and safety of the employee or other employees is at risk.

xv. Performance Management, Career Development and Advancement

The Municipality of Neebing will take into account the accommodation needs of employees when:

- Using performance management processes;
- Providing career development and advancement information

xvi. Transportation Standard

The Corporation does not offer any public transportation services. However, if it does offer transportation in the future then the Municipality will consult with persons with disabilities and the public to determine the proportion of specialized transportation services required in the community including steps to meet the need.

Should a specialized transportation service become available to residents, the Municipality shall ensure that the specialized transportation service does not charge a higher fee or an additional fee to persons with disabilities; does not charge a fee for storage of assistive devices; and that the appropriate information is displayed on the rear bumper and is available to passengers in an accessible format.

xvii. Design of Public Spaces

Both Blake Hall and the Municipal Office are accessible, with appropriate ramps and barrier-free entrance doors for the main office/hall as well as for washroom facilities.

Service animals, assistive partners or other accommodation aids are welcomed in all of the Corporation's facilities.

All new outdoor facility washrooms (porta-potties will to be installed as barrier-free. As they become worn, all such facilities will be replaced with barrier-free models.

The Municipality will conduct a public consultation process which involves specific barrier-free design considerations prior to finalizing the design of future public play-spaces.

Schedule "C" to By-Law 2024-057



The Corporation of the Municipality of  
Neebing  
Multi-Year Accessibility Plan  
**2024 - 2028**

This document is available in alternate formats upon request.  
Please contact Neebing at 807-474-5331 or [neebing@neebing.org](mailto:neebing@neebing.org).

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## Introduction

The Municipality of Neebing (the “Municipality”) is pleased to present its 2024-2028 Multi-Year Accessibility Plan.

The 2024-2028 Multi-Year Accessibility Plan acts as our accessibility road map, outlining the Municipality’s strategy and key actions to continue to meet, and where possible exceed, our requirements under Ontario’s accessibility legislation. The Plan is intended to support and strengthen the Municipality’s commitment to the identification, removal and prevention of barriers to ensure that people of all ages and abilities enjoy the same opportunities as they live, work, visit and invest in our community. The Plan was developed to align with the core principles of independence, dignity, integration and equality of opportunity in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and other applicable accessibility legislation.

This Plan may be amended from time to time as best practices are identified and opportunities for improvement arise.

## Accessibility Statement of Commitment

The Municipality of Neebing is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

The Municipality believes in integration and is committed to meeting the needs of people with disabilities in a timely manner. This will be accomplished by removing and preventing barriers to accessibility and by meeting the accessibility requirements under Ontario’s accessibility laws.

## About the Municipality

The Municipality of Neebing is a single-tier municipality in Northwestern Ontario with a population of approximately 2,241 (2021 Statistics Canada Census) residents and a total area of 875 square kilometers. The Municipality is located in the Robertson Superior Treaty Territory and in the traditional lands of the Anishinaabe People of Fort William First Nation and the Metis.

The area is wilderness, rural and recreational. The Municipality offers abundant natural beauty and outdoor hiking and boat launches.

While the Municipality’s geography offers an appealing lifestyle to many, it can also pose considerable barriers to residents and visitors with disabilities. Mobility, especially for persons with disabilities, is affected due to the distance, combined with a lack of sidewalks and public transportation.

The median age for Neebing residents is 49 years old. As the Municipality’s population continues to age, the prevalence of disabilities increases due to deteriorating health and other factors.

Proactively identifying and removing barriers will help the Municipality prepare for the future.

## **Accessibility Legislation**

### **Ontarians with Disabilities Act, 2001 (ODA)**

The Ontarians with Disabilities Act (ODA), was enacted in 2001 to improve opportunities and access for persons with disabilities. This Act applies to all provincial and municipal governments, school boards, colleges and universities, and hospitals.

### **Accessibility for Ontarians with Disabilities Act, S.O. 2005, C.11 (AODA)**

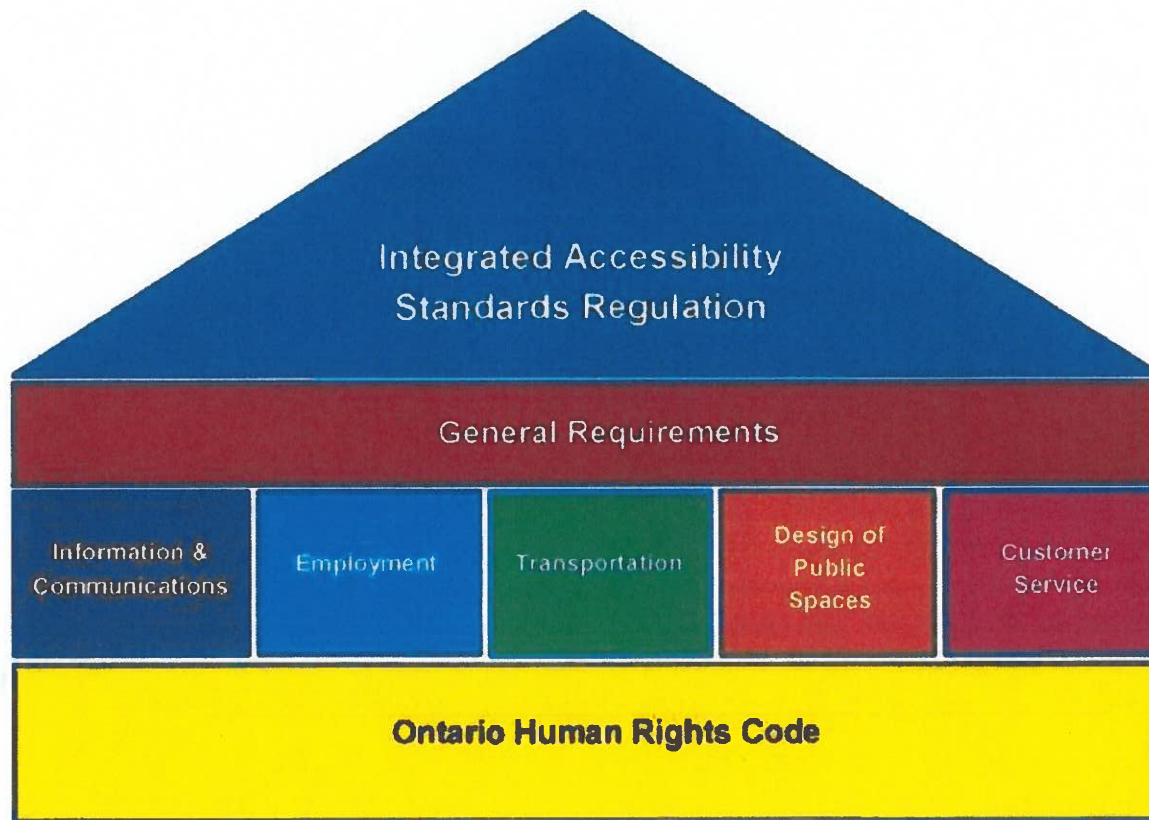
The Accessibility for Ontarians with Disabilities Act (AODA) was enacted in 2005 and builds on the progress made under the ODA. The overall goal of the AODA is to provide for the development of minimum standards to achieve accessibility for Ontarians with disabilities by January 1, 2025.

### **Integrated Accessibility Standards Regulation (IASR)**

The Integrated Accessibility Standards Regulation (IASR), under the AODA, came into effect in 2011 and provides the standards that businesses and organizations in Ontario must follow to identify, remove and prevent barriers.

In addition to the General Requirements, the IASR contains mandatory and enforceable standards in five key areas:

- Information and Communications
- Employment
- Transportation
- Design of Public Spaces
- Customer Service



## Ontario Human Rights Code

The Ontario Human Rights Code is foundational to accessibility and prohibits actions that discriminate against people based on a protected ground in a protected social area. Disability is one of the 14 protected grounds. Protected social areas are housing, contracts, employment, goods, services and facilities and memberships in unions, professional associations or other vocational associations.

## The Ontario Building Code

The Ontario Building Code (OBC) regulates the minimum building standards for the construction of all new buildings and buildings that undergo an extensive renovation. The OBC includes requirements for minimum accessibility within buildings.

## Accessibility Achievements

The 2024-2028 Multi-Year Accessibility Plan builds on the Municipality's past efforts and accomplishments in improving accessibility.

Some highlights of the progress achieved under the Municipality's 2019-2023 Plan include:

- Installed an accessible playground at Alf Olsen Memorial Park in 2019.
- Accessible gazebo and accessible port-a-potty was installed at Cloud Lake Park in 2019.
- Accessible parking spot created at Oliver Lake Park in 2022.
- Accessible port-a-potty placed at the Cloud Bay Cemetery in 2023.
- Update of job postings and offers of employment to include notice regarding availability of accommodation for applicants with disabilities and policies regarding availability.
- Implemented a new accessible Municipal website in 2020 which conforms to WCAG Level 2.0 AA. An online form to receive accessibility feedback is available on the Municipal website.

In addition, Appendix A to this Plan provides an overview of the Municipality's AODA and IASR compliance.

## 2024-2028 Accessibility Objectives and Action Plan

The 2024-2028 Multi-Year Accessibility Plan identifies objectives and proposed actions, both new and ongoing, within each of the Standards of the IASR.

Appendix B to this Plan provides a list of all identified Proposed Actions including lead department and anticipated timelines.

### General Requirements

The General Requirements of the IASR require the Municipality to have accessibility policies, a statement of commitment and a multi-year accessibility plan. They also include provisions regarding the procurement of goods, services and facilities, self-service kiosks and training requirements in regards to accessibility.

#### Objective:

To foster a culture of accessibility and inclusivity with employees, residents and visitors. Clear policies, plans and training to support accessibility in municipal service delivery.

**Proposed Action(s):**

- Review the Municipality's Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards Policy periodically during the term of this Plan.
- Submit Provincial Accessibility Report as prescribed (every two years for designated public sector organizations).
- Prepare, and post on the Municipal website, an Annual Status Report identifying the progress of measures taken to implement this Plan.
- Give consideration to accessibility requirements when procuring or acquiring goods and/or services and, to use accessibility criteria and features where practicable.
- Provide training to all Council members, employees and other staff members on the requirements of the accessibility standards in the IASR and on the Human Rights Code as it pertains to persons with disabilities. Training will be provided in a way that best suits the duties of Council, employees, or other staff members.
- Review and update this Plan prior to end of 2028.

**Information and Communication Standard**

The Information and Communication Standard under the IASR requires the Municipality to communicate and provide information in ways that are accessible to the public

**Objective:**

To provide enhanced accessibility as it relates to communication supports, formats, websites and web content.

**Proposed Action(s):**

- Provide or arrange for accessible formats and communication supports in a timely manner, upon request.
- Provide emergency procedures, plans or public safety information to the public in an accessible format or with appropriate communication supports, as soon as practicable, upon request.
- Establish a process and accountability framework to monitor the Municipality's website and web content to ensure continued compliance with WCAG 2.0 Level AA.
- Continue to spot monitor Council Meetings to check the quality of audio for online participants. (The Audio Visual Equipment and meeting software was improved in early 2024 to provide improved audio and online participation in Council and/or Committee Meetings.)
- Continue to provide training and resources to staff on creating documents, information and communications in accessible document format.



## Employment Standard

The Employment Standard under the IASR sets out accessibility requirements that the Municipality must follow to support the recruitment and accommodation of employees. This includes making employment practices and workplaces more accessible, and safe for new and existing employees with disabilities.

### Objective:

Accommodation practices that ensure people of all abilities are able to participate fully in recruitment and employment at the Municipality.

### Proposed Action(s):

- Continue to provide information on accommodation in the recruitment process on all job postings
- Explore opportunities to engage with applicants and new hires to obtain feedback on how to make the recruitment and selection process more accessible and inclusive.
- Continue to notify new hires of policies for accommodating employees with disabilities.
- Develop individual accommodation plans for employees with disabilities as required, and continue to monitor them to ensure they are reflective of current needs periodically during the term of this Plan.

## Transportation Standard

The Transportation Standard under the IASR sets out the requirement to prevent and remove barriers to public transportation and was developed to make travel easier for everyone in the province.

The Municipality does not currently provide public transit or license taxi services. The Municipality acknowledges the vital role transportation has in supporting accessibility within our communities.

### Objective:

Continue to seek opportunities to establish barrier free transportation.

### Proposed Action(s):

- Give consideration to accessibility requirements in the development of any transportation related initiatives.
- Review street light locations and costs to implement street lights at key intersections.
- Review design standards for directional, street name and information signs to improve accessibility, giving consideration to visibility, legibility, consistency, colour contrast, surface (glare) and positioning.

## Design of Public Spaces Standard

The Design of Public Spaces Standard under the IASR requires the Municipality to ensure that newly constructed or significantly renovated public spaces are accessible. It focuses on removing barriers in areas not covered by the Ontario Building Code such as exterior paths of travel, on- and off-street parking, recreational trails, pedestrian crossings and service counters.

### Objective:

Greater accessibility into, out of and around municipal facilities and public spaces. This includes incorporating accessibility retrofits where possible during renovations.

### Proposed Action(s):

- Establish a process for consultation with the public and persons with disabilities when constructing new or redeveloping existing recreational trails, outdoor play spaces, and parking, as required under the IASR.
- Review accessibility legislation and this Plan when creating new public spaces, making renovations to Municipal property and when designing and building new infrastructure and seek opportunities to enhance accessibility and remove barriers.
- Give consideration to accessibility in the development of open spaces, including trails, with the development of an Open Spaces Master Plan.
- Complete annual Reviews of public spaces for safety and accessibility.
- Move playground to accommodate a Fire Safety Bay from the office to Blake Hall Park and install accessible play features and seating and footing for caregivers.
- Complete conversion of outdoor washroom facilities to barrier free facilities
- create a process to solicit Public feedback regarding accessible features
- Develop procedures for the preventative and emergency maintenance of the accessible elements required in the Design of Public Spaces Standards, such as ramps and handrails.

## Customer Service Standard

The Customer Service Standard under the IASR requires the Municipality to provide accessible public services for people with disabilities and to ensure that policies and procedures are in place to facilitate this. It is intended to support Municipalities in improving access to goods, services and facilities by removing barriers for people with disabilities.

### Objective:

To ensure that people of all abilities receive quality programs and services in a timely manner, supported by inclusive policies, procedures, tools and resources that promote accessible customer service.

### **Proposed Action(s):**

- Review the Municipality's Accessibility: Customer Service Standard Policy periodically during the term of this Plan.
- Expand on process for receiving and responding to feedback in regard to accessibility to specifically include actions that will be taken if a complaint is received.
- Develop and implement a training program for volunteers on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities.
- Develop an Election Accessibility Plan to support the Municipality's commitment to the identification, removal and prevention of barriers in regard to the 2026 Municipal Election.
- Explore assistive technologies that could make municipal programs and services more accessible including, but not limited to, assistive listening devices, assistive devices and charging stations for mobility devices.

## **Review and Monitoring**

Staff will monitor the progress made on the proposed actions contained within the Plan and provide an annual status report to Council. Appendix B – 2024-2028 Accessibility Action Plan includes a list of proposed actions and will be updated annually to identify progress/completion status as part of the annual status report. Some actions may be subject to Council approval of respective budgets.

The Municipality will review and update this Plan at least once every five (5) years with the understanding, as legislative requirements change, that the priorities contained within the Plan may also change. Any necessary changes shall be identified through the annual status report.

## **Communication**

The Multi-Year Accessibility Plan will be posted on the Municipality's website. The Plan will be made available in alternate formats upon request.

## **Feedback and Contact Information**

The Municipality of Neebing acknowledges and recognizes the diversity in our community. We strive to provide accessible, user-friendly, and inclusive customer service to everyone.

Please tell us about your experience with our services and report accessibility issues. We are always looking for ways to remove barriers and make sure that our programs and services are accessible.

For more information, please contact the Clerk-Treasurer by telephone at 1-807-474-5331 or by e-mail at [clerk@neebing.org](mailto:clerk@neebing.org).

Or visit our website at <https://www.neebing.org/en/your-local-government/accessibility.aspx>



## Appendix A - AODA and IASR Compliance Overview

### General Requirements

IASR Requirement	Compliance Status
Establishment of Accessibility Policies	<p>The Municipality has established the policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards, outlining how the Municipality will achieve accessibility through meeting its requirements under the IASR. The Policy includes a statement of organization commitment and is available on the Municipal website.</p>
Accessibility Plans	<p>The Municipality has established a Multi-Year Accessibility Plan, outlining the Municipality's strategy to prevent and remove barriers and meet its requirements under the IASR. The 2024-2028 Multi-Year Accessibility Plan builds on the Municipality's past efforts and accomplishments in improving accessibility and replaces the previous 2019-2023 Multi-Year Accessibility Plan.</p> <p>The Municipality's Multi-Year Accessibility Plan, and annual status reports. Will be made available on the Municipal website.</p> <p>The Municipality will review and update the Accessibility Plan at least once every (5) years.</p>

IASR Requirement	Compliance Status
Procuring or Acquiring Goods, Services or Facilities	<p>The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions that the Municipality will use accessibility criteria and features when procuring or acquiring goods, service or facilities except where not practicable to do so.</p> <p>Bylaw 2022-23 Purchasing Bylaw includes provisions that consideration shall be given to accessibility requirements when procuring or acquiring goods and/or services and, to use accessibility criteria and features where practicable.</p>
Self-service Kiosks	<p>The Municipality does not currently have any Self-service Kiosks. Any future design, procurement or acquisition of Self-service Kiosks by the Municipality shall have regard to the accessibility for persons with disabilities.</p>
Training	<p>The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding training.</p> <p>Training is provided to all Council members, employees and other staff members on the requirements of the IASR and the Ontario Human Rights Code as it pertains to persons with disabilities. Training is provided as soon as practicable and is appropriate to the duties of the person.</p> <p>The development and implementation of a training program for volunteers on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities is included in this Plan as a Proposed Action. The training shall be appropriate to the duties of the volunteers.</p>

## Information and Communication Standard

IASR Requirement	Compliance Status
Feedback	<p>A Feedback Form is available on the Municipal website. The form can be submitted electronically, and form submissions are directed to the Administrative Coordinator who will forward Accessibility feedback to the Clerk-Treasurer. Alternate methods of providing feedback are also available. Persons submitting feedback can expect to receive a response within five (5) business days.</p>
Accessible Formats and Communication Supports	<p>The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding accessible formats and communication supports.</p> <p>The Municipality will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner.</p> <p>The Municipal website Accessibility page includes information on how to request a document in an alternate format.</p> <p>Publicly posted corporate documents, including but not limited to, Council and Committee Agendas and Minutes are posted in an accessible format.</p> <p>Continue to hold Council Meetings in a hybrid format where a telephone option is available</p>

IASR Requirement	Compliance Status
Emergency Procedure, Plans or Public Safety Information	The Municipality includes notification of the availability of accessible formats and communication supports to the public with respect to emergency procedures, plans and public safety information by including a statement advising that accessible formats and communication supports are available upon request.
Accessible Website and Web Content	<p>The Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding website accessibility.</p> <p>The Municipal website (implemented in 2020) conforms to WCAG 2.0 Level AA. The Municipality will endeavour to ensure that publicly posted documents are made available in accessible document format.</p>
Accessibility Reports (Compliance)	The Municipality submits Provincial Accessibility Report as prescribed.

## Employment Standard

IASR Requirement	Compliance Status
Recruitment, Assessment or Selection Process	<p>The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding the availability of accommodation for applicants with disabilities in its recruitment process.</p> <p>Municipal job postings include a notice about the availability of accommodation for applicants with disabilities.</p>
Notice to successful applicants	<p>The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding notifying successful applicants of the policies for accommodating employees with disabilities. Notification is provided in the offers of employment.</p>
Informing Employees of Supports	<p>The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding employee notification of policies to support employees with disabilities, including policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability. This information is provided as part of an employee's orientation and whenever there is a change in policies on the provision of job accommodations.</p>
Accessible Formats and Communication Supports for Employees	<p>The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding the provision of accessible formats and communication supports for employees with disabilities.</p>

IASR Requirement	Compliance Status
Accessible Formats and Communication Supports for Employees	The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding the provision of accessible formats and communication supports for employees with disabilities.
Workplace Emergency Response Information	The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards outlines a process for providing individualized workplace emergency response information to employees who have a disability, if necessary. Individualized emergency response plans are reviewed annually or when an employee moves to a different location in the organization.
Documented Individualized Accommodation Plans	The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes a written process for the development of documented individual accommodation plans for employees with disabilities. Individualized accommodation plans are reviewed annually or when an employee with a disability is deployed to a new role.
Return to Work Process	The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes a written 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.
Performance Management	<p>The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards provides that the Municipality will take into account the accommodation needs of employees when using performance management processes.</p> <p>A Performance Management policy is under development that will include provisions that the accessibility needs of employees with disabilities, as well as individual accommodation plans, will be taken into account when using the Municipality's performance management process.</p>

IASR Requirement	Compliance Status
Career Development and Advancement	The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards provides that the Municipality will take into account the accommodation needs of employees when providing career development and advancement information.
Redeployment	The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions that if deploying an employee with a disability to a new role, the Municipality will ensure that the accommodations are adjusted to fit the new role prior to moving the employee and that any individual accommodation plan will be reviewed in relation to the requirements of the new job.

### Transportation Standard

IASR Requirement	Compliance Status
Transportation	The transportation standards requirements under the IASR currently do not apply to the Municipality as it does not currently provide conventional, specialized or other transportation services and does not license taxicabs. Any future provision of such transportation services by the Municipality shall have regard to the accessibility for persons with disabilities and be subject to the requirements of the IASR.

### Design of Public Spaces Standard

IASR Requirement	Compliance Status
Meet the accessibility requirements when constructing and maintaining new or redevelopment elements of public spaces	Staff review the requirements of the Design of Public Spaces Standard when undertaking new construction or redevelopment of areas for recreational trails, outdoor play spaces, exterior paths, and service-related elements.



## Customer Service Standard

IASR Requirement	Compliance Status
Establishment of Customer Service Policies and Procedures	The Municipality has established Policy 1.03 Accessibility: Customer Service Standard, outlining the Municipality's strategy to prevent and remove barriers and improve opportunities for persons with disabilities in the provision of goods, services or facilities by the Municipality. The Policy is available on the Municipal website.
Use of Service Animals and Support Persons	The policy Accessibility: Customer Service Standard, includes provisions with respect to the use of service animals and support persons for persons with disabilities when accessing Municipal goods, services or facilities.
Notice of Temporary Disruptions	The policy Accessibility: Customer Service Standard, includes provisions with respect to how the Municipality will provide notice of temporary service disruptions to facilities or services.
Training for Staff	<p>The policy Accessibility: Customer Service Standard, includes provisions with respect to providing training to employees. Accessible Customer Service Training is provided to all Council members, and staff as part of the training provided on the IASR and the Ontario Human Rights Code as it pertains to persons with disabilities. This training as provided through the orientation process.</p> <p>The development and implementation of a training program for volunteers on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities is included in this Plan as a Proposed Action. The training shall be appropriate to the duties of the volunteers.</p>

IASR Requirement	Compliance Status
Feedback Process	<p>A Feedback Form is available on the Municipal website. The form can be submitted electronically, and form submissions are received by the Administrative Coordinator who forwards accessibility feedback to the Clerk-Treasurer. Alternate methods of providing feedback are also available. Persons submitting feedback can expect to receive a response within five (5) business days.</p>
Format of Documents	<p>The Municipality will, upon request, provide or arrange for the provision of a document required under this Standard of the IASR, or the information contained in the document, in an accessible format or with communication supports for persons with disabilities, in a timely manner.</p>

## Appendix B – 2024 – 2028 Accessibility Action Plan

Appendix B includes planned projects and tasks throughout the life of the Plan. It will be updated annually to identify and monitor progress.

### General Requirements

General Requirements: Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Review the Municipality's Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards Policy periodically during the term of this Plan	Administration	2024, 2026, 2028	
Submit Provincial Accessibility Report as prescribed (every two years for designated public sector organizations)	Administration	2024, 2026, 2028	
Prepare, and post on the Municipal website, an Annual Status Report identifying the progress of measures taken to implement this Plan.	Administration	Annually	

General Requirements: Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Give consideration to accessibility requirements when procuring or acquiring goods and/or services and, to use accessibility criteria and features where practicable.	All	Ongoing	
Provide training to all Council members and employees on the requirements of the accessibility standards in the IASR and the Human Rights Code as it pertains to persons with disabilities. Training will be provided in a way that best suits the duties of Council and employees.	Administration	Ongoing	
Review and update this Plan prior to end of 2028.	Administration	2028	

## Information and Communication Standard

Information and Communication Standard: Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Provide or arrange for accessible formats and communication supports in a timely manner, upon request.	Administration	Ongoing	
Provide emergency procedures, plans of public safety information to the public in accessible format or with appropriate communication supports, as soon as practicable, upon request.	Emergency Services	Ongoing	
Establish a process and accountability framework to monitor the Municipality's website and web content to ensure continued compliance with WCAG 2.0 Level AA.	Administration	2025	
Continue to Monitor Council Meetings for audio visual quality	Administration	Ongoing	
Continue to provide training and resources to staff on creating accessible	Administration	Ongoing	

<b>Information and Communication Standard: Proposed Action</b>	<b>Lead Department(s)</b>	<b>Timeline</b>	<b>Progress/Completion Status (To be updated annually)</b>
documents and communications.			

### **Employment Standards**

<b>Employment Standards: Proposed Action</b>	<b>Lead Department(s)</b>	<b>Timeline</b>	<b>Progress/Completion Status (To be updated annually)</b>
Continue to provide information on accommodation in the recruitment process on all job postings	Administration	Ongoing	
Continue to notify new hires of policies for accommodating employees with disabilities.	Administration	Ongoing	
Review existing individual accommodation plans for employees with disabilities to ensure they are reflective of current needs periodically during the term of this Plan.	Administration	Annually	

### Transportation Standard

<b>Transportation Standard: Proposed Action</b>	<b>Lead Department(s)</b>	<b>Timeline</b>	<b>Progress/Completion Status (To be updated annually)</b>
Give consideration to accessibility requirements in development of active transportation routes and features where practicable.	Public Works	Ongoing	
Review signage as it is replaced giving consideration to visibility, legibility, consistency, colour contrast, surface (glare) and positioning.	Public Works	Ongoing	

### Design of Public Spaces Standard

<b>Design of Public Spaces Standard: Proposed Action</b>	<b>Lead Department(s)</b>	<b>Timeline</b>	<b>Progress/Completion Status (To be updated annually)</b>
Establish a process for consultation with the public and persons with disabilities when constructing or redeveloping recreational trails, outdoor play spaces, etc. under the IASR.	Administration	2025	

Design of Public Spaces Standard: Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Review accessibility legislation and this Plan when creating new public spaces, making renovations to Municipal property and when designing and building new infrastructure and seek opportunities to enhance accessibility and remove barriers.	All	Ongoing	
Review and give consideration to the accessibility analysis findings of the Facilities Master Plan with the implementation of that Plan.	All	Ongoing	
Give consideration to accessibility in the development of open spaces, including trails, with the implementation of the Open Spaces Master Plan	Administration	Ongoing	
Continue conversion of outdoor space washroom facilities to barrier free facilities, until all facilities have been converted.	Administration	Ongoing	



<b>Design of Public Spaces Standard: Proposed Action</b>	<b>Lead Department(s)</b>	<b>Timeline</b>	<b>Progress/Completion Status (To be updated annually)</b>
Develop procedures for the preventative and emergency maintenance of the accessible elements required in the Design of Public Spaces Standards, such as curbs and ramps, handrails and tactile indicators on stairs.	Administration, Public Works	2024-2026	

#### **Customer Service Standard**

<b>Customer Service Standard: Proposed Action</b>	<b>Lead Department(s)</b>	<b>Timeline</b>	<b>Progress/Completion Status (To be updated annually)</b>
Review the Municipality's Accessibility: Customer Service Standard Policy periodically during the term of this Plan.	Administration	2024, 2026, 2028	
Develop and implement a training program for volunteers on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities.	Administration	2025	

Customer Service Standard: Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Develop an Election Accessibility Plan to support the Municipality's commitment to the identification, removal and prevention of barriers in regard to the 2026 Municipal Election.	Administration	2026	