

Table 1 - Municipality of Chatham-Kent Accessibility Plan - January 23, 2013

Accessibility Standards	Date Due	Status	Accessibility Requirements	Current Status
Customer Service Standard	January 1, 2010	Completed	All requirements under the customer service standard	<ul style="list-style-type: none"> As of January 8, 2013, 1845 employees have taken the Accessibility Standards Customer Service Training through our Municipal electronic learning service. For those who do not have access to computers, we organized group training and an acknowledgement form was signed off. This applied to staff at the Long Term Care Facility, Fire Department, volunteers, co-op students, Municipal Council, Committees, etc. Accessibility Standards Customer Service Training is a mandatory item when new employees come on board.
Emergency Preparedness Plan	January 1, 2012	Completed	Updated website information for the public regarding emergency plans	<ul style="list-style-type: none"> Chatham-Kent emergency response plan is posted on our municipal website Information will include information about where to listen/look for emergency alerts (i.e. AM/FM radio, websites, knocks on doors from emergency personnel, etc.)
Transportation	January 1, 2011	Completed	Non-functioning accessibility equipment Transition existing contracts Transition existing vehicles Fares Storage of mobility aids Pre-boarding announcements On-board announcements Origin to destination services	<ul style="list-style-type: none"> The Engineering & Transportation department of the Municipality of Chatham-Kent repaired 50 ramps and constructed 19 new curb cuts required for wheel chairs (2011); ensured contracted services operate as per AODA; ensured all buses are accessible; completed installation of new accessible bus shelters Municipal Transportation Service Providers are aware of and are required to participate in the municipal emergency preparedness and response policies. The Municipality has met with the Accessibility Advisory Committee (AAC) regarding the duties of taxi cabs and is currently waiting for the AAC's recommendation(s).
Transportation	January 1, 2012	Completed	Transit stops Courtesy seating Companion travel Availability of Information of accessibility equipment Emergency preparedness and response policies	
Transportation	January 1, 2013	In Progress	Taxi Cabs	
Employment Standards – Workplace Emergency Response Information	January 1, 2012		The employer's corporate policy on Workplace Emergency Information for Employees with Disabilities will include: reviewing evacuation plans; how to determine who needs assistance; emergency drills and training; system for reporting new hazards; periodic update of plans; working with employee to	<ul style="list-style-type: none"> Revisions to the Municipality of Chatham-Kent's current policy to be reviewed and approved by the Executive Management Team Municipal employees will receive a memo of the revisions The revised documents will be posted on our Intranet under municipal policies Reference to this policy will be incorporated in the recruitment policy/process

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			implement the plan; responsibility of employee with disabilities in ensuring their own safety; selecting a buddy to assist the employee during an emergency situation; how to request accessible format; reviewing individualized plans when an employee moves to a different location or position	
IAS committee IAS policies and plans	January 1, 2013	In Progress	Prepare annual report for AODA and post on the municipal website	<ul style="list-style-type: none"> • Committee drafted an IAS policy to be submitted for executive management team, council and Accessibility Advisory Committee (AAC) approval • Committee will prepare an annual report to submit with AAC • Policy, plans and requirement updates will be posted annual on our municipal website
Procurement	January 1, 2013		Organizations will incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not applicable to do so (in such a situation shall provide documented explanation upon request)	<ul style="list-style-type: none"> • The Municipality of Chatham-Kent will ensure that accessibility criteria and features are incorporated when it procures or acquires goods, services or facilities, except where it is not practicable to do so • Where it is impracticable to incorporate accessibility criteria and features, the Municipality of Chatham-Kent will provide an explanation upon request
Self-help Kiosks	January 1, 2013		Organizations will incorporate accessibility features and will have regard to accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks	<ul style="list-style-type: none"> • Where self-help kiosks are used by the Municipality of Chatham-Kent, we will incorporate accessibility features, and will have regard to accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks
Employment Standards – Recruitment General	January 1, 2014		<p>The employer will notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process; they will also update FAQ (frequently asked questions) on municipal job website to include questions about accessibility in the recruitment process.</p> <p>The employer will include a statement in job ads about the organization's commitment to accommodating individuals with disabilities</p>	<ul style="list-style-type: none"> • Information about the accommodation for job applicants and a statement of our commitment to accommodating individuals with disabilities, will be included in The Municipality of Chatham-Kent's municipal job ads and on the municipal jobs website • The FAQ questions on the municipal jobs website will be updated to include questions and answers about accommodation when applying to municipal jobs • Reference to this process will be incorporated in the recruitment policy/process
Employment Standards – Recruitment, Assessment Or Selection Process	January 1, 2014		The employer will inform candidates contacted for an interview that accommodations are available upon request. The interview process will allow time before interviews in order to obtain requirements for accommodation (special computer, documents in larger print, interpreter, etc.)	<ul style="list-style-type: none"> • The Municipality of Chatham-Kent is committed to ensuring that people with disabilities have the same opportunity of access to employment opportunities and services as do all employees and prospective employees • Applicants contacted for interviews will be informed that accommodations are available upon request in relation to the materials or processes being used • If a selected applicant requests an accommodation, the Municipality of Chatham-Kent shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's

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				<p>accessibility needs due to disability</p> <ul style="list-style-type: none"> Reference to this procedure will be incorporated in the recruitment policy/process
Employment Standards – Recruitment: Notice to Successful Applicants	January 1, 2014		<p>When making an offer of employment, employers will notify the candidate of the organization's policies for accommodating employees with disabilities; follow-up with written communications (i.e. in the letter of hire)</p>	<ul style="list-style-type: none"> When the Municipality of Chatham-Kent if making an offer of employment, they will inform the candidate verbally of the organization's policies for accommodating employee with disabilities Letter of hires for new employees will include information of the organization's policies for accommodating employee with disabilities Reference to this procedure will be incorporated in the recruitment policy/process
Employment Standards – Informing Employees of Supports	January 1, 2014		<p>Employers are to inform new and existing employees of their policies for supporting employees with disabilities, including providing employment related accommodation (include in the recruitment policy and process)</p>	<ul style="list-style-type: none"> All information will be communicated to employees using established means, and will be developed to meet accessibility requirements. CAO Communications, Information Technology Services, and Human Resources and Organizational Development are working together to identify and supply required formats
Employment Standards – Accessible Formats and Communication Supports for Employees	January 1, 2014		<p>Where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	
Employment Standards – Documented Individual Accommodation Plans	January 1, 2014		<p>The employer's corporate policy on Documented Accommodation Plan for Employees with Disabilities will include: the manner in which employee can participate in the development of their plan; means by which the employee is assessed on an individual basis; process for requesting information from an outside medical resource; manner by which employee can request someone else to be involved in their plan (i.e. union rep if in unionized environment); steps taken to ensure privacy of employee's personal information; frequency of reviewing of the plan; how denials will be recorded how to request assessable format</p>	<ul style="list-style-type: none"> Revisions to the Municipality of Chatham-Kent's current policy to be reviewed and approved by the Executive Management Team Municipal employees will receive a memo of the revisions The revised documents will be posted on our Intranet under municipal policies Reference to this policy will be incorporated in the recruitment policy/process
Employment Standards – Return to Work Process	January 1, 2014		<p>The employer's corporate policy on Return to Work Process (which does not</p>	<ul style="list-style-type: none"> Revisions to the Municipality of Chatham-Kent's current policy will be drafted for review by our Executive Management Team (EMT)

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			<p>apply to injury or illness covered under WSIB), will include: documentation process for supporting employees when returning to work after being absent due to a disability and requiring accommodations; outline the steps the employer will take to facilitate the return to work process using documented accommodation plans; outline that the employer does not have to know the full details of why the employee needs to be accommodated; will ensure that the employer secures adequate medical information about the employee's abilities and restrictions pertaining to return to work, so the employer can access its ability to provide meaningful and safe work to the employee; outline how the employer will see the employee's consent to the release of medical information required; outline the process for reviewing accommodation plan on a regular basis</p>	<ul style="list-style-type: none"> • Once revisions are approved, municipal employees will be informed of the revisions • The revised documents will be posted on our Intranet under municipal policies • Reference to this procedure will be incorporated in the recruitment policy/process
<p>Employment Standards – Performance Management</p>	<p>January 1, 2014</p>		<p>Employers are required to use a performance management process that takes into account the accessibility needs of the employees with disabilities.</p> <p>Employers will be required to review their accommodation plan to determine whether it needs adjusting with regards to employee's performance on the job.</p>	<ul style="list-style-type: none"> • The Municipality of Chatham-Kent's performance management policy will include information on the accessibility needs with disabilities • The Municipality of Chatham-Kent will review their accommodation plan with regards accommodating employees with disabilities in the performance management process • Reference to this policy will be incorporated in the recruitment policy/process
<p>Employment Standards – Career Development and Advancement</p>	<p>January 1, 2014</p>		<p>An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities</p> <p>When moving employees with disabilities to a new role, employers should ensure that accommodations are adjusted to fit the new role prior to moving the employee</p>	<ul style="list-style-type: none"> • The Municipality of Chatham-Kent shall take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to employees with disabilities • When moving employees with disabilities to a new role, the Municipality of Chatham-Kent will ensure that accommodations are adjusted to fit the new role prior to moving the employee • Reference to this process will be incorporated in the recruitment policy/process

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Employment Standards – Redeployment	January 1, 2014		<p>An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities</p> <p>Meaning of "redeployment": the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization</p> <p>When moving employees with disabilities to a new role, employers should ensure that accommodations are adjusted to fit the new role prior to moving the employee</p>	<ul style="list-style-type: none"> The Municipality of Chatham-Kent will provide take into account the accessibility needs of its employees with disabilities during redeploying employees with disabilities Reference to this procedure will be incorporated in the Accommodation Plan for Employees with Disabilities and the recruitment policy/process
Feedback	January 1, 2014		<p>Organization's feedback policy needs to outline processes for receiving and responding to feedback, which are accessible to people with disabilities</p> <p>Policy will indicate the organization will notify the public about availability of accessible formats and communication supports</p>	<ul style="list-style-type: none"> The Municipality of Chatham-Kent will create a feedback policy the process for receiving and responding to feedback, which are accessible to people with disabilities, which will include information about the notification to the public about the availability of accessible formats and communication supports
Information and Communications Standards	January 1, 2015		<p>Government Publications Directive outlines mandatory requirements for all government publications, including alternate formats</p> <p>Employers will notify the public about the availability of accessible formats and communication support</p>	<ul style="list-style-type: none"> Accessibility Notice added to website
Training	January 1, 2014		<p>Employers are required to record training about the requirements of all accessibility standards and Human Rights Code as it pertains to people with disabilities (eLearning, training module, etc.); training should be appropriate to the duties of the employees, volunteers, and other persons; training should be provided as soon as practical to:</p> <ul style="list-style-type: none"> Employees and volunteers 	<ul style="list-style-type: none"> The Municipality of Chatham-Kent will provide accessibility training to employees and volunteers, persons who participate in developing the organization's policies, and persons who provide goods and services on behalf of the organization on new policies, procedures, and/or changes All training conducted by the Municipality of Chatham-Kent on accessibility policies, procedures, and/or changes will be recorded Employees will receive reminders about accessibility through various means of communication

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			<ul style="list-style-type: none"> • Persons who participate in developing the organization's policies • Persons who provide goods and services on behalf of the organization <p>Employers need to provide training when there are changes to the policies regarding accessibility on an ongoing basis and record the training</p> <p>Employers need to remind employees of completed training (i.e. Customer Service Accessibility - reminders about the accessibility through emails, payroll inserts, etc.)</p> <p>Dates training provided need to be recorded along with the number of individuals it was provided to</p>	
Website	January 1, 2014		Conform with WCAG 2.0 Level A	<ul style="list-style-type: none"> • The Municipality of Chatham-Kent will ensure that its Internet and Intranet websites, including web content, conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A except where this is impracticable based on requirements of legislation.
Website	January 1, 2021		Internet website and web content conforms with WCAG 2.0 Level AA	