

Multi-Year Accessibility Plan 2021 Annual Progress Report

As per Part 1, Section 4 (3) (a) of Ontario Regulation 191/11, the Integrated Accessibility Standards, the Walkerton Clean Water Centre (the Centre) must prepare an Annual Public Status Report on the progress of measures taken to implement the Multi-Year Accessibility Plan, including steps taken to comply with this Regulation.

The purpose of this Status Report is to make the public aware of the Centre's progress made in 2021 with the Multi-Year Accessibility Plan adopted in 2015 to outline the Centre's strategy to prevent and remove barriers and meet the requirements under the above noted Regulation.

The Centre will promote accessibility by ensuring that compliance is being met for all regulations made under the Accessibility for Ontarians with Disabilities Act, 2005. The Centre continues to review accessibility initiatives.

CUSTOMER SERVICE STANDARD

- Statement of commitment to accessibility is available on the Centre's website.
- Service policies for visitors with disabilities, such as service animals and support persons, are available on the Centre's website.
- The Centre continues to comply with the requirements of the Customer Service Standards including the ongoing training of staff, volunteers and third parties who interact on behalf of the Centre.
- The Centre tracks and reviews customer feedback and takes appropriate action. This is an ongoing agenda item at the Centre's monthly management meeting.
- The Centre recognizes and ensures accessibility is considered with any projects or new initiatives within our facility and programs.
- The Centre ensures that relevant staff are trained on the Human Rights Code, Integrated Accessibility Standard and Customer Service Standard as it pertains to persons with disabilities.
- The Centre informs customers and clients of our ability to provide accommodations during training courses and other services. Alternate formats of training and manuals are available such as correspondence, virtual, in person and other formats upon request.

INFORMATION AND COMMUNICATION

- The Centre maintains policies to provide notices of temporary service disruptions on the Centre's website and physical location if possible.
- The Centre has ongoing emergency planning for people with disabilities. The Centre's Emergency Evacuation Plan includes a definition for "Persons in need of assistance" and enhanced language around procedures for assisting people in need.
- The Centre ensures documents, including emergency information, are available in an accessible format upon request and in accordance with AODA Standards.

- The Centre is committed to meeting WCAG 2.0 Level AA standards. The Centre has engaged with Ministry support to finalize compliance and engaged a third-party organization to complete a web accessibility audit. Updates are continuing to be made to ensure the Centre meets all requirements.
- Website upgrades have been completed and include features to enhance accessibility of content such as the availability of a user button to improve readability i.e. increased font size, text to voice, etc.
- The Centre builds best practices for providing accessible information into our ongoing web design such as an analysis tool that allows the Centre to evaluate accessibility of documents and implement required fixes to current content and new information prior to posting.
- Designated staff completed training on making documents accessible.
- The Centre engaged a third party to ensure the Annual Report was AODA compliant prior to public posting.
- Reviewed and updated feedback processes to ensure they continue to serve the needs of people with disabilities. The Centre's feedback policy is available on our website.
- A question on accessibility was added to the course evaluation/feedback form template for all training course participants. This is being done to ensure the Centre consultations for improvements include people with disabilities.

EMPLOYMENT

The Centre is committed to fair and accessible employment practices.

Accessibility accommodations are available throughout the recruitment process and employment life cycle including:

- Job postings specify that accommodation is available for job applicants with disabilities.
- All Centre offer letters contain dialogue around accommodations being available throughout the employment lifecycle.
- Accessibility training on the customer service standard is incorporated into the new hire orientation process.
- Policy and program in place for accommodating employees with disabilities, employees requesting new accommodations and employees returning to work after being away with a disability. Individualized accommodation plan forms were developed and are available as needed.
- All policies are reviewed on an annual basis.

DESIGN OF PUBLIC SPACES

The Centre is a leased facility from Infrastructure Ontario (IO). The Centre continues to work with IO, Centre staff, visitors and the general public to make the Centre accessible and welcoming for visitors and staff, including our public seating and eating areas and outdoor paths of travel such as sidewalks and curb ramps. The ultimate responsibility for the Centre's physical infrastructure rests with Infrastructure Ontario.

AVAILABILITY OF PLAN AND STATUS REPORT

The Multi-Year Accessibility Plan and Annual Accessibility Status Reports can be accessed through the Centre's website or by other means as requested.

Accessible formats of this document are available free upon request.