

Municipal Accessibility Plan

The Corporation of the Township of East Zorra-Tavistock

Municipality

The jurisdiction of the municipality taking part in the Accessibility Planning is the lands of the Corporation of the Township of East Zorra-Tavistock.

Address

Township of East Zorra-Tavistock
Box 100, 90 Loveys Street
Hickson, ON N0J 1L0

Key Contact

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Population

The population of the Township is approximately 7,000.

Municipal Highlights

The Township of East Zorra-Tavistock is primarily an agricultural township in Southwestern Ontario. The Township has three villages and several settlement areas. The Township is a lower-tier municipality in the County of Oxford.

Services to residents are delivered from several facilities, including the Hickson Municipal Office, Hickson Road Shop, Hickson Park, Hickson Firehall, Innerkip Community Centre, Innerkip Firehall, Innerkip Park, Tavistock Memorial Hall, Tavistock & District Recreation Centre, Tavistock Queen's Park and Tavistock Public Works Shed. In addition to services provided at these physical locations, the Township offers many services and information by

many other means such as phone, internet, advertising, mail, etc. Services provided can be summarized as follows:

- Council / Representation for Residents
- Property Tax Collection
- Community Information Provision
- Fire and Protective Services
- Police Services through the Oxford Community Police Service
- Building Permits and Inspections
- By-law Enforcement Services
- Parks and Recreation Services
- Community Halls, Arena
- Township Road Maintenance and construction
- Public Works
- Drainage – Municipal and Tile Drainage
- Cemetery Maintenance for abandoned cemeteries

Target Group

The target groups in this Municipal Accessibility Plan are the concerned general public, persons with mobility impairment, seniors, persons with physical disabilities, persons who are deaf and blind and supportive stakeholders. The Township will conduct visual inspections and gather information on barriers that would affect every day activities for those individuals that have disabilities. The Township shall work towards eliminating those barriers over time.

The Township shall have high regard to barriers when constructing new facilities and making renovations to existing facilities. In addition to physical modifications, regard must be had to programs, processes and policies that are reviewed and/or created. All new programs and services offered shall be reviewed with consideration given to accessibility and attempt to ensure that the programs are as inclusive as possible.

Operational Review

Planned reviews will be set for every twelve months. Rationales for the planned timed reviews are scope of activity to further investigate possible barriers and to overcome the barriers, resources that are

needed to cover the cost to overcome the barrier, and the design of the building. Some buildings have architectural design barriers.

Methodologies that will be used to conduct reviews of barriers are to seek public input, construction process/policies, renovation process, and building accessibility. Public input will be mainly sought through the publication of the Accessibility Plan and gathering of comments and suggestions from residents. The Accessibility Plan will be available on the Township's Website along with a request for comments/suggestions page.

Issues and Actions

See Appendix "A"

Last Update

October 2009

Status	Issue	Type	Department	Solution/Options	Resources	Action(s) Taken	Date Added	Date Completed
Completed	Rail on ramp not continuous or contrasting colour	physical	Hickson Office	make continuous, paint		completed summer of 2005	2004	2005
Completed	Handi-cap parking space at Hickson Office	physical	Hickson Office	paint parking areas and provide for a handi-cap spot	financial, time to coordinate	completed summer of 2005	2004	2005
Completed	Handi-cap parking space at Memorial Hall	physical	Memorial Hall	paint parking areas and provide for a handi-cap spot	financial, time to coordinate	completed summer of 2005	2004	2005
Completed	Website Updated/Simplified	Visual	Administration	Update website so it is easier to read, more compatible with alternative website readers, focus more on textual information	time, finances	main changes completed summer of 2006, additional content to be added	2005	2006
Completed	Improve gathering of comments and suggestions from the Public on the plan	All	Administration	Add a comment/suggestion page to the plan.	time	Comment/suggestion page added to the plan with instructions to submit to the Township.	2005	2006
Completed	should have a lowered counter section at the Hickson Office	Physical	Hickson Office	need to determine impact on limited office space	financial	not feasible at present time	2006	2007
Completed	Handi-cap parking at ICC	physical	Innerkip Community Centre	designate handi-cap parking	financial, time	handi-cap spots designated, lines, painted, signs put up	2008	2008
Completed	Webcasting service for Council Meetings	Various	Council	Investigated webcasting service through OMG. Looks interesting but at present there are questions about privacy, how well it works, how large is the potential audience	financial	not a large uptake from others, too expensive for anticipated audience, there are online services to assist with Township documents	2007	2008
Completed	No formal mechanism to identify and document formal complaints and concerns around Accessibility	All	All Dept	Develop a procedure, train staff	time	complaints and concerns to go to department first, then CAO if required, all staff trained with respect to this	2006	2008
Completed	Some curb cuts should be improved	Physical	Public Works	May require repouring	financial, time	all curbs meet specifications	2005	2008

Status	Issue	Type	Department	Solution/Options	Resources	Action(s) Taken	Date Added	Date Completed
Completed	Policy and Guidelines for ramps on Public Property	Physical	Building, PW	Implement policy to permit owners to improve accessibility by allowing them to build on public property when all other options on their property are exhausted	time	approved by Council 2009-01-05	2008	2009
Completed	Develop a mechanism to request sign language interpretation at public meetings	Education	All Dept	develop policy and procedures to access sign language resources, maintain contacts with a sign language interpreter for easy access, communicate availability to public		have never had a request, if there was one we would access County to assist with engaging an interpreter, need to document and train staff, still should do a policy	2006	2009
In Progress	Improve all documents, advertising and forms with regard to accessibility	Visual	Administration		time	staff made aware of requirements for standard, easy to read documents, forms, ads, etc., should develop standards that are enforced across the organization	2005	ongoing
In Progress	No consistent communication and promotion of information in alternate formats	Education	All Dept	develop and communicate policy and procedures for information provision		direction to staff to have regard to readability, font size, provide different format if requested - website improved summer of 2006 to improve readability - ongoing in 2007 as well	2005	ongoing
Identified	Do all facilities have alarm systems that can notify all occupants, audio, visual, etc.	Various	All Dept	Need to investigate and document current systems	time		2006	

Status	Issue	Type	Department	Solution/Options	Resources	Action(s) Taken	Date Added	Date Completed
Identified	All emergency service providers should be well versed in all aspects of providing services to persons with disabilities	All	Fire Department	Ongoing training	Education, time	AODA should cover this	2006	
Identified	On street handicap parking in Tavistock	physical	Public Works	Provide on-street handicap parking since only municipal parking lot in downtown was sold. PW needs to evaluate locations and proper slopes. May require reconstruction in some areas.	Financial, time		2005	ongoing
Identified	Washroom signage not appropriate for visually impaired	Visual	All Dept	Change Signage	financial, time		2006	
Identified	Accessibility issues should be considered in site plan approvals	Various	All Dept	When staff review site plans, in addition to statutory and Township regulations, staff should have regard and encourage addressing accessibility issues	education	CBO has been involved with County Accessibility Committee, has learned and is making appropriate suggestions on site plans	2006	ongoing
Identified	Adopt Facility Accessibility Design Standards	All	All Dept				2006	
Identified	Customer Service Training by Jan 1, 2010.	Education	All Dept	All employees, volunteers, contractors, etc. must be trained in the Customer Service Standard under the AODA.	financial, time	investigating options for training	2008	