

Municipality of South Huron 2022 update and progress on the AODA Regulations

The following outlines our progress in 2022 and goals and next steps in meeting the accessibility standards in five key areas, all of which are part of the [Integrated Accessibility Standards Regulation](#) (IASR), ON Reg. 191/11.

- Customer Service
- Information & Communications
- Employment
- Transportation
- Design of Public Spaces (and Built Environment)

There are also a number of General Requirements that apply across all of the accessibility standards. Any updates to the IASR will be reflected in the Annual Status Update Reports to the Accessibility Plan.

Customer Service

- All new and seasonal staff receive training upon hire or return, a refresher course will be provided every 5 years for full time staff.
- Staff across the organization have been trained in the functions of the website to conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level AA.
- The website is monitored on an ongoing basis to ensure its functionality and content remain accessible.
- The municipality continues to provide accessible formats and communication supports upon request.
- South Huron is a member of the Huron County Accessibility Advisory Committee (HCAAC) and also attends Accessibility working group meetings.

Information and Communications

- South Huron records and where possible live streams its Council meetings on the municipal website. Watching the meetings online or a recording of a meeting is an effective way that we are reaching our residents who are not able to attend our meetings in person.
- South Huron uses eScribe software in the creation of agenda packages. The software meets the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. to ensure compliance with WCAG 2.0 Level AA when producing Council Reports.
- South Huron Council chambers has an audio system, including microphones and speakers.
- Staff continue to attend computer and in-house training to continue the development of accessible forms and documents and continue to update templates for accessibility on the website.
- Every webpage contains a small caption within the footer of every page about alternative formats/accessing information.
- Bi-weekly hub in newspaper states that our information is accessible and to contact municipality about receiving information in alternative formats.

Feedback

The Municipality of South Huron welcomes input from the public in order to help identify ways in which we can improve accessibility in facilities, goods and services. Members of the public are encouraged to share their comments or suggestions by contacting the Municipal Clerk or complete the [Customer Service Feedback](#) form on the municipal website.

Accessible formats and communication supports are available, upon request to the Clerk.

General Requirements

- Procurement
 - The Municipal Procurement By-law incorporates accessibility criteria into the procurement of goods and services.
- Reporting
 - Reports are produced annually on the progress and implementation of the multi-year Accessibility Plan, and this information is posted on our website and available in alternate formats, upon request.
 - The multi-year Accessibility Plan will be reviewed and updated once every five years.
 - The Municipality, as legislated, will file Accessibility Compliance Reports with the Ministry for Seniors and Accessibility. As a public sector organization, our last reporting deadline was December 31, 2021 and our next reporting deadline is December 31, 2023.
 - The Corporate Accessibility Policy has been updated to reflect changes to any of the standards
 - Records will continue to be maintained for training provided on accessibility, including the dates of the training and the number of individuals who attended.

Employment

- All employment advertisements inform applicants of our ability to make accommodations throughout the recruitment process, if required.
- All of the requirements in the Employment Standard continue to be maintained by the Municipality including those pertaining to the following:
 - Recruitment, assessment and selection
 - Accessible formats and communication supports for employees
 - Workplace emergency response information
 - Documented individual accommodation plans
 - Return to work process
 - Performance management
 - Career development and advancement
 - Redeployment
- Human Resources continuously monitors the status of employee training.
- Employees are assigned training in AODA Customer Service Standards, Understanding Human Rights and, Information and Communication Standards and Employment Standards as required.

Appendix 2 to Accessibility Report – CL#33 -2022

- All new employees regardless of their employment status (full-time, part-time, contract, seasonal and Council) take the following online training courses:
 - AODA Customer Service Standards Training
 - Understanding Human Rights (AODA Edition)
- New employees who have access to editing the corporation's webpage are assigned the following online training course: IASR (Integrated Accessibility Standards Regulation): Information and Communications Standards and Employment Standards Training.
- When conducting interviews:
 - On all recruitment postings the following is included in the posting: Accommodations are available upon request for all parts of the recruitment process.

Design of Public Spaces (and Built Environment)

- As per standard operational practices, the following is conducted on a regular basis either through legislative or municipal policy requirements:
 - Repair, maintenance, and removal of barriers on municipal trails, sidewalks and public spaces
 - Fire Code inspections of private, public, and municipal facilities
 - Building Code inspections of new or renovated facilities
 - Health and safety inspections of all municipal facilities
 - Emergency management measures to promote the safety of the community within times of emergency

Goals and Next Steps for Accessibility

- Ensure the Municipality of South Huron continues to meet compliance with the AODA, its regulations and all other related pieces of legislation and continue with organizations commitment to accessibility.
- Review Municipality of South Huron's policies and practices to ensure accessibility compliance as part of normal policy review process.
- Strive to ensure that new facilities, programs and services are designed and created with accessibility features incorporated
- Continue to develop resources and training materials for staff, volunteers and contractors and promote awareness and education regarding accessibility requirements and obligations throughout the corporation.
- Work with corporate departments to explore new and innovative ways to remove and prevent barriers to access.
- Ongoing training for staff on the Customer Service Standard and the Integrated Accessibility Standards Policy
- Continue to monitor accessibility issues, trends and legislative changes.

Highlights and Initiatives

- Accessibility Consultant Review – Stephen Arena and South Huron Recreation Centre projects
- 2022 Election Accessibility Plan was provided to the Huron County Accessibility Advisory Committee for review prior to the election. Accommodations provided to

electors upon request including personal assistance at election help desks. More details to be included in separate Election Report on Accessibility.

- Worked with Huron County Accessibility Committee on Huron County Accessibility Plan and updates.
- On-Line permitting for building and planning live in 2022, that is accessible to anyone with any device, browser, and operating system.
- Conducted hybrid virtual meetings for Council and Committees
- During the pandemic, the municipality continued to be in compliance with the standard and ensuring that goods and services are accessible for everyone, including people with disabilities. Service delivery had to be innovative, agile and responsive to the ever-changing restrictions. For example, many services moved online and staff continued working and communicating digitally to provide accessible services remotely.
- Accessibility Audit at Kirkton-Woodham Pool and associated priority list and budget document provided to South Huron and Perth South Councils.
- During the COVID19 pandemic when interviews for recruiting were primarily conducted over remote video conferencing, all correspondence to candidates included the below. This has also become a standard piece of correspondence to potential candidates to ensure we can meet any accommodation needs since we have returned to in-person meetings as follows:
 - “If you require any specific accommodation needs, please discuss them with Human Resources so that we can make any reasonable adjustments necessary to enable you to attend and take part in the interview process.”
- The Council chambers is currently being upgraded with new televisions, speakers and audio equipment and this project is estimated to be completed by the end of the year.