



Municipality of Northern Bruce Peninsula Council Report

Report Number: C 23-11

Subject: Accessibility Compliance Reporting

From: Cathy Addison, Municipal Clerk – Acting Accessibility Coordinator

Date: March 13, 2023

Recommendation:

That Council receives Clerk Report C 23-11, 2023 Accessibility Compliance Reporting, as information.

Background:

Accessibility Compliance Reports must be submitted every two years for public-sector organizations. The purpose of submitting the report is to confirm that the Municipality is meeting its requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

The Municipality of Northern Bruce Peninsula is committed to ensuring equal access and participation for people with disabilities. The Municipality is committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. The Municipality will continually work towards removing and preventing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Comments:

The compliance report confirms that our Municipality has met our current accessibility requirements under the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#).

Since the Municipality is a designated public sector organization, we must file an accessibility compliance report every two years. The Municipality submitted its 2023 Accessibility Compliance Report on Wednesday, March 1, 2023.

The report includes questions pertaining to accessibility advisory committees (which MNBP is not required due to population under 10,000 residents), availability of policies, multi-year accessibility plan, annual status reports, consultation, training, training records, accessible feedback, website and social media accessibility, accommodations during employment, transportation services, designing accessible public spaces, emergency maintenance of accessible elements in public spaces, notices of temporary service disruptions, and accessible customer service.

The 2023 Accessibility Compliance Report will be uploaded to the [municipal website](#) following Council's approval. This is mandated to be posted on the municipal website to ensure compliance.

Attachments:

- 2023 Accessibility Compliance Report

Budget Implications:

Nil

Municipal Strategic Commitment:

1. Creating a strong & resilient economy
2. Maintaining a transparent & responsible government
3. Supporting the sustainability of environment and infrastructure
4. Building a safe & vibrant community

Respectfully submitted:

Cathy Addison
Municipal Clerk

Approved by:

Peggy Van Mierlo-West,
Chief Administrative Officer

Cathy Addison

From: Accessibility Report (MSAA) <Accessibilityreport@ontario.ca>
Sent: March 1, 2023 1:52 PM
To: Cathy Addison; Cathy Addison
Subject: Accessibility compliance report received CRM:0230840
Attachments: 2023 Accessibility Compliance Report - ACR-85405.pdf

This is an automatically generated email, please do not reply

Confirmation

Thank you for submitting your accessibility compliance report on 3/1/2023.
For your records, attached is a copy for the following organization(s):

- The Corporation of the Municipality of Northern Bruce Peninsula, Business Number:

Your confirmation number is

Under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), organizations must make their accessibility compliance reports available to the public.

Compliance Status

Your report indicates that your organization is in compliance with Ontario's accessibility laws.

The contents of the report will be reviewed against the requirements of the AODA. All organizations with obligations under the AODA may be selected for an audit.

Understand your obligations

Visit ontario.ca/accessibility regularly for updates and to subscribe to our newsletter.

Questions?

Contact the AODA Contact Centre (ServiceOntario) between the hours of 8:30 a.m. and 5:00 p.m. EST:

Phone: 416-849-8276 or 1-866-515-2025 (Toll-free)

TTY: 416-325-3408 / Toll-free 1-800-268-7095

Email: accessibility@ontario.ca

If you require the attached report(s) in an alternate format, please contact us.

Thank you for helping to make Ontario accessible.

Ministry for Seniors and Accessibility

Instructions

All information you provide is subject to the *Freedom of Information and Protection of Privacy Act*.

If you are a public sector organization with **20 or more employees** that is not designated under the [Integrated Accessibility Standards Regulation \(IASR\)](#) you are to comply with the IASR as a private/not-for-profit organization and complete the appropriate Accessibility Compliance Report. If you are a public sector organization with **fewer than 20 employees** that is not designated under the [IASR](#), you are to comply with the IASR as a small business/non-profit organization and are exempt from the requirement to submit a report.

Fields marked with an asterisk (*) are mandatory.

A. Organization information

Organization category *	Number of employees range *	Reporting year
Designated Public Sector	50+ employees	2023

Business details

Organization legal name *	Number of employees in Ontario * Help
The Corporation of the Municipality of Northern Bruce Peninsula	75

Business number (BN9) * Help <input type="checkbox"/> Check this box if you have received an AODA identifier from the Ministry for Seniors and Accessibility
878041425

Check if operating/business name is same as legal name

Organization operating/business name
The Corporation of the Municipality of Northern Bruce Peninsula

Sector that best describes your organization's principal business activity *	Help
91 - Public administration	

Subsector (if possible)
913 - Local, municipal and regional public administration

Industry group (if possible)

Mailing address

Address where letters can be sent to the person responsible for coordinating the organization's AODA compliance activities.

Country *

The fields below will change based on your selection.

Canada USA International

Type of address * Street address Street address served by route Other

Unit number	Street number *	Street name *
	56	Lindsay Road 5

Street type	Street direction	City *	Province *
Road		Lion's Head	ON (Ontario)

Postal code (e.g. A1A 1A1) *
N0H 1W0

Business address

(Address at which letters can be sent to the company director/officer accountable for the organization's compliance with the AODA.)

Check if business address is same as mailing address

Country *

The fields below will change based on your selection.

Canada

USA

International

Type of address *

Street address

Street address served by route

Other

Unit number	Street number *	Street name *	
	56	Lindsay Road 5	
Street type	Street direction	City *	Province *
Road		Lion's Head	ON (Ontario)
Postal code (e.g. A1A 1A1) *			
N0H 1W0			

Organization category **Designated Public Sector**

Number of employees range **50+**

Filing organization legal name **The Corporation of the Municipality of Northern Bruce Peninsula**

Filing organization business number (BN9)

Fields marked with an asterisk (*) are mandatory.

B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility

Additional accessibility requirements apply if you are:

- [a library board](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a municipality](#)

If you are a municipality submitting this report, and submitting on behalf of local boards, please indicate which boards below.

n/a

C. Accessibility compliance report certification

Section 15 of the *Accessibility for Ontarians with Disabilities Act, 2005* requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

Note: It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Ministry for Seniors and Accessibility to contact the organization(s); otherwise the certifier will be the main contact.

Certifier: Someone who can legally bind the organization(s).

Primary Contact: The person who will be the main contact for accessibility issues.

Acknowledgement

I certify that all the information is accurate and I have the authority to bind the organization *

Certification date (yyyy-mm-dd) * **2023-03-01**

Certifier information

Last name *		First name *		
Addison		Cathy		
Position title *	Position title other *	Business phone number *	Extension	<input type="checkbox"/> Check here if TTY
Other	Municipal Clerk/Accessibility	519-793-3522	236	

Email *	Alternate phone number	Extension	Fax number
clerk@northernbruce.ca			519-793-3823

Primary contact for the organization(s)

Check if the primary contact is same as the certifier

Last name *		First name *	
Addison		Cathy	
Position title *	Position title other *	Business phone number *	Extension
Other	Municipal Clerk/Accessibility	519-793-3522	236
Email *		Alternate phone number	Extension
clerk@northernbruce.ca			
			Fax number
			519-793-3823

D. Accessibility compliance report questions

Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response. If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

General

1. Has your organization created and implemented written policies on how to achieve accessibility by meeting all applicable accessibility requirements in the IASR? * Yes No

[Read O. Reg. 191/11, s. 3 \(1\): Establishment of accessibility policies](#) [Learn more about your requirements for question 1](#)

Comments for question 1 [By-law 2021-27 Establish policies and procedures for Integrated Accessibility Standards Regulations for Municipality of Northern Bruce Peninsula](#)

2. Has your organization established and implemented a multi-year accessibility plan? * Yes No
(If Yes, please answer additional questions)

[Read O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#) [Learn more about your requirements for question 2](#)

- 2.a. Does your organization have a website? * Yes No
(If Yes, please answer additional questions)

[Read O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#) [Learn more about your requirements for question 2.a](#)

Comments for question 2.a [See By-law 2021-80, Being a By-law to Establish a Multi-Year Accessibility Plan for the Corporation of the Municipality of Northern Bruce Peninsula \(posted on website\)](#)

- 2.a.i Is your organization's accessibility plan posted on your organization's website? * Yes No

[Read O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#) [Learn more about your requirements for question 2.a.i](#)

Comments for question 2.a.i [Yes, the plan is posted on the municipal website at https://www.northbrucepeninsula.ca/en/municipal-services/accessibility.aspx](#)

2.a.ii Does your organization provide the accessibility plan in an accessible format when requested? * Yes No

[Read O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#)

[Learn more about your requirements for question 2.a.ii](#)

Comments for question 2.a.ii Documents prepared by the Municipality are available in accessible formats upon request. To request documents in an alternative format, please contact the Accessibility Coordinator at deputyclerk@northernbruce.ca or 519-793-3522 X229.

2.b Does your organization update the accessibility plan at least once every 5 years? * Yes No

[Read O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#)

[Learn more about your requirements for question 2.b](#)

Comments for question 2.b The creation of a Municipal Multi-Year Accessibility Plan is a requirement under the AODA and Integrated Accessibility Standards Regulation (ISAR). The purpose of the 2022-2026 Multi-Year Accessibility Plan is to act as an organizational strategy to prevent and remove barriers to accessibility and enact requirements within the standards. In addition, the Plan highlights key priorities that are important to Northern Bruce Peninsula residents and was developed in consultation with the public as their opinions are valuable. The Multi-Year Accessibility Plan is a guiding document and certain goals or priorities are subject to change. The Plan is reviewed at least once every 5 years.

3. Does your organization provide appropriate training on: *

[Read O. Reg. 191/11, s. 7 \(1\): Training](#)

[Learn more about your requirements for question 3](#)

3.a. The AODA Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11, s. 7 \(1\): Training](#)

[Learn more about your requirements for question 3.a](#)

Comments for question 3.a Accessibility training is provided to all new staff and committee members through HR Downloads. Other training is provided as needed, such as creating accessible documents, etc. Annual refresher training is also provided by HRdownloads to all staff.

3.b The Human Rights Code as it pertains to people with disabilities? * Yes No

[Read O. Reg. 191/11, s. 7 \(1\): Training](#)

[Learn more about your requirements for question 3.b](#)

Comments for question 3.b Accessibility training is provided to all new staff and committee members through HR Downloads and included the Human Rights Code training too. Understanding Human Rights Training (AODA Edition) is provided by HRdownloads and reviews the following: Review the Ontario Human Rights Code, Explain key components of human rights in Ontario, and explains how these important pieces of legislation apply to the requirements outlined under the Accessibility for Ontarians with Disabilities Act (AODA)

Information and communications

4. Does your organization have a process for receiving and responding to feedback that is accessible to people with disabilities? * Yes No

Note: This requirement is applicable regardless of whether customers are permitted on your premises
(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 11 \(1\): Feedback](#)

[Learn more about your requirements for question 4](#)

- 4.a. Does your organization notify the public about the availability of accessible formats and communications supports with respect to the feedback process? * Yes No
- Note:** This requirement is applicable regardless of whether customers are permitted on your premises. *

[Read O. Reg. 191/11, s. 11 \(2\): Feedback](#)

[Learn more about your requirements for question 4.a](#)

Comments for question 4.a **Customer Service Feedback**

If you would like to submit feedback on our customer service pertaining to accessibility, please complete the Customer Service Feedback Form and submit by email to the Accessibility Coordinator at deputyclerk@northernbruce.ca We are committed to removing barriers to accessibility and welcome your feedback. Alternative Formats Documents prepared by the Municipality are available in accessible formats upon request. To request documents in an alternative format, please contact the Accessibility Coordinator at deputyclerk@northernbruce.ca or 519-793-3522 X229.

5. Does your organization have one (or more) website(s) which it controls directly or indirectly ('controls' means that your organization is able to add, remove and/or modify content and functionality of the website)? * Yes No
(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 14: Accessible websites and web content](#)

[Learn more about your requirements for question 5](#)

- 5.a. Do all your organization's internet websites conform to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA (except for live captions and pre-recorded audio descriptions)? In the comments box, please list the complete names and addresses of your publicly available web content, including websites, social media pages, and apps. * Yes No

[Read O. Reg. 191/11, s. 14: Accessible websites and web content](#)

[Learn more about your requirements for question 5.a](#)

Comments for question 5.a <https://www.northbrucepeninsula.ca/en/index.aspx#> Municipality of Northern Bruce Peninsula Website <https://www.facebook.com/MunNBP/> Municipality of Northern Bruce Peninsula Facebook Page The municipal website was reviewed by the municipal website provider and web content was revised to be fully accessible. Staff revised documents attached to the website. The website is accessible in accordance with WCAG 2.0 Level AA.

Customer Service

6. Does your organization provide training about providing goods, services or facilities to persons with disabilities to the following? * Yes No
- Staff and volunteers
 - People involved in developing accessibility policies
 - People providing goods, services or facilities on behalf of the organization
- (If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 80.49: Training for staff, etc.](#)

[Learn more about your requirements for question 6](#)

6.a. Does the training include all of the following: *

Yes No

- A review of the purposes of the AODA?
- A review of the purposes of the Customer Service Standards?
- How to interact and communicate with persons with various types of disability?
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person?
- How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability?
- What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities?

[Read O. Reg. 191/11, s. 80.49: Training for staff, etc.](#)

[Learn more about your requirements for question 6.a](#)

Comments for question 6.a HRdownloads provides experience a lecture-style learning experience that is narrated and supported by text on screen and illustrative images with our traditional style of training. This training is know for top accessibility course training. Enhance management knowledge with our leadership training, help employees develop professional skills, or make sure you have access to up-to-date legislative training. Annual refresher training with regards to accessibility is also completed.

7. Does your organization provide information in an accessible format? *
(If Yes, please answer additional questions)

Yes No

[Read O. Reg. 191/11, s. 80.51 \(1\): Format of documents](#)

[Learn more about your requirements for question 7](#)

7.a. Is the provision of information in accessible format done so in a timely manner that takes into account the individual's disability? *

Yes No

[Read O. Reg. 191/11, s. 80.51 \(1\): Format of documents](#)

[Learn more about your requirements for question 7.a](#)

Comments for question 7.a Where needed, the Municipality will also provide customized emergency information to assist an employee with a disability during an emergency. With the employee's consent, the Municipality will provide workplace emergency information to a designated person who is aiding that employee during an emergency. The employer will review all Individual Workplace Emergency Response Plans, attached as Schedule "D" to By-law 2021-27 when the employee transfers to a different workplace location, when the plan requires review/updating and when the general emergency plan is reviewed/updated.

7.b. Is the provision of information in accessible format at a cost no more than the regular cost charged to other persons? *

Yes No

[Read O. Reg. 191/11, s. 80.51 \(1\): Format of documents](#)

[Learn more about your requirements for question 7.b](#)

Comments for question 7.b By-law 2021-27 Establish policies and procedures for Integrated Accessibility Standards Regulations for Municipality of Northern Bruce Peninsula

8. Does your organization ever require a person with a disability to be accompanied by a support person when on your premises? * Yes No
(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 80.47 \(5\): Use of service animals and support persons](#)

[Learn more about your requirements for question 8](#)

- 8.a. Does your organization do all of the following before requiring a person with a disability to be accompanied by a support person on your premises: * Yes No
- Consult with the person with a disability?
 - Determine a support person is necessary to protect the health or safety of the person with a disability or others on premises?
 - Determine that there is no other way to protect the health or safety of the person with a disability or others on premises?

[191/11, s. 80.47 \(5\): Use of service animals and support persons](#)

[Learn more about your requirements for question 8.a](#)

Comments for question 8.a **If a customer with a disability is accompanied by a support person, the Municipality will ensure that both people may enter the premises together and that the customer is not prevented from having access to the support person. There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, the Municipality will make every reasonable attempt to resolve the issue.**

In situations where confidential information might be discussed, consent will be obtained from the customer before any potentially confidential information is mentioned. The Municipality will not charge the support person any fees or fares where a person with a disability requires a support person to access goods or services.

Employment

9. Does your organization employ any persons with disabilities for whom you have provided individualized workplace emergency response information? * Yes No
(If Yes, please answer additional questions)

[Read O. Reg. 191/11, s. 27 \(1\): Workplace emergency response information](#)

[Learn more about your requirements for question 9](#)

- 9.a. Does your organization review the individualized workplace emergency response information for all of the following? * Yes No
- When the employee moves to a different location in the organization?
 - When the employee's overall accommodation needs or plans are reviewed?
 - When your organization reviews its general emergency policies?

[Read O. Reg. 191/11, s. 27 \(4\): Workplace emergency response information](#)

[Learn more about your requirements for question 9.a](#)

Comments for question 9.a

9.b. Do any of the employees for whom your organization has provided individualized workplace emergency response information require assistance? * Yes No
(If Yes, please answer additional questions)

[Read O. Reg. 191/11, s. 27 \(2\): Workplace emergency response information](#)

[Learn more about your requirements for question 9.b](#)

Comments for question 9.b

9.b.i Has your organization, with the employee's consent, provided the workplace emergency response information to the person designated to provide assistance to the employee? * Yes No

[Read O. Reg. 191/11, s. 27 \(2\): Workplace emergency response information](#)

[Learn more about your requirements for question 9.b.i](#)

Comments for question 9.b.i

9.b.ii Was the individualized workplace emergency response information provided as soon as practicable after your organization became aware of the need for accommodation due to the employee's disability? * Yes No

[Read O. Reg. 191/11, s. 27 \(3\): Workplace emergency response information](#)

[Learn more about your requirements for question 9.b.ii](#)

Comments for question 9.b.ii

Design of public spaces

10. Since January 1, 2017, has your organization constructed new or redeveloped any of the following items? * Yes No

- Outdoor public use eating areas
- Outdoor play space
- Off-street parking
- Service counter
- Fixed queuing guides
- Waiting areas

(If Yes, please answer additional questions)

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 10](#)

10.a. Where applicable, do the newly constructed or redeveloped items meet the general requirements as outlined in the Design of Public Spaces Standards? * Yes No

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 10.a](#)

Comments for question 10.a [The front reception area had to be revamped to accommodate COVID 19 protocol and a window and counter were installed. The counter height is accessible for persons using a assisted device.](#)

10.b. Does your organization's multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order? * Yes No

[Read O. Reg. 191/11, s. 80.44: Maintenance of accessible elements](#)

[Learn more about your requirements for question 10.b](#)

Comments for question 10.b

[Service disruptions may occur for reasons that may or may not be within the control or knowledge of the Municipality of Northern Bruce Peninsula. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods 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.](#)

[The Notice of Service Disruption form included as Schedule "E" to By-law No. 2021-27 will be utilized and posted accordingly in the case of a service disruption.](#)

[If 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](#)

AODA

11. Is your organization a municipality with population of 10,000 or more? * Yes No
(If Yes, please answer additional questions)

[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29: Municipal Accessibility Advisory Committees](#)

[Learn more about your requirements for question 11](#)

11.a. Has your organization established an accessibility advisory committee as described in Section 29 of the AODA? * Yes No
(If yes, please answer additional questions)

[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29: Municipal Accessibility Advisory Committees](#)

[Learn more about your requirements for question 11.a](#)

Comments for question 11.a

11.a.i Is the majority of members in the committee persons with disabilities? *

Yes No

[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29: Municipal Accessibility Advisory Committees](#)

[Learn more about your requirements for question 11.a.i](#)

Comments for
question 11.a.i

11.a.ii Has the committee provided advice to council about site plans and drawings (as described in Section 41 of the *Planning Act*) as well as advice on the requirements and implementation of accessibility standards? *

Yes No

[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29: Municipal Accessibility Advisory Committees](#)

[Learn more about your requirements for question 11.a.ii](#)

Comments for
question 11.a.ii

Organization category [Designated Public Sector](#)

Number of employees range [50+](#)

Filing organization legal name [The Corporation of the Municipality of Northern Bruce Peninsula](#)

Filing organization business number (BN9)

Fields marked with an asterisk (*) are mandatory.

E. Accessibility compliance report summary

Your responses to the questions on your accessibility report indicate that your organization is in compliance with AODA standards. **Your organization may be audited to verify compliance.**