



Corporation of the City of Port Colborne

Multi-Year Accessibility Plan

The Accessibility Plan for 2014-21 outlines the policies and actions that The City of Port Colborne will put in place to improve opportunities for people with disabilities.

Statement of Commitment

The City of Port Colborne is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

The City of Port Colborne is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

The City of Port Colborne will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members. The City's policy on training is outlined in the Accessible Customer Service Policy (2010).

Kiosks

The City of Port Colborne will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by January 1, 2014.

Consult with the City's Accessibility Advisory Committee

- Require that the build, design or procure be in accordance with the City's adopted Facility Accessibility Design Standards, or the Integrated Accessibility Standard Regulations with respect to Build Environment (which will supersede once it is enforced under the Ontario Building Code).

Information and Communications

The City of Port Colborne is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

The City of Port Colborne has already received written confirmation from our website designers that our website conforms with WCAG 2.0, Level AA.

The City of Port Colborne already ensures that our feedback processes are accessible to people with disabilities upon request as outlined in our Accessible Customer Service Policy (2010).

The City of Port Colborne already ensures that all publicly available information is made accessible upon request as outlined in our Accessible Customer Service Policy (2010).

Employment

The City of Port Colborne is committed to fair and accessible employment practices notify the public and staff during the advertisement process that, when requested, the City will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

The City of Port Colborne already has a process for accommodation plans and return-to-work policies for employees that have been absent due to a disability. It is handled in coordination with our employee, the employee's medical professional, supervisors and staff by the Health & Safety Coordinator.

The City of Port Colborne, through the Health & Safety Coordinator and supervisors ensures the accessibility needs of employees with disabilities are taken into account if is using performance management, career development and redeployment processes.

The City of Port Colborne will continue to take the appropriate steps required on an individual basis to prevent and remove other accessibility barriers as they are identified.

Design of Public Spaces

The City of Port Colborne will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

The City of Port Colborne will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For More Information

Please contact:

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Accessible formats of this document are available free upon request.