



The Corporation of the Town of Blind River

Accessibility Plan

2011/2012

Submitted by:

Kathryn Poisson

Deputy Clerk

Coordinator – Accessibility Committee

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1 Message from Mayor



Town of Blind River

On behalf of Town Council, I am pleased to endorse and support the 2011/12 Accessibility Plan for the Town of Blind River.

We are encouraged and excited that this plan will further promote providing increased opportunities for persons with disabilities in our community. I am delighted that Town staff, Council and members of the community have committed to serve on the Accessibility Committee who will support current and future accessibility initiatives.

We look forward to implementing the provincial accessibility standards and legislation; therefore ensuring that Blind River becomes a barrier free community.

Kind regards,

Sue Jensen
Mayor
Town of Blind River
Email: sue.jensen@blindriver.ca
Phone: (705) 356-2251
Fax: (705) 356-7343
Cell: (705) 227-1559

2 Executive Summary

The 2011/12 Accessibility Plan is created in accordance with the Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility with Disabilities Act, 2005 (AODA). The plan describes the commitments to improve increasing accessibility as prescribed in the Acts.

Input to date has been provided by Town staff, Council and members of the community. An Accessibility Advisory Committee is currently being put in place and all documentation has and will continue to be approved by Council.

3 Accessibility Advisory Committee

Key contact:

Kathryn Poisson – Deputy Clerk
Corporation of the Town of Blind River
kpoisson@blindriver.ca

Bs: (705) 356-2251

Fax: (705) 356-7343

Cell: (705) 227-1483

Committee membership includes:

- Town representative: Kathryn Poisson – Deputy Clerk
- Town representative: John Jones – Chief Building Officer
- Council representative: Randy Leonard
- Business representative: TBD
- Business representative: TBD
- Community representative: TBD
- Community representative: TBD
- Community representative: TBD
- Community representative: TBD

Note: 51% of the committee members will be comprised of persons living with a disability

4 Background

“Blind River, a community of approximately 3,600 people, is less than 2 hours away from Sault Ste. Marie or Sudbury via the Trans-Canada (Highway 17) located on the scenic North Channel of Lake Huron”.

AccessAbility Advantage, a joint venture between March of Dimes Canada and Quadrangle Architects Limited, was contracted to complete the following initiative with the Town of Blind River.

- 1 Review past accessibility initiatives and successes, identifying, removing and preventing barriers;
- 2 Identifying (list/categorize) barriers that might be addressed in the coming year; and
- 3 Set priorities and develop strategies to address barrier removal and prevention.

The following activities were facilitated and completed by the accessibility consultant in conjunction with many of Blind River’s primary stakeholders.

- √ Telephone interviews were conducted with all Town Managers prior to the consultant arriving on site (See Appendix...)
- √ A full physical access audit was conducted re: all municipal buildings (See Appendix...)
- √ The consultant met with the Clerk and the Deputy Clerk reviewing the consultation process along with developing the Accessibility Plan framework (See Appendix...)
- √ Consultant developed a comprehensive tool kit as a reference guide specifically for the Town of Blind River including the current standards; best practices and resources.

- √ A Community Meeting was facilitated introducing, reviewing and discussing the ODA, AODA and specifically the Customer Service Standard.
- √ The Deputy Clerk has been appointed as the primary contact person with regard to managing the Accessibility Plan; ensuring that the plan is posted on the Town website and ensuring that all stakeholders understand that the plan is in place. The Deputy Clerk is also responsible for organizing an Accessibility Committee which will be comprised of one representative from the Town; one representative from Council; at least one business person; one representative in Tourism and at least 51% of the members shall be persons living with a disability.
- √ The Town of Blind River purchased 22 E-Learning license's with the intention that the primary full-time staff members complete the training in a timely manner.
- √ The consultant facilitated a final meeting with the Clerk, management and council members presenting 'highlights' with regard to key findings; accomplishments to date and next steps.
- √ The consultant made it clear to both the Clerk and the Deputy Clerk that she is available to engage in further discussion with regard to supporting the AODA compliance process.

In summary, Blind River is a lovely northern Ontario town. Similar to many towns in small town Ontario, it has its challenges. The 'one step' in downtown Blind River will ultimately need to be addressed in order to provide equal access to any potential customer. Signage needs to be increased including maps and brochures available in alternative formats. Ongoing and consistent customer service training is a key component to ensure that everyone who represents Blind River is on the same page. These stakeholders include:

- All town employees (F/T; P/T; contract; summer staff)

- Council members and council committee members
- Any third parties providing service to the Town

Based on the conversations with Town staff, Council and other members of the community; it is apparent that there is a willingness and a desire to move the AODA agenda forward. Blind River has a lot to offer and as the AODA standards become imbedded into the fabric of the Town – all community members and visitors will truly receive increased access both from a customer service and built environment perspective.

5 Integrated Accessibility Standard

(Formerly the Information & Communications, Employment and Transportation Standards)

Initially three separate standards were prepared for Accessible Information and Communications; Employment Accessibility and Accessible Transportation. On May 31, 2010, the Ontario government announced that it would integrate the three standards into one streamlined standard, renamed the “Integrated Accessibility Standard”. The other standards will ultimately be incorporated into this standard in the future.

The Integrated Accessibility Standard is divided into five sections. 1) general requirements that are common across all areas, 2) employment, 3) information and communications, 4) transportation, and 5) compliance. Public and private sectors are required to identify, remove and prevent barriers in these areas.

The Integrated Accessibility Standard was posted for public review until October 16th, 2010, after which the Standards Development Committee began incorporating the feedback. On February 1st, 2011 the Integrated Accessibility Standard was re-posted for a public review period of 45 days until March 18th, 2011. Any additional feedback that is approved will

be incorporated in the Regulation. The Regulation was released in early July 2011.

The Town of Blind River is committed to implement the requirements of this standard within the timelines provided. Working with all the Town departments, the first task is to identify any barriers that exist in these areas, discuss next steps and implement the processes and procedures which will ultimately remove these barriers.

6 Accessible Built Environment Standard

The purpose of this standard is to take the first steps to prevent and remove barriers in the built environment by 2025. Blind River will concentrate on the first five years after the standard becomes law. The standard includes new construction and extensive renovations and changes in the use of a built environment, but does not include retrofits to existing buildings. Built Environment refers to buildings, roads, sidewalks, traffic lights and trails.

The Town of Blind River recently experienced a built audit facilitated by an AccessAbility Advantage consultant. Please see the chart below with regard to recommendations including timelines.

7 Accessibility Summary – Municipal buildings

Physical Access Audit, conducted in July 2011 by Catherine Smart.

Building	Accessible*	Moderately Accessible*	Inaccessible*
Municipal Office			X
Senior's complex		X	
Community Centre	X		
Marine Park	X		
Public Works	X		
Public Library		X	
Development Corp.			X
Medical Centre			X
Fire Department		X	
Information Centre		X	
Senior's Centre		X	

*Definitions

Accessible: Meets and or exceeds the CSA B 651 standard

Moderately Accessible: Partially meets the CSA B 651 standard

Inaccessible: Does not meet CSA B 651 standard

8 Built Environment Audit - Recommendations

Building	Barrier(s)	Strategy for removal or prevention	Timeline re: completion
Municipal Office	Accessible parking spots and signage do not exist	Install accessible parking spot(s) with appropriate signage by the end of 2011	December 31 st , 2011
	Front entrance – not accessible	Attached signage at front entrance indicating “accessible entrance at rear of building”.	
	No automatic door opener	Install an automatic door opener with appropriate signage at rear entrance of building	
	Ramp at rear of building not flush to the surface	Ensure that ramp is flush to the surface at the rear entrance of the building	
	Hallways currently cluttered	Ensure that all hallways are free of clutter	
	Reception counter not currently accessible	Ensure that a cut-out is installed in the reception counter top	

Building	Barrier(s)	Strategy for removal or prevention	Timeline re: completion
	Current washrooms are completely inaccessible	Recommend that a universally accessible washroom is installed replacing the existing inaccessible units.	
	Work spaces are currently crowded and cluttered	Recommend that additional storage be secured in order to open up the work space.	
	None to limited accessible phones and or alternative signage	Recommend that an accessible phone with large numbers and volume control be available to the public and that a Town wide signage audit be facilitated ensuring consistent messaging throughout the community.	
	Signage	All future signage needs to be consistent with the Town corporate brand; font and colour size as indicated in CSA B-651 standard.	
Seniors Complex	Accessible parking spots and signage do not exist	Install accessible parking spot(s) with appropriate signage by the end of 2011	
	Inaccessible washroom on main floor	At minimum install grab bars; a raised toilet seat and a mirror to code.	December 31 st , 2011

Building	Barrier(s)	Strategy for removal or prevention	Timeline re: completion
	Large lip exiting from lounge to back patio	Install a small ramp exiting from lounge to back patio	
	No accessible phone currently available in common area(s)	Install a pay phone in front entrance of building	
	Signage	All future signage needs to be consistent with the Town corporate brand; font and colour size as indicated in CSA B-651 standard.	
Fire Department	No upright accessible parking sign	Install an accessible parking sign	
	No automatic entrance doors	Install automatic entrance doors with appropriate signage	
	No raised toilet seat available	Ensure a raised toilet seat is available on site based on need	
	Cluttered workspace	De-clutter work space ensuring the floor space is clear.	
Community Centre	No automatic door opener	Install automatic entrance doors with appropriate signage	
	No raised toilet seat available	Ensure a raised toilet seat is available on site based on need	

Building	Barrier(s)	Strategy for removal or prevention	Timeline re: completion
	Signage	All future signage needs to be consistent with the Town corporate brand; font and colour size as indicated in CSA B-651 standard.	
Public Works	This building is less than 1 year old and has the most accessible washrooms including accessible showers in Town! Excellent example of best practice.	This building does not require any upgrades at this time.	
Marine Park – Very accessible, welcoming marina	No upright accessible parking sign	Install an accessible parking sign	
	Counter top in office too high	Install a cut out in counter top	
	Cluttered workspace	De-clutter workspace ensuring the floor space is clear.	
	Signage	All future signage needs to be consistent with the Town corporate brand; font and colour size as indicated in CSA B-651 standard.	
	Café has one step into the facility	Install a small ramp to eliminate the step	

Building	Barrier(s)	Strategy for removal or prevention	Timeline re: completion
Timber Village	No upright accessible parking sign	Install an accessible parking sign	
	No automatic door opener	Install automatic entrance doors with appropriate signage	
	Base of ramp uneven	Repave the base of the ramp to ensure a smooth transition	
	Ramp old and very uneven	Recommend that this ramp is either fully reinforced or replaced.	
	Signage	All future signage needs to be consistent with the Town corporate brand; font and colour size as indicated in CSA B-651 standard.	
	Washrooms - inaccessible	Post signage directing customers to access the Tourist Info. Centre washrooms across the road.	
	Cluttered, limited light and poor signage	Reduce or eliminate clutter; increase lighting; install appropriate signage; include audio tapes in future installations	

Building	Barrier(s)	Strategy for removal or prevention	Timeline re: completion
	Front entrance door bell	Install a door bell at the front entrance in the event that there is a customer who requires assistance and is not able to access the stairs.	
Public Library	Surface unlevel at accessible entrance	Re-surface the accessible entrance to ensure it is level	
	No sign directing customers to the accessible entrance	Fix a sign at the front entrance of the building directing customers to the accessible entrance based on need.	
	Hallways are cluttered and not wide enough	De-clutter aisles and hallways ensuring the width of the hallways meet the CSA B-651 standard	
	Women's washroom currently challenging to access	Ensure that the passage way to the women's washroom is free of obstructions.	
	Signage	All future signage needs to be consistent with the Town corporate brand; font and colour size as indicated in CSA B-651 standard.	
Information Centre/ Chamber of Commerce	No automatic door opener	Install automatic entrance doors with appropriate signage	

Building	Barrier(s)	Strategy for removal or prevention	Timeline re: completion
	Hallway to washrooms is narrow leaving little room to manoeuvre.	Open up the washroom area by creating one large entrance and removing the existing wall currently dividing the washroom hallway and the main room in the tourist info. Centre.	
	Signage	All future signage needs to be consistent with the Town corporate brand; font and colour size as indicated in CSA B-651 standard.	
Medical Building	Entrance to building is currently not level	Re-pave entrance to building to ensure that it is level	
	No automatic door opener	Install automatic entrance doors with appropriate signage	
	Current washrooms are completely inaccessible	Recommend that a universally accessible washroom is installed replacing the existing inaccessible units.	
	Signage	All future signage needs to be consistent with the Town corporate brand; font and colour size as indicated in CSA B-651 standard.	

Building	Barrier(s)	Strategy for removal or prevention	Timeline re: completion
Blind River Dev. Corp.	Totally inaccessible. The building is over 30 years old. Clients rarely meet staff in this office.	Recommend that all meetings occur off site and that future accommodation is considered based on need of the employee(s).	
Seniors Cultural Centre	No designated accessible parking spots w. signage	Install one accessible parking spot with appropriate signage	
	Pavement uneven and cracked at front entrance	Re-pave pavement at front entrance to ensure a smooth transition	
	No automatic door opener	Install automatic entrance doors with appropriate signage	
	Ramp is currently not to code	Replace ramp based on the CSA B-651 standard with railings on both sides of ramp	
	No raised toilet seat	Ensure a raised toilet seat is available in both the men's and women's washrooms	

9 Accessibility Initiatives – 2011/12

9.1 Recommendations: Proposed List of Priorities

- 1 Complete and post the Accessibility Plan on the Town of Blind River's website by the end of August 2011 (once approved by Council). It is recommended that the Universal Access icon (See Appendix) is added to the homepage of the Town site and that a new accessibility page is added. This will ensure that all accessibility documentation can be found in one place on the website.
- 2 Circulate a PSA announcing that the Town of Blind River's Accessibility Plan is posted and available to download on the Town website. Indicate that if a person requires the document in alternative format to contact the Town Deputy Clerk directly.
- 3 Circulate a PSA announcing the Deputy Clerk's new role encouraging the community to correspond accordingly with regard to any accessibility related issues. This communication needs to be circulated in a variety of formats ASAP.
- 4 Identify and invite council, members of the business and community at large including persons with a disability to sit on the Blind River Accessibility Committee. This committee shall meet at least 4 times a year. Once the committee is formed the council representative will act as a liaison to council and visa versa. Implementation – End of September 2011.
- 5 Recommend that the Chair of the Accessibility Committee present a deputation to Council after every committee meeting providing updates; presenting objectives for the following year along with making any requests for support.
- 6 Ensure that all Town communication (i.e. Minutes; brochures; notices, etc.) is available and circulated in alternative formats including larger font – minimum 14 point.
- 7 Ensure that the Town website includes accessibility features as recommended in the Tool Kit developed by the consultant.

- 8 Ensure that at minimum all Town staff complete the E-Learning Customer Service Training program by the end of August 2011.
- 9 Consider purchasing additional e-learning licenses' in order for council; part-time and summer staff; volunteers and any third party providing service to the Town is able to complete the training by the end of 2011.
- 10 Ensure that the Customer Service training materials are imbedded in the already established Town training materials. Ensure that all new hires complete the prescribed Customer Service training. Ensure that an annual review occurs for all full time and part time employees regarding the training content.
- 11 Ensure that the Customer Service training is included in every town employee's job description. Ensure that all managers sign off annually confirming that their employees have completed and or reviewed the Customer Service training.
- 12 Once the Accessibility Committee is in place – review the Built Environment recommendations. Develop a 2 to 4 year plan identifying which buildings will receive upgrades based on the consultant's recommendations. (See Appendix...)
- 13 Recommend that a signage audit be conducted within the next year re: directional signs and paths of travel ensuring that all Town signage is consistent meeting the CSA B-651 standard.
- 14 Recommend that an audit be conducted surveying accommodation, restaurant/fast food facilities; as well as shops in the downtown area. This audit will provide a baseline encouraging business owners to increase accessibility and therefore, encourage more traffic from PWD and seniors.
- 15 Recommend that all future Town promotional materials/correspondence be available in 14 point and in easy to read text i.e. Arial.
- 16 Develop a partnership between the Town, Chamber of Commerce and the business community to create a brand(s) further promoting the community and all that it has to offer. In so doing, consider creating a Town of Blind River Travel Guide including a list of accessible and or partially accessible venues for locals and tourists to

visit. Done well (ensure that the information is up to date and accurate including easy to read maps) this kind of information is a confidence builder; as well as can act as a lure to those who might not otherwise consider Blind River as a destination.

10 Draft Customer Service Policy

Customer Service Policy Statement: Providing Goods and Services to People with Disabilities

1. Our mission

The mission of The Corporation of the Town of Blind River is to develop its regional role through progressive and responsible management supporting a friendly and multi cultural community.

2. Our commitment

In fulfilling our mission, Town of Blind River strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3. Providing goods and service to people with disabilities

Town of Blind River is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

3.2 Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by communication that apply, e.g. email, relay services and T.V. 10 if telephone communication is not suitable to their communication needs or is not available.

3.3 Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

We will also ensure that staff knows how to use the following assistive devices available on our premises for customers: Manual wheelchair.

3.4 Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: for example, hard copy, large print, e-mail and will accommodate based on need.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

3.5 Will accommodate based on need.

4. Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter **Town of Blind River's** premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

5. Notice of temporary disruption

Town of Blind River including all facilities will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

6. Training for staff

Town of Blind River will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

All Blind River employees, Council, committee members, summer staff, occasional staff, volunteers, third party

This training will be provided within the first two weeks after staff commences their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

- How to use the devices, e.g. wheelchair lifts, relay services, stair lift, etc., available on provider's premises or otherwise that may help with the provision of goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing Town of Blind River's goods and services
- Town of Blind River's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

7. Feedback process

The ultimate goal of Town of Blind River is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Town of Blind River provides goods and services to people with disabilities can be made by e-mail, verbally, suggestion box, feedback card. All feedback will be directed to Kathryn Poisson, Deputy Clerk for Blind River. Customers can expect to hear back within three business days.

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

8. Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Town of Blind River that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, Kathryn Poisson, Deputy Clerk of Town of Blind River.

Appendix A: Sample Documents for Notifying the Public about Disruptions in Service

Sample 1

Dear Customers,

The east elevators will be out of service from April 1 to 15 for routine maintenance. To access the upper level of the shopping centre, please use the elevators at the west end of the building next to the food court. We regret any inconvenience this may cause. If you have questions or concerns, please call [phone number].

Thank you.

Management

Sample 2

Dear Guests,

Our accessible washroom is out of service due to a broken pipe. A repair person will be on the premises tomorrow to fix it. In the interim, we have made arrangements for our guests to use the accessible washroom at 123 Main Street, which is located next door to our premises. We apologize for any inconvenience.

Thank you.

Management

Appendix B: Sample Documents for Obtaining Feedback

Sample 1

Customer Feedback Form

Thank you for visiting [**company name**]. We value all of our customers and strive to meet everyone's needs. Please tell us the date and time of your visit:

Did we respond to your customer service needs today?

Yes No

Was our customer service provided to you in an accessible manner?

Yes Somewhat No (Please explain below)

Did you have any problems accessing our goods and services?

Yes (Please explain below) Somewhat (Please explain below) No

Please add any other comments you may have:

Contact information (optional)*:

Thank you.
Management

***Please note:** There may be privacy implications for organizations collecting personal information. Providers should seek their own legal advice regarding the privacy implications of collecting personal information in this manner.

Sample 2

Record of Customer Feedback

Date feedback received: Name of customer **[optional]**: Contact information (if appropriate)*:

Details:

Follow-up:

Action to be taken:

Staff member: Date:

*Please note: There may be privacy implications for organizations collecting personal information. Providers should seek their own legal advice regarding the privacy implications of collecting personal information in this manner.

Appendix C: Sample Notices on the Feedback Process Feedback process on provision of goods or services to people with disabilities

Sample 1

Dear Valued Customers,

We strive to improve accessibility for our customers with disabilities. We would like to hear your comments, questions and suggestions about the provision of our goods or services to people with disabilities. Please contact Customer Service in person, by mail or at [phone number] or by email [email address] to share your comments.

Thank you.

Management

Sample 2

Dear Valued Customers,

We strive to improve accessibility for our customers with disabilities. We welcome your feedback. Please call [phone number] or email [email address] to share your comments, or request a copy of our accessibility policy.

Thank you.

Management

Appendix D: Compliance assistance resources

You can order a copy of the customer service standard or get more information about it by contacting the following:

Accessibility for Ontarians with Disabilities Act (AODA) Contact Centre ServiceOntario Toll-free: 1-866-515-2025 TTY: 416-325-3408 / Toll-free 1-800-268-7095 Fax: 416-325-3407

You may also want to refer to the **Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07.**

Further information that will help providers comply with the standard may be found on the Accessibility Directorate's compliance assistance website at www.AccessON.ca/compliance.

To read the Accessibility for Ontarians with Disabilities Act:

1. Go to the website www.AccessON.ca/compliance
2. Click on the [Accessibility for Ontarians with Disabilities Act, 2005](#)
3. This will take you to the act.

To read the customer service standard:

1. Go to the website www.AccessON.ca/compliance
2. Click on [Accessibility Standards for Customer Service Regulation, O. Reg. 429/07](#)
3. This will take you to the customer service standard.

11 Implementation, Communication and Distribution of Plan

The 2011/12 Accessibility Plan is approved by Council and will be approved by the Accessibility Advisory Committee once in place.

The Plan is posted on the Town website, for public viewing, under www.blindriver.com. Alternative formats are available upon request from:

Kathryn Poisson – Assistant Deputy Clerk
Corporation of the Town of Blind River
kpoisson@blindriver.ca

Bs: (705) 356-2251
Fax: (705) 356-7343
Cell: (705) 227-1483

The Plan will also be distributed to all Town of Blind River departments and Town Council members; as well as neighbouring community Accessibility Advisory Committees and municipalities, local agencies that support persons with disabilities, local hospitals and school boards.

A media release will be issued to local media informing the public that the document is available for review.

12 Summary

The Town of Blind River is committed to support an inclusive, barrier free community and will ensure that this commitment is met. In addition to fully implementing the Customer Service standard, the Town of Blind River will commit to implementing the Integrated Accessibility Standard; as well as the Accessible Built Environment Standard as prescribed in the Act.

The Plan will be reviewed in accordance with the AODA, allowing Council, staff and the public to assess its effectiveness and reflect the needs of community as required.

13 Resources

- Canadian Standard Association – B-651 Accessible Design for the Built Environment standard
- The Firefighter’s Guide – Fire Safety for People with Disabilities (Available through the Canadian Paraplegic Association)
- Clearing Our Path – Accessibility Recommendations for the Built Environment – Recommendations on how to make public places accessible to people who are blind, visually impaired and deaf blind. (Available through the Canadian National Institute for the Blind).
- Canadian Standards Association B-480 – Customer Service for Persons with a Disability
- Canadian Standards Association Z614-98 – Children’s Play spaces
- Accessibility Audit Final Report by CNIB and CHS for Sunnybrook – ‘07
- Moving to Inclusion – Active Living Alliance for Canadians with a Disability
- Ontario Building Code

- Ontario Human Rights Code – Barrier Free Employers, Guide to employment accommodation for people with disabilities
- Ontario Disabilities Act 2001
- Accessibility for Ontarians with Disabilities 2005
- City of London – 2006 Facility Accessibility Design Standards
- ADA Accessibility Guidelines for Buildings and Facilities, United States
- Barrier Free Architectuals – Assistive devises; roll in showers, etc. 1-877-717-7027 – www.barrierfree.org

Web Sites

- AccessAbility Advantage – www.AccessAbilityAdvantage.ca
- Abilities Foundation – www.abilities.ca
- Active Living Alliance – www.ala.ca
- Canadian Standards Association – www.csa-international.org
- March of Dimes Canada – www.dimes.on.ca
- Canadian National Institute for the Blind – www.cnib.ca
- Canadian Hearing Society – www.chs.ca
- Ontarians with Disability Act – www.oda.on.ca
- Americans with Disabilities Act – www.usdoj.gov/crt/ada/
- Ministry of Community and Social Services – www.accesson.ca

Customer Service E-Learning Training Contact:

Accessibility Advantage – (416) 949-2071 or www.AODATraining.org