

**STAFF REPORT TO COUNCIL**

**FROM** Melissa Hilgendorff, Human Resources Coordinator  
**DATE** February 16, 2021  
**REPORT** HR-01-21  
**SUBJECT** **Multi-Year Accessibility Plan Progress Report**

**RECOMMENDATION**

THAT Council receive Report HR-01-21 Multi-Year Accessibility Plan Progress Report for information.

**BACKGROUND**

The Accessibility for *Ontarians with Disabilities Act, 2005* (AODA) is an evolving legislation with the goal of creating an accessible Ontario by the year 2025. The AODA is comprised of five standards known collectively as the Integrated Accessibility Standards Regulation (IASR), Ontario Regulation 191/11:

- Customer Service Standard
- Information and Communications Standard
- Employment Standard
- Transportation Standard
- Design of Public Spaces Standard

Under the IASR, designated public sector organizations are required to develop and maintain Multi-Year Accessibility Plans and prepare an annual status report on the progress of measures taken to implement these plans.

**DISCUSSION**

The following table summarizes the initiatives identified in the Town of Hanover's 2019-2021 Multi-Year Accessibility Plan and the progress that was made throughout 2020.

PART I: GENERAL REQUIREMENTS	
INITIATIVE	2020 PROGRESS
Review and revise accessibility policies. Note this item also applies to Part IV.2 Customer Service.	This was originally planned to occur in 2020 but has been deferred to 2021.
Relocate the Finance counter in the Civic Office with consideration for universal design.	The counter was relocated in summer 2020 while the Civic Centre was closed due to COVID-19 which mitigated any disruption of service to the public. The counter offers both standing and sitting-height service areas.
Consider on-boarding and training capabilities available within new modules of Dayforce.	An upgrade to Dayforce began in June 2020 and remains in progress. Consideration is being given to streamline on-boarding and training processes and documentation, including accessibility training.

**PART 2: INFORMATION AND COMMUNICATION**

<b>INITIATIVE</b>	<b>2020 PROGRESS</b>
Respond to all accessibility-related feedback received.	Human Resources and Parks & Recreation met with a community member in February 25, 2020 to hear suggestions for further improving the accessible changeroom at the P&H Centre. The Town applied for funding to assist with purchasing a lift but was denied. Further funding opportunities are being explored.  No other feedback was received throughout 2020 related to Town facilities.
Develop and provide resources to staff to support the creation of accessible documents.	Representatives from the Clerk's department participated in accessible documents training in December 2020. Information from this training will be incorporated into everyday document development and shared with staff.
Consider on-boarding and training capabilities available within new modules of Dayforce.	An upgrade to Dayforce began in June 2020 and remains in progress. Consideration is being given to streamline on-boarding and training processes and documentation, including accessibility training.
Develop individual emergency response plans for staff, as required. This also pertains to Part III: Employment.	Formal emergency response plans are in place for two staff members and are reviewed on a regular basis.
Monitor the effectiveness of evacuation drills in public buildings and provide education to the public on emergency preparedness and safety.	The Hanover Fire Department's ability to conduct standard evacuation drills in public buildings was impeded by COVID-19 and related restrictions. However, firefighters continued training throughout 2020 to aid in the successful rescue of persons of all abilities.  Emergency evacuation and safety information remains available to the public on the Town's accessibility webpage.
Ensure compliance with WCAG 2.0 Level AA accessibility requirements to meet the January 1, 2021 deadline.	A refresh of the Town's web platform occurred in 2019 and included Level AA requirements. In December 2020 the web platform developer was enlisted to conduct an accessibility audit of the Town's website.  A co-op student in Economic Development provided support in checking the accessibility of website content and those mainly responsible for posting content received training on creating accessible documents.
Supply accessible content, formats, and services to patrons of the Hanover Public Library.	The Library works on an ongoing basis to provide accessible content, formats and support to patrons. The Library was creative throughout 2020 to provide services even during COVID-19 disruptions.

**PART III: EMPLOYMENT**

<b>INITIATIVE</b>	<b>2020 PROGRESS</b>
Encourage persons with disabilities to apply for employment opportunities with the Town.	All job postings issued throughout 2020 invited persons with disabilities to apply to the position.
Ensure all hires are informed that accommodations related to disability will be provided.	All new hires in 2020 received notification of the provision of accommodations within their offer of employment.

	As an added proactive measure, new hires also confirm whether or not they require accommodation while completing new hire forms.
Provide accessible and/or alternative formats to staff, as requested.	One request for information in an alternative format was received in 2020. This staff member was accommodated and received the required information successfully.
Review and update processes related to Individual Accommodation Plans.	A formal policy and guideline related to Individual Accommodation and Emergency Response Plans were released in February 2020.
Review and update processes related to Return to Work.	A formal policy and guideline related to Return to Work were released in February 2020.
Consider accessibility needs within performance reviews and development plans.	Supervisors and Human Resources work together to ensure effective supports are in place for employees. Consideration for accessibility throughout the appraisal and development of an employee has been incorporated into HR-001 Personnel Policy.
<b>PART IV: TRANSPORTATION</b>	
<b>INITIATIVE</b>	<b>2020 PROGRESS</b>
Remain committed to accessibility of transportation services within the municipality.	Hanover provided input to the Grey Transit Route from an accessibility perspective through participation on the Grey County Joint Accessibility Advisory Committee.
<b>PART V: DESIGN OF PUBLIC SPACES</b>	
<b>INITIATIVE</b>	<b>2020 PROGRESS</b>
Consult the Joint Accessibility Advisory Committee when reconstructing or developing public spaces as designated under the AODA.	<p>Replacement of two bridges along the community trails did not occur in 2020 as originally anticipated. This will be brought to the committee when the project commences.</p> <p>No other changes took place to designated spaces under the AODA; however, the Director of Building &amp; Development/ CBO presented site plans to the committee for the Esso gas bar located on 7<sup>th</sup> Avenue for review and input.</p> <p>Improvements to sidewalks occurred in compliance with all standards; including accessibility standards.</p>
Implement the Temporary Service Disruption notification process, as required.	The Town was required to close many public facilities during COVID-19. Notification of closure was made publicly available at each physical location as well as online on web pages, through social media and print media platforms. Alternative methods of providing services were implemented, as permitted under COVID-19-related legislation and as practicable.
<b>ADDITIONAL INITIATIVES</b>	
<b>INITIATIVE</b>	<b>2020 PROGRESS</b>
Actively participant in Grey County Joint Accessibility Advisory Committee (GCJAAC) Meetings.	<p>Human Resources represented the Town of Hanover at various GCJAAC meetings throughout 2020.</p> <p>One meeting was hosted at the Civic Centre.</p>

Support and promote accessibility within local businesses.

Initiatives such as a presentation at a Chamber of Commerce Luncheon, development of resource materials and awards for recognition of accessibility efforts were deferred as efforts for supporting local businesses shifted to a COVID-19 focus for 2020.

## FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

## LINK TO STRATEGIC PLAN

This report supports the indicated Strategic Directions and Goals of the Town of Hanover.

Strategic Direction #1: **Economic Development**

Goal: To create an environment that supports economic diversification, a broader range of attractive employment opportunities and our role as a regional centre in order to retain existing residents and businesses and attract investment and new families to the community.

Strategic Direction #2: **Community**

Goal: To support initiatives that contribute to healthier residents, more active and rewarding lifestyles, increased cultural activity and a safer community.

Strategic Direction #3: **Environment**

Goal: To preserve or enhance our natural surroundings while implementing local initiatives toward a more sustainable community.

Strategic Direction #4: **Sustainable Municipal Operations**

Goal: To continuously review the financial and operational aspects of municipal programs and services and support the maintenance, rehabilitation and reconstruction of our infrastructure.

Respectfully submitted,



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Human Resources Coordinator

Concurrence,



Brian Tocheri  
CAO/Clerk