

TOWNSHIP OF CHAMBERLAIN ACCESSIBILITY PLAN

EXECUTIVE SUMMARY

The purpose of the Ontarians with Disabilities Act, 2001 (ODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the Province. The ODA mandates that all municipalities prepare annual accessibility plans.

MISSION

The Township of Chamberlain is committed to providing a barrier-free municipality for employees, citizens and all who live, work, visit and invest in the Township of Chamberlain.

COMMITMENT

In fulfilling our mission, the Township of Chamberlain strives at all times to provide 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.

The Township of Chamberlain 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:

Communication

We will communicate with people with disabilities in ways that take into account their disability. Township staff who communicates with customers **will be trained** on how to interact and communicate with people with various types of disabilities.

Telephone Services

The Township of Chamberlain is committed to providing fully accessible telephone service to our customers. We will train our staff to communicate with customers over the telephone in clear and plain language, to speak clearly and slowly and to tailor their responses as much as possible in support of the individual. We will offer to communicate with customers by email, written text, or in person if telephone communication is not suitable to their communication needs or is not available.

Personal 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 township staff is trained and willing to accommodate customers with disabilities while accessing our goods or services.

Correspondence, Invoices and other Documentation

The Township of Chamberlain is committed to providing accessible information to all of our customers.

For this reason correspondence, invoices, reports and all other documentation can be provided in the following formats upon request: large print, e mail and hard copy.

The Township will provide a document or information contained in a document, in a format that takes into account the customer's disability. The Township of Chamberlain and the customer with the disability will agree upon the format to be used for the document or information provided.

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

Service Animals

The Township of Chamberlain is committed to welcoming people with disabilities who are accompanied by a service animal in the areas 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.

An animal is considered to be a service animal for a person with a disability if:

it is readily apparent that the animal is used by the person for reasons relating to his or her disability;

the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Persons

The Township of Chamberlain is 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 the Township of Chamberlain 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.

A “support person” means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Fees will not be charged for support persons for admission to the Township of Chamberlain’s premises.

Notice of Temporary Disruption

The Township of Chamberlain 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.

Notice may be given by posting the information at all public entrances and service counters on our premises.

Staff Training

The Township of Chamberlain will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and to 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:

Every person who participates in developing the policy, practices and procedures under Ontario Regulation 429-07 - Accessibility Standards for Customer Service, will be trained.

Every person who deals with the public on behalf of the township including 3rd party employees, agents, volunteers and co-op students:

- Council Members
- Administrative Staff
- Public Works Department
- By- Law Officer
- Waste Site Attendant
- Summer Students - Recreational Programs

All new employees will receive the training within 30 days of their date of hire.

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,
- What to do if a person with a disability is having difficulty in accessing the Township of Chamberlain's goods and services, and
- The Township of Chamberlain's policies, practices and procedures relating to the customer service standard.

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.

Training Records

Training Records shall be kept, including the dates when the training is provided, the number of individuals to whom training was provided and the signature of all those individuals trained on a particular date.

Employment

Employment practices will be accessible including recruitment, employee accommodation, employee accommodation, employees returning to work, performance management and career development and redeployment as per regulation.

Feedback Process

The ultimate goal of the Township of Chamberlain is to meet and surpass customer expectations while serving all people, including those with disabilities. Comments regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the Township of Chamberlain provides goods and services to people with disabilities can be made by completing the Accessible Customer Service Feedback Form, by mail, email, or verbally. All feedback should be directed to:

Clerk-Treasurer/CAO
467501 Chamberlain Road 5
R. R. # 3
Englehart, Ontario POJ 1H0
Phone: (705) 544-8088
Fax: (705) 544-1118
Email: clerkofchamberlain@ontera.net

Modifications to this or Other Policies

The Township is 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, by-laws, programs, practices and services before considering the effect on accessibility for persons with disabilities.

Any policy of the Township of Chamberlain that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions Concerning this Policy

This policy exists to achieve service excellence to customers with disabilities.

If anyone has a question about a policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Clerk-Treasurer/CAO of the Township of Chamberlain.

Not all by-law, programs, policies, and or services are offered or reviewed yearly by council and staff.

SCHEDULE “A”

THE CORPORATION OF THE TOWNSHIP OF CHAMBERLAIN

Municipal Accessibility Plan 2015

Jurisdiction: The boundaries of the Township of Chamberlain, and the annexed portions of the Township of Pacaud and the Township of Marter.

Name & Address: The Corporation of the Township of Chamberlain
467501 Chamberlain Road 5
R. R. # 3 Englehart, Ontario P0J 1H0

Contact: Clerk-Treasurer/CAO
Phone-705 544-8088 Fax- 705 544 1118
Email: clerkofchamberlain@ontera.net

<i>Population:</i>	Age	Male	Female
	0-4	5	5
	5-19	25	20
	20-64	90	90
	65+	35	30
	Total	155	145

Total population **300**

Municipal profile: Centrally located in the District of Timiskaming, The Township of Chamberlain, an agricultural-based community, is accessed north/south by the TransCanada Highway (#11)

This agricultural community has a population of approximately 300. Chamberlain is proud of the quiet lifestyle it offers residents, and boasts its natural beauty to friends and neighbours.

The Township boundaries were surveyed in 1888 and incorporated in the early 1900's. Part of the clay belt, Chamberlain has been influenced by third and fourth generation farm families.

Area residents and visitors use the neighbouring Town of Englehart as a service centre for amenities-proximity between these communities facilitates easy access.

COMMUNITY SERVICES & BUILDINGS
Within Municipal Boundaries

Water & Sewer

All of the residents have private owned wells and septic systems

Refuse

Municipally run disposal site which is open to the public 2 days a week.

Municipal facilities

Municipal Office and Recreation Hall

Municipal Garage

Skate Warm-up House, Outdoor Rink/Ball Diamond

SCHEDULE “A” (2)

COMMUNITY SERVICES

Located outside our Municipal Boundaries

Shared Services - Town of Englehart, Township of Evanturel, Municipality of Charlton and Dack

Hospital	Medical Centre
Dental Clinics	Chiropractic Clinics
Museum	Fire Department
Library	Shopping

Policing

Ontario Provincial Police -phone 1-888-310-1122

Ambulance

Call 911

Fire

Call 911

Education

Englehart Public School
Holy Family School
Englehart High School
Englehart HS (Elementary)

BARRIERS IDENTIFIED
(Identify, Remove, and Prevent Barriers)

Task	Justification	Time Line	Measures Taken to Accomplish Task
To make municipal buildings accessible	The Township will continue to break down barriers for persons with disabilities	Doorbell installed. No signage.	Install signage at the entrances of the municipal Recreation Hall/Office and install doorbells.
To continue educating employees on accessibility awareness	To ensure that staff are aware of the barriers facing people with disabilities	Ongoing	Accessibility Awareness Training began in 2009 and will continue for all new staff, volunteers, council, etc.
Review and update of the Accessibility By-law and accompanying plan.	To determine if plan is working and to identify possible barriers to accessibility.	Ongoing but reviewed in its entirety yearly.	Upon review of the plan and the identification of barriers a timeline will be set to complete each task.

MOVING BEYOND BARRIERS

To build upon the foundation of the plan, at the beginning of each new term of council the plan will be:

1. Removing physical barriers and service barriers identified in the Accessibility Plan and to ensure that our municipal building is accessible to all persons with disabilities.
2. To address concerns of the citizens of the Township of Chamberlain on an individual basis.
3. To continue to educate employees on accessibility awareness and provide opportunities for staff to continue to be engaged in eliminating barriers.
4. Working within the framework of the Communications Policy, the Township will continue to further accessible communications.
5. To implement the Regulations of Bill 118, Accessibility for Ontarians With Disabilities Act, 2005.

REVIEW AND MONITORING OF PROCESS

Council is committed to following through with this plan. This plan will be reviewed annually thus allowing council, staff and the public to monitor the barriers identified and the direction to which the Township is moving to remove all barriers under the Ontarians With Disabilities Act. Accessibility Compliance reporting will be completed by December 31st each year.

COMMUNICATION OF THE PLAN

This plan will be available at the office and on the municipal website [**twpofchamberlain.com**](http://twpofchamberlain.com) and we will make every attempt to make it available to those with disabilities for their perusal and review.