

What You Need to Know

[Ontario Regulation \(O. Reg.\) 191/11 – Integrated Accessibility Standards](#) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) requires designated public sector organizations to have a multi-year accessibility plan in place which documents the organization’s strategy to prevent and remove accessibility barriers.

Organizations must establish, review and update these plans in consultation with persons with disabilities and when applicable, with a municipal accessibility advisory committee.

Plans must be updated at least once every five years and a status report must be completed on an annual basis. The plan and status report must be posted on the organization’s website and be available in an accessible format upon request.

This form includes information to help designated public sector organizations comply with [section 4 of the Regulation](#).

General Disclaimer

This document is provided for general information only as a sample reference to assist organizations in meeting their obligations under the *Accessibility for Ontarians with Disabilities Act, 2005*. Each organization is responsible for understanding and complying with its legal obligations and developing its own policies, procedures and material based on its particular situation. Users are encouraged to seek independent advice and the Government of Ontario, in providing public information on accessibility is not responsible for its usage.

What should you do once you have developed your multi-year accessibility plan?

Regulation 191/11	Requirement	What to do?	In Compliance?
Section 4 (1)	Post plan on website and make it available in an accessible format upon request.	<input checked="" type="checkbox"/> Ensure your organization’s plan is posted online Website Link https://www.welland.ca/Accessibility.asp	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		<input checked="" type="checkbox"/> Communicate that your plan is available in alternate formats upon request Sample To request an alternate format of this plan, please contact [person/email/phone number]	
Section 4 (1)	Review and update the plan at least once every five years.	<input checked="" type="checkbox"/> Determine when your plan was created and/or when was the last time it was updated Date of Plan Creation (yyyy/mm/dd) 2018/01/01	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		Date of Last Review/Update (yyyy/mm/dd) 2020/06/01	
		Date of Next Review/Update (yyyy/mm/dd) 2022/06/01	

Regulation 191/11	Requirement	What to do?	In Compliance?
Section 4 (2)	Review and update the accessibility plan in consultation with persons with disabilities and an accessibility advisory committee (if one has been established).	<p>Determine if you need to establish an accessibility advisory committee. Is your organization a municipality with 10,000 residents or more?</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes,</p> <p>All municipalities with 10,000 residents or more must have a local or joint accessibility advisory committee and involve it in your planning process. Most of the committee members have to be people with disabilities.</p> <p><input checked="" type="checkbox"/> Consult with persons with disabilities and an accessibility advisory committee (if applicable) when reviewing and updating your accessibility plan. Consider documenting how you complete your consultations in your accessibility policies or in the annual status report for your multi-year accessibility plan.</p> <p>Learn more about how municipalities must work with accessibility advisory committees to identify and break down barriers for people with disabilities in their communities.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Section 4 (3)	Prepare and post an annual status report on measures taken to implement the plan. Make the annual status report available in an accessible format upon request.	<p><input checked="" type="checkbox"/> Track the organization's progress in implementing the plan annually</p> <p>Last Annual Status Report</p> <p>June 2020</p> <hr/> <p>See Annual Status Report template</p> <p><input checked="" type="checkbox"/> Ensure your organization's annual status report is posted online</p> <p>Website Link</p> <p>https://www.welland.ca/Accessibility.asp</p> <hr/> <p><input checked="" type="checkbox"/> Communicate that the annual status report is available in alternate formats upon request</p> <p>Sample</p> <p>To request an alternate format of this annual status report, please contact [person/email/phone number].</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Designated Public Sector Annual Status Report Template

City of Welland

Annual Status Report

Name of Organization

City of Welland

has established a multi-year

Name of Organization

accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the *Accessibility for Ontarians with Disabilities Act* and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for (year) 2021 on the progress of measures taken to improve accessibility. The purpose of this report is to track our organization's progress and make the public aware of our initiatives.

This report is available online at <https://www.welland.ca/Accessibility.asp>

To request an alternate format of this annual status report, please contact:

Name (last name, first name) Tosta, Jack

Email accessibility@welland.ca

Telephone number 905-735-1700

ext. 2241

Accessibility Accomplishments in (year) 2021

General Accomplishments Applicable Not applicable

Enter in general initiatives related to accessibility that may or may not be directly related to a regulatory requirement or initiatives that don't fall within a particular standard.

[-Accessibility Policy - Updated wording - Human Resources](#)

Customer Service Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Customer Service Standards. For example, this can include training employees, updating/establishing policies, follow up on feedback received.

[-All Library staff provided with dementia awareness training through the Alzheimer's Association of Niagara \(April/ May 2021\)](#)

[-Continued to provide AODA training to all new hires \(Dunk\) for Library staff](#)

[-City of Welland continued Employee Training - AODA Module \(DUNK\)](#)

[Clerks - relocation to the 2nd floor - provides a more service focus environment for our customers - the relocation to the 2nd floor has resulted in larger work spaces and areas for staff and customers.](#)

Information and Communications Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Information and Communications Standards. For example, this can include creating accessible documents, updating websites to meet accessibility requirements, developing new policies to ensure information/documents are provided in alternate formats, follow up on feedback.

[-Assistive hearing technology installed at the service counters at all locations \(October 2021\)](#)

[-Assistive hearing technology installed in all programming spaces \(October 2021\)](#)

[-New mobile-friendly and accessible website launched to the public \(Nov 1, 2021\)](#)

[-Received a grant to purchase and add decodable, dyslexia-friendly materials to our collection \(Nov/Dec 2021\)](#)

Employment Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Employment Standards. This can include, for example, accommodating all candidates during the recruitment process and employment life cycle, steps taken to ensure accommodation plans and ensuring employees have accessible emergency information.

-Employee Desk Audit – Accessibility for Ontarians with Disabilities Act, 2005

-All job postings are required to have the following at the bottom of each posting:

"The City of Welland is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. The City of Welland is committed to accommodating persons with disabilities. Should you require any accommodations, we will work to meet your needs".

Transportation Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Transportation Standards. This can include, for example, installing signage for priority seating, training staff on appropriate use of a vehicle’s accessibility features.

-Provided free parking to Senior volunteers (10) at the Main Branch to improve their ability to provide services to the Library

Design of Public Spaces Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Design of Public Spaces Standards. This can include, for example, installing accessible playgrounds, tactile walking surface indicators and establishing design guidelines that take into account accessibility.

- Infrastructure Services continues to address s/w maintenance to Minimum Maintenance Standards and design and construct new sidewalks in accordance with NPSCD standards that include drop curbs and tactile warning plates.

- Fire is constructing new buildings that will be more accessible, including access, restrooms, and mobility supports. We have also updated our social media, and recently began providing public education services in American Sign Language, as well as French and English.

-Construction of several new playgrounds within the City of Welland in 2021 - all AODA compliant

Summary of Consultations Applicable Not applicable

All designated public sector organizations must establish, review and update multi-year accessibility plans in consultation with persons with disabilities and, when applicable, with a municipal accessibility advisory committee. All municipalities with 10,000 and more residents must establish an accessibility advisory committee. Obligated organizations are also required to consult with the public and persons with disabilities when building new trails and outdoor play spaces. Use this section of the report to outline any consultation that took place during the year.

The Accessibility Advisory Committee for the City of Welland meet on a monthly basis to discuss ways to improve accessibility in Welland. Whether it involves existing city facilities or new municipal construction, accessibility is always at the forefront of discussions. The City of Welland is eager to ensure compliance in all areas pertaining to accessibility by 2025.

Next Steps

What will be the focus of the new year? Highlight key upcoming initiatives.

Continue to make improvements towards AODA compliance in areas of transit, website, and any new City of Welland construction projects all in accordance with consultations with the Welland Accessibility Advisory Committee.