



Municipality of Tweed 2021 - 2026 Multi-Year Accessibility Plan

The Municipality of Tweed Multi-Year Accessibility Plan is designed to support the principles and requirements outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the *Ontario Regulation 191/11 - "Integrated Accessibility Standards Regulation"* (IASR).

This plan will serve as a road map to help us meet the legislative requirements and remove accessibility barriers.

Legislated Compliance Date	General Requirements - IASR	Action Plan or Status
01-Jan-10	Provide accessible customer service (Train staff and volunteers to serve customers of all abilities, keep a written record of the training, welcome service animals and support persons, create accessible ways for people to provide feedback, and put an accessibility policy in place, so your employees, volunteers and customers can know what to expect)	Complete
31-Dec-10	File Accessibility Compliance Report	Complete
01-Jul-11	Provide accessible taxi services (If licence taxicabs, make sure drivers do not charge people with disabilities extra for a trip or for storing mobility aids in their cabs)	N/A - do not licence taxicabs
01-Jan-12	Provide accessible emergency and public safety information (When asked, provide publicly available emergency information like evacuation plans or brochures, in an accessible format)	Ongoing when requested
01-Jan-12	Provide accessible emergency information to staff (When necessary, provide accessible and customized emergency information)	Ongoing when requested
01-Jan-12	Provide taxi registration and identification in accessible formats (If licence taxicabs, make sure drivers provide their vehicle registration and identification information in accessible formats for passengers with disabilities)	N/A - do not licence taxicabs



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01-Jan-13	Provide accessible transportation services (consult with municipal accessibility advisory committees on bus stops and shelters and the need for on-demand accessible taxicabs)	N/A - do not provide bus transportation services
31-Dec-13	File Accessibility Compliance Report	Complete
01-Jan-14	Create accessibility policies and multi-year plan (create policies and multi-year accessibility plan to help achieve accessibility goals, tell employees and customers about policies, post multi-year plan on website in accessible format)	Completed MAR 25, 2020 - Updated 2021
01-Jan-14	Buy goods, services or facilities that are accessible (where possible, incorporate accessibility design, criteria and features when purchasing new goods, services or facilities for organization, when it is not possible, explain why)	Ongoing with annual procurement procedures
01-Jan-14	Include accessibility features when purchasing or designing self-service kiosks (includes interactive electronic terminals that people use to pay parking fees, validate tickets, buy groceries and renew licences)	N/A - do not provide self-service kiosks
01-Jan-14	Make websites accessible (includes only new websites and old websites you significantly update and new web content you create)	Complete
01-Jan-15	Train staff on Ontario's accessibility laws (train all employees and volunteers on the accessibility requirements that apply to their job duties and organization)	Complete



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01-Jan-15	Make it easy for people with disabilities to provide feedback when asked (includes surveys or comment cards)	Complete
01-Jan-15	Make employment practices accessible (make hiring, retaining and providing career development opportunities accessible and document processes for developing individual accommodation plan and return-to-work plans)	To update HR policies to include documented accommodation plan processes - NONE REQUIRED AT November 23, 2021
31-Dec-15	File Accessibility Compliance Report	Complete
01-Jan-16	Make public information accessible when asked (work with person who is asking to figure out how to meet their needs as soon as possible)	Ongoing when requested
01-Jan-16	Make new or redeveloped public spaces accessible (recreational trails and beach access routes, outdoor public use eating areas, outdoor play spaces, public outdoor paths of travel, on and off street parking areas, service counters, fixed waiting lines, and waiting areas with fixed seating)	Ongoing as spaces are redeveloped or established
31-Dec-17	File Accessibility Compliance Report	Complete
31-Dec-19	File Accessibility Compliance Report	Complete
01-Jan-21	Make all websites and web content accessible	Complete



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31-Dec-21	File Accessibility Compliance Report	Will be completed by end of year once online report opened
31-Dec-23	File Accessibility Compliance Report	
31-Dec-25	File Accessibility Compliance Report	