



County of Hastings
2024-2029 Multi-Year Accessibility Plan

The County of Hastings Multi-Year Accessibility plan is designed to support the principles and requirements outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and *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	Area of Responsibility	Action Plan or Status	Timeframe for Completion
	Policies & Procedures			
January 1, 2013	~ Develop, implement and maintain policies governing how we will achieve accessibility - Must include statement of organizational commitment	HR/Deput Clerk	Complete	March 28, 2013
January 1, 2013	~ Policies must be written	HR/Deputy Clerk	Complete	March 28, 2013
January 1, 2013	~ Policies must be made available to the public	HR/Deputy Clerk	Complete	March 28, 2013
January 1, 2013	~ Policies must be available in accessible formats, upon request	HR/Deputy Clerk	Upon request, consult with individual to determine suitable	Ongoing
	~ Accessible Customer Service policy update and post on website	HR/Deputy Clerk	Complete	Policy updated June 24, 2021
	Accessibility Plan - Multi Year			
January 1, 2013	~ Develop, implement and maintain a multi-year accessibility plan	HR/Deputy Clerk	Complete	March 28, 2013
January 1, 2013	~ Plan must be developed in consultation with people with disabilities and Accessibility Advisory Committee	Deputy Clerk	Complete	Ongoing
January 1, 2013	~ Plan must be posted to County website	HR/Deputy Clerk/IT	Add to Accessibility section of County website	January 26, 2014
Next Review October 31, 2029	~ Plan must be reviewed every 5 years	Accessibility Advisory Committee	Multi-year plan will be reviewed and updated as requirements of IASR are met after which will be reviewed every 5 years	Updated October 31, 2024 (next plan required October 31, 2029)
January 1, 2013	~ Plan must be available in alternative format	HR/Deputy Clerk	Upon request, consult with individual to determine suitable format	Ongoing
January 1, 2014	~ Prepare an Annual Status Report and post on County website	HR/Deputy Clerk	31-Oct-24	Ongoing
	Procuring or Acquiring Goods or Services			

January 1, 2013	~ Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities	Purchasing	Clause added to Purchasing process *Accessibility criteria and features to be included in specifications and requirements section of every Procurement Project Plan *Amendments to Purchasing By-Law will include addition of a statement of commitment to accessibility	Ongoing
January 1, 2013	~ If not practicable, provide an explanation	Purchasing	Provided upon request	Ongoing
	Self Service Kiosk			
January 1, 2013	~ Incorporate accessibility criteria and features when designing, procuring or acquiring	Purchasing	The County of Hastings does not currently offer services and/or products through self-serve kiosks. *When/if we start using self serve kiosks, when designing or buying the kiosk, we will consider the needs of all our customers and clients and ensure they are accessible to the widest range of users.	Ongoing
	Training			
January 1, 2014	~ Provide training on the requirements of the IASR and the <i>Human Rights Code</i> as it pertains to persons with disabilities to all employees, volunteers, policy developers, and those providing goods or services on behalf of the County	HR/Mgrs	Complete	January 1, 2014 and ongoing thereafter
January 1, 2014	~ Provide training to new staff as soon as practicable	HR/Mgrs	Ongoing	January 1, 2014 and ongoing thereafter
Legislated Compliance Date	Information & Communication - IASR	Area of Responsibility	Action Plan or Status	Date of Completion
	Emergency Procedures, Plans and/or Public Safety Information			
January 1, 2012	~ Provide Emergency Procedures, Plans and/or Public Safety Information in an accessible format or with communication supports, upon request	EMS/Deputy Clerk	Ongoing - Upon request, consult with individual to determine suitable format	January 1, 2012
	Feedback			
January 1, 2014	~ Ensure process for receiving and responding to feedback is accessible by providing accessible formats and communication supports, upon request	HR/Deputy Clerk	Feedback process was established under Customer Service Standard *Feedback policy needs reviewed and updated if necessary	January 1, 2014
	Accessible Formats and Communication Supports			

January 1, 2015	Provide accessible formats and communication supports for persons with disabilities, upon request (in a timely manner, at a cost no more than regular cost)	All County staff	Ongoing - Upon request, consult with individual to determine suitable format	Ongoing
January 1, 2015	~ Notify the public about the availability of accessible formats and communication supports	HR/County Clerk	Add to website	Complete
Accessible Website and Web Content				
January 1, 2014	~New internet websites and web content must conform to WCAG 2.0 Level A	IT/HR	Complete	January 1, 2013
January 1, 2021	~All internet websites and web content must conform to WCAG 2.0 Level AA (exceptions: success criteria 1.2.4 - live captions & 1.2.5 - pre-recorded audio descriptions)	All County staff	Website updated and relaunched	August 17, 2023
Legislated Compliance Date	Employment - IASR	Area of Responsibility	Action Plan or Status	Date of Completion
Workplace Emergency Response				
January 1, 2012	~ Provide individualized workplace emergency response information and plans, if necessary	HR/H&S	Complete and ongoing * Memo sent to all County staff asking to self-identify whether assistance was needed. If it was, one-on-one meetings were held to determine what assistance was necessary and develop a plan * New staff provided information and asked to complete form during orientation to identify if assistance is needed * Meeting guides and plan templates created	January 1, 2012 and ongoing thereafter
January 1, 2012	~ If employee requires assistance, with their consent, provide individualized workplace emergency response information to person	HR/H&S	Ongoing	January 1, 2012 and ongoing thereafter
January 1, 2012	~ Review individualized emergency response plans when employee moves to different location, when needs change or when reviewing general emergency response policies	HR/H&S	Ongoing - Review as necessary	Ongoing
Recruitment				
January 1, 2014	~Notify employees and the public about the availability of recruitment-related accommodations	HR	Complete	January 1, 2014 and ongoing thereafter

January 1, 2014	~Notify selected applicants of the availability of accommodations, upon request for assessments or selection process (interviews, testing, etc)	HR	Complete	January 1, 2014 and ongoing thereafter
January 1, 2014	~ Notify successful candidates of policies for accommodating employees with disabilities	HR	Complete	January 1, 2014 and ongoing thereafter
Employee Notification				
January 1, 2014	~ Inform new and current employees of policies for supporting employees with disabilities, including job accommodations	HR	Complete	January 1, 2014 and ongoing thereafter
Accessible Formats				
January 1, 2014	~ When an employee with a disability requests it, provide accessible formats and communication supports for information that is required to perform their job and information that is generally available in the workplace (i.e. agendas, meeting minutes, newsletters, forms, etc.)	HR/Mgrs	Complete	January 1, 2014 and ongoing thereafter
Individual Accommodation Plans				
January 1, 2014	~ Develop a written process for the development of document individual accommodation plans	HR	Complete	January 1, 2014
Return to Work				
January 1, 2014	~ Develop a written return to work process for employees who have been absent from work due to a disability and require disability-related accommodations	HR/H&S	Complete	January 1, 2014
Performance Management, Career Development & Redeployment				
January 1, 2014	~ Take into account the individual accommodation needs and/or individual accommodation plans of an employee when using performance management processes	HR	Complete	January 1, 2014 and ongoing thereafter
January 1, 2014	~ Take into account the individual accommodation needs and/or individual accommodation plans of an employee when providing career development and advancement information	HR	Complete	January 1, 2014 and ongoing thereafter

January 1, 2014	~ Take into account the individual accommodation needs and/or individual accommodation plans of an employee when redeploying employees	HR	Complete	January 1, 2014 and ongoing thereafter
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