

TOWNSHIP OF RYERSON ACCESSIBILITY PLAN

ORIGINAL PLAN

SEPTEMBER 2, 2003, REVIEWED AND UP-DATED AUGUST 17, 2004

REVIEWED AUGUST 2, 2005, Reviewed June 6, 2006

Reviewed June 5, 2007

Reviewed December 2, 2008

Amended to include Accessibility Standards for Customer Service

Adopted by By-law 23/09 October 19, 2009

Reviewed and adopted by Council By-law 39-10 (Nov. 16, 2010)

Reviewed and adopted by Council By-law 41-11 (Dec. 6, 2011)

MUNICIPAL JURISDICTION PARTICIPATING IN THIS PLAN

MUNICIPALITY: TOWNSHIP OF RYERSON

ADDRESS: R R 1
28 MIDLOTHIAN ROAD
BURK'S FALLS, ONTARIO
P0A 1C0

KEY CONTACT: JUDY KOSOWAN, CLERK-TREASURER
PHONE: 705 382-3232
FAX: 705 382-3286
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POPULATION: 686 ACCORDING TO STATS CAN, 2006

TOWNSHIP OF RYERSON PROFILE

THE CORPORATION OF THE TOWNSHIP OF RYERSON IS A RURAL MUNICIPALITY LOCATED IN THE SOUTHEASTERN PORTION OF THE DISTRICT OF PARRY SOUND, WEST OF HIGHWAY 11. THE TOWNSHIP IS BORDERED ON THE NORTH AND WEST BY THE MUNICIPALITY OF MAGNETAWAN, ON THE EAST BY THE TOWNSHIP OF ARMOUR AND THE SOUTH BORDER IS SHARED WITH THE TOWNSHIP OF MCMURRICH/MONTEITH AND THE TOWNSHIP OF PERRY. SECONDARY HIGHWAY 520 RUNS THROUGH THE NORTHEAST QUADRANT OF THE TOWNSHIP, WHILE THE REMAINDER OF THE MUNICIPALITY IS ACCESSED BY 116 KMS. OF TOWNSHIP MAINTAINED ROADS. THE BEAUTIFUL MAGNETAWAN RIVER WINDS ITS WAY THROUGH THE HEART OF RYERSON TOWNSHIP. THERE ARE SEVERAL

PICTURESQUE LAKES INCLUDING DOE, BARTLETT, CECEBE, MIDLOTHIAN, AHMIC AND HORN LAKE, WHICH ARE LOCATED IN THE TOWNSHIP. THE MUNICIPALITY PROVIDES PUBLIC ACCESS TO THE AREA LAKES AND CHANGE ROOM/PRIVY FACILITIES ARE LOCATED AT DOE LAKE, BARTLETT LAKE AND AHMIC LAKE. THE TOWNSHIP OF RYERSON IS TRULY RURAL IN NATURE, WITH NO DEFINED VILLAGES OR SETTLEMENT AREAS. ALL EXISTING DEVELOPMENT IS ON PRIVATE WATER AND SEWER SYSTEMS. RYERSON TOWNSHIP HAS CO-OPERATIVE WORKING ARRANGEMENTS WITH BOTH THE VILLAGE OF BURKS FALLS AND THE TOWNSHIP OF ARMOUR, IN SHARING THE PROVISION OF LANDFILL, RECYCLING, ARENA, LIBRARY AND FIRE PROTECTION SERVICES. MUNICIPALLY OWNED FACILITIES INCLUDE: THE TOWNSHIP OFFICES AND GARAGE LOCATED AT 28 MIDLOTHIAN ROAD (AT THE CORNER OF HWY. 520 AND MIDLOTHIAN ROAD) AND THE WISEMAN'S CORNERS SCHOOL LOCATED AT 112 MIDLOTHIAN ROAD, WHICH IS RENTED TO THE BURKS FALLS AND DISTRICT HISTORICAL SOCIETY AND HOUSES A MUSEUM.

OTHER ORGANIZATIONS AND AGENCIES PARTICIPATING IN THIS PLAN

THERE IS ONLY ONE ORGANIZATION ACTIVELY INVOLVED IN THE MUNICIPALITY AT THIS TIME, WHICH IS THE BURKS FALLS AND DISTRICT HISTORICAL SOCIETY THAT OPERATE A MUSEUM IN A MUNICIPAL BUILDING.

CONSULTATION ACTIVITIES

TARGET GROUP: THE GENERAL PUBLIC

SUMMARY OF INFORMATION COLLECTED THROUGH CONSULTATION

COUNCIL AND STAFF OF THE TOWNSHIP OF RYERSON, WILL ON AN ONGOING BASIS, IDENTIFY, AND PREVENT FUTURE BARRIERS TO PEOPLE WITH DISABILITIES WHEN CERTAIN POLICIES ARE IMPLEMENTED AND WHEN ISSUES AND CONCERNS ARISE.

PLAN DEVELOPMENT WORKING GROUP

THE WORKING GROUP INCLUDES COUNCIL AND STAFF OF THE TOWNSHIP OF RYERSON. THIS PLAN HAS BEEN COMPILED USING THEIR PERSONAL EXPERIENCES AND EXPERIENCES SHARED WITH THEM FROM THE RESIDENTS OF THE TOWNSHIP. THE CORPORATION OF THE TOWNSHIP OF RYERSON IS COMMITTED TO PROVIDING QUALITY PROGRAMS AND SERVICES THAT ARE ACCESSIBLE TO ALL PERSONS SERVED BY THE MUNICIPALITY.

INQUIRIES CAN BE DIRECTED TO THE TOWNSHIP OFFICE:

PHONE: 705 382-3232

FAX: 705 382-3286

EMAIL: admin@ryersontownship.ca

MAIL: R. R. # 1, 28 MIDLOTHIAN ROAD, BURKS FALLS, ONTARIO
P0A1C0

INITIATIVE

COUNCIL AND STAFF OF THE TOWNSHIP OF RYERSON HAVE REVIEWED THE CURRENT STATUS OF ALL BUILDINGS OWNED AND OPERATED BY THE MUNICIPALITY AND THE GENERAL POLICIES AND PROCEDURES OF THE MUNICIPALITY IN ORDER TO IDENTIFY, REMOVE AND PREVENT BARRIERS FOR PEOPLE WITH DISABILITIES. THIS IS AN ON-GOING PROCEDURE TO CONTINUE TO MONITOR FACILITIES AND PROCEDURES TO PREVENT FUTURE BARRIERS TO PEOPLE WITH DISABILITIES. THE TOWNSHIP OF RYERSON HAS ADOPTED AN OFFICIAL PLAN (UNDER APPEAL AT THE ONTARIO MUNICIPAL BOARD) AND HAS INCLUDED INFORMATION REGARDING ACCESSIBILITY. THE WORKING GROUP HAS CONTACTED RESIDENTS WITH MOBILITY AND VISUAL DISABILITIES AND EMPLOYEES AND MEMBERS OF THE MUNICIPAL COUNCIL WITH HEARING IMPAIRMENT AND ALSO MOBILITY CHALLENGES. THE REGIONAL DISABILITY

COMMITTEE IN PARRY SOUND WAS CONTACTED AND NO INPUT WAS RECEIVED. THE TOWNSHIP WILL INCORPORATE ANY FUTURE ISSUES RAISED, INTO THE REVIEW OF BUILDINGS AND POLICIES. DURING THIS PLANNING PROCESS, THE COUNCIL AND STAFF WILL CONSIDER BARRIERS FOR PEOPLE WITH DISABILITIES.

CUSTOMER SERVICE POLICY STATEMENT

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

1. OUR MISSION

THE MISSION OF THE CORPORATION OF THE TOWNSHIP OF RYERSON IS TO PROVIDE QUALITY PROGRAMS AND SERVICES THAT ARE ACCESSIBLE TO ALL PERSONS SERVED BY THE MUNICIPALITY.

2. OUR COMMITMENT

IN FULFILLING OUR MISSION, THE TOWNSHIP OF RYERSON STRIVES AT ALL TIMES TO PROVIDE ITS GOODS AND SERVICES IN A WAY THAT RESPECTS THE DIGNITY AND INDEPENDENCE OF PEOPLE WITH DISABILITIES. WE ARE ALSO COMMITTED TO GIVING PEOPLE WITH DISABILITES 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.

3. PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

THE CORPORATION OF THE TOWNSHIP OF RYERSON 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:

3.1 COMMUNICATION

WE WILL COMMUNICATE WITH PEOPLE WITH DISABILITIES IN WAYS THAT TAKE INTO ACCOUNT THEIR DISABILITY.

WE WILL TRAIN STAFF WHO COMMUNICATE WITH CUSTOMERS ON HOW TO INTERACT AND COMMUNICATE WITH PEOPLE WITH VARIOUS TYPES OF DISABILITIES.

3.2 TELEPHONE SERVICE

THE MUNICIPALITY WILL MAKE REASONABLE EFFORTS TO PROVIDE ACCESSIBLE TELEPHONE SERVICE TO OUR CUSTOMERS. WE WILL TRAIN STAFF TO COMMUNICATE OVER THE TELEPHONE IN CLEAR AND PLAIN LANGUAGE AND TO SPEAK CLEARLY AND SLOWLY. WE WILL OFFER TO COMMUNICATE WITH CUSTOMERS BY REGULAR MAIL OR BY E-MAIL IF TELEPHONE COMMUNICATION IS NOT SUITABLE TO THEIR COMMUNICATION NEEDS.

3.3 ASSISTIVE DEVICES

WE ARE COMMITTED TO SERVING PEOPLE WITH DISABILITIES WHO USE THEIR OWN ASSISTIVE DEVICES TO OBTAIN, USE OR BENEFIT FROM OUR GOODS AND SERVICES.

3.4 BILLING

WE WILL MAKE REASONABLE EFFORTS TO PROVIDING ACCESSIBLE INVOICES/TAX BILLINGS TO ALL OUR CUSTOMERS. FOR THIS REASON, INVOICES/TAX BILLINGS WILL BE PROVIDED BY LARGE AND/OR DARKER PRINT OR BY E-MAIL. WE WILL ANSWER ANY QUESTIONS CUSTOMERS MAY HAVE ABOUT THE CONTENT OF THE INVOICE IN PERSON, BY TELEPHONE OR E-MAIL.

4. USE OF SERVICE ANIMALS AND SUPPORT PERSONS

WE ARE COMMITTED TO WELCOMING PEOPLE WITH DISABILITIES WHO ARE ACCOMPANIED BY A SERVICE ANIMAL (UNLESS EXCLUDED BY OTHER LAW, THEN WE WILL TAKE REASONABLE EFFORTS TO FIND AN ALTERNATE MEANS OF PROVIDING ASSISTANCE) ON THE PARTS OF OUR PREMISES THAT ARE OPEN TO THE PUBLIC AND OTHER THIRD PARTIES.

WE ARE 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 RYERSON 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. FEES WILL NOT BE CHARGED FOR SUPPORT PERSONS FOR ADMISSION TO THE TOWNSHIP OF RYERSON PREMISES FOR ANY EVENTS WHERE A FEE IS REQUIRED.

5. NOTICE OF TEMPORARY DISRUPTION

THE MUNICIPALITY WILL MAKE REASONABLE EFFORTS TO 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 ALTERNATE FACILITIES OR SERVICES, IF AVAILABLE. (SEE SCHEDULE “A”.)

6. TRAINING OF STAFF

THE CORPORATION OF THE TOWNSHIP OF RYERSON WILL PROVIDE TRAINING TO STAFF WHO INTERACT WITH THE PUBLIC OR OTHER THIRD PARTIES ON THEIR BEHALF. THIS WILL INVOLVE TRAINING COUNCIL, ADMINISTRATIVE AND ROAD DEPARTMENT STAFF, AND VOLUNTEERS ON AN ANNUAL BASIS, WITH NEW STAFF BEING UPDATED WITHIN 60 DAYS OF COMMENCEMENT OF EMPLOYMENT. TRAINING WILL INCLUDE THE FOLLOWING:

- THE PURPOSES OF THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 AND THE REQUIREMENT 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 CORPORATION OF THE TOWNSHIP OF RYERSON’S GOODS AND SERVICES
- THE CORPORATION OF THE TOWNSHIP OF RYERSON’S POLICIES, PRACTICES AND PROCEDURES RELATING TO THE CUSTOMER SERVICE STANDARD

APPLICABLE 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.

7. FEEDBACK PROCESS

THE CORPORATION OF THE TOWNSHIP OF RYERSON WELCOMES FEEDBACK ON OUR PROVISION OF SERVICES WHILE SERVING CUSTOMERS WITH DISABILITES. FEEDBACK MAY IDENTIFY AREAS THAT REQUIRE CHANGE AND ENCOURAGE CONTINUOUS SERVICE IMPROVEMENT. (SEE SCHEDULE “B”).

THE PUBLIC CAN PROVIDE FEEDBACK (SEE SCHEDULE “C”) TO THE MUNICIPALITY ON THE DELIVERY OF GOODS AND SERVICES TO PERSONS WITH DISABILITIES:

- BY REGULAR MAIL ADDRESSED TO: MUNICIPAL CLERK
R. R. # 1, 28 MIDLOTHIAN ROAD
BURKS FALLS, ONTARIO

P0A 1C0

- BY TELEPHONE AT: 705 382-3232
- BY FAX AT: 705 382-3286
- IN PERSON AT: MUNICIPAL OFFICE AT 28
MIDLOTHIAN ROAD
- BY E-MAIL AT: admin@ryersontownship.ca

FEED BACK WILL NOT BE ACTED UPON UNLESS THE PERSON PROVIDING SAME INCLUDES HIS OR HER NAME, MAILING ADDRESS AND DAYTIME TELEPHONE NUMBER. THE MUNICIPALITY WILL MAKE REASONABLE EFFORTS TO PROVIDE ACKNOWLEDGEMENT TO FEEDBACK WITHIN FIVE BUSINESS DAYS FROM ITS RECEIPT. (SEE SCHEDULE “D”).

8. MODIFICATIONS TO THIS OR OTHER POLICIES

THE MUNICIPALITY 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 BEFORE CONSIDERING THE IMPACT ON PEOPLE WITH DISABILITIES. THE CORPORATION OF THE TOWNSHIP OF RYERSON WILL MAKE REASONABLE EFFORTS TO MODIFY OR AMEND ANY POLICY THAT DOES NOT RESPECT AND PROMOTE THE DIGNITY AND INDEPENDENCE OF PEOPLE WITH DISABILITIES.

9. QUESTIONS ABOUT THIS POLICY

IF ANYONE HAS A QUESTION ABOUT THIS POLICY OR IF THE PURPOSE OF THE POLICY IS NOT UNDERSTOOD, AN EXPLANATION SHOULD BE PROVIDED BY/OR REFERRED TO THE MUNICIPAL CLERK’S OFFICE OF THE TOWNSHIP OF RYERSON LOCATED AT 28 MIDLOTHIAN ROAD, R. R. # 1, BURKS FALLS, ONTARIO P0A1C0 (PHONE 705 382-3232)

OPERATIONAL REVIEW

CURRENT BUILDINGS:

A) TOWNSHIP OF RYERSON MUNICIPAL OFFICES AND GARAGE
LOCATED AT 28 MIDLOTHIAN ROAD, BURK'S FALLS, ONTARIO
THE BUILDING CONSISTS OF COUNCIL ROOM, MUNICIPAL OFFICE,
KITCHEN/STORAGE, WASHROOM AND THE ROAD DEPARTMENT GARAGE. THE
OFFICE BUILDING/COUNCIL ROOM ARE ON GROUND LEVEL. THE PARKING LOT IS
PAVED AND THERE IS A SIDEWALK FOR PUBLIC ACCESS TO THE FRONT AND SIDE
ENTRANCE DOORS TO THE OFFICE /COUNCIL ROOM PORTION OF THE BUILDING.
ONE DESIGNATED HANDICAP PARKING SPOT WAS INSTALLED IN 2011, IN
ADDITION MANY PARKING SPACES ARE AVAILABLE FOR EASY ACCESS TO AND
FROM VEHICLES AND THE BUILDING. THERE ARE NO AUTOMATIC DOOR
OPENERS ON THE FRONT OR SIDE DOOR OF THE OFFICE/COUNCIL ROOM.
THE TOWNSHIP OF RYERSON IS A VERY SMALL RURAL MUNICIPALITY WITH FEW
PUBLIC BUILDINGS. OVER THE YEARS STAFF HAVE COURTEOUSLY PROVIDED
GOODS AND SERVICES TO ALL THE PUBLIC, PROVIDING INDIVIDUAL
ASSISTANCE TO THOSE WITH DISABILITIES WHEN THE NEED ARISES.

IDENTIFIED ISSUES:

- LACK OF MARKED PARKING SPACES DESIGNATED FOR HANDICAPPED
USAGE – CORRECTED IN 2011
- DOOR THRESHOLD MAY MAKE ACCESS DIFFICULT
- THE CONDITION OF THE CONCRETE SIDEWALK COULD MAKE ACCESS
DIFFICULT
- LACK OF AN AUTOMATIC DOOR COULD MAKE ACCESS CHALLENGING
- WASHROOM MAY NOT MEET CURRENT ACCESSIBILITY STANDARDS

- COUNCIL MEETINGS ARE HELD IN A SMALL ROOM USING VOICE AND LIMITED WRITTEN MATERIALS, PRESENTING A CHALLENGE FOR PERSONS WITH DISABILITIES
- THE MUNICIPAL WEB SITE DOES NOT OFFER ASSISTIVE DEVICES

OPPORTUNITIES FOR IMPROVEMENTS:

MUNICIPAL COUNCIL MAY CONSIDER APPLYING FOR FUNDING TO:

- DESIGNATE AND PROVIDE SIGNAGE FOR HANDICAPPED PARKING
- REPAIR THE CONCRETE SIDEWALK TO PROVIDE SMOOTHER, EASIER ACCESS
- PROVIDE AN AUTOMATED DOOR AT THE FRONT ENTRANCE TO THE OFFICE
- HAVE WASHROOM REMODELLED TO ALLOW HANDICAP ACCESS
- PUT AN ADDITION ON THE COUNCIL ROOM TO ALLOW FOR EASE OF MOVEMENT WITH ASSISTIVE DEVICES (CANES, WALKERS, WHEELCHAIRS ETC.); INCORPORATE A SOUND SYSTEM TO AMPLIFY VOICES; EXPLORE THE IDEA OF HAVING THE AGENDA/PRESENTATIONS ON POWER POINT FOR BETTER VISIBILITY
- EXPLORE SOFTWARE THAT MAY BE AVAILABLE TO MAKE THE WEB SITE MORE ACCESSIBLE

B) WISEMAN SCHOOL HOUSE OPERATING AS BURK'S FALLS AND DISTRICT MUSEUM LOCATED AT 112 MIDLOTHIAN ROAD, BURK'S FALLS, ONTARIO THE TOWNSHIP OF RYERSON HAS PARTNERED WITH THE BURK'S FALLS AND DISTRICT HISTORICAL SOCIETY TO OPERATE A HERITAGE CENTRE/MUSEUM. THE SITE CONSISTS OF THE WISEMAN SCHOOL THAT IS NOW HOUSING MUSEUM ARTIFACTS, THERE IS ALSO A GARAGE SHED THAT HOUSES MORE ARTIFACTS AND ANOTHER DISPLAY WHICH IS A SECTION OF A SWING BRIDGE. THE HERITAGE CENTRE IS OPEN IN THE SUMMER WHEN STUDENTS ARE HIRED AND IS

ONLY OPEN PART TIME IN THE SPRING AND FALL, WHEN VOLUNTEERS FROM THE BURK'S FALLS AND DISTRICT HISTORICAL SOCIETY ARE AVAILABLE. THE MUSEUM ENTRANCE DOOR IS ACCESSIBLE BY A CONCRETE RAMP AND A HANDRAIL FOR EASY ACCESS. THE GARAGE SHED IS ON GROUND LEVEL WITH A DIRT FLOOR.

IDENTIFIED ISSUES:

- THERE IS NO HANDICAPPED PARKING ASSIGNED.
- THERE IS NO AUTOMATIC DOOR OPENER, HOWEVER STAFF IS AVAILABLE TO HELP ANYONE IN NEED OF ASSISTANCE.
- THE GROUNDS AROUND THE MUSEUM ARE IN A NATURAL STATE WHICH COULD MAKE IT DIFFICULT FOR THOSE WITH DISABILITIES TO MOVE AROUND.

OPPORTUNITIES FOR IMPROVEMENT:

- INSTALL A HANDICAPPED PARKING SPOT
- THE MUNICIPAL COUNCIL COULD CONSIDER APPLYING FOR FUNDING AND/OR USE REVENUE AVAILABLE FOR PARK PURPOSES TO UPGRADE THE HERITAGE CENTRE GROUNDS BY PROVIDING DELINIATED PATHS AROUND THE YARD IN CRUSHED GRANITE OR CONCRETE TO ALLOW FOR EASIER ACCESS

GENERAL

DURING THE CONSULTATION PROCESS, PERSONS WITH MOBILITY, VISUAL AND HEARING DIFFICULTIES WERE CONSULTED. THE REGIONAL DISABILITY ADVISORY COMMITTEE IN PARRY SOUND, HAS BEEN CONSULTED IN THE PAST AND NO INPUT WAS OFFERED. BARRIERS WERE IDENTIFIED AS PREVIOUSLY OUTLINED. IT APPEARS THAT SINCE THIS MUNICIPALITY IS SMALL AND RURAL IN NATURE THAT MUNICIPAL STAFF ARE SENSITIVE TO AND ABLE TO PROVIDE GOODS AND SERVICES TO PEOPLE WITH DISABILITIES, AS NEED ARISES.

BY-LAWS, POLICIES, PRACTICES AND SERVICES

THE CURRENT BY-LAWS, POLICIES AND PROGRAMS OF THE TOWNSHIP OF RYERSON HAVE NO IDENTIFIED BARRIERS FOR PEOPLE WITH DISABILITIES. DURING THE ON-GOING REVIEW OF TOWNSHIP BUILDINGS AND POLICIES, IF BARRIERS ARE IDENTIFIED, SUCH BARRIERS WILL BE ADDRESSED IN THE PLANNING PROCESS.

MUNICIPAL ELECTION

VOTING STATIONS FOR THE MUNICIPAL ELECTION ARE HELD AT THE TOWNSHIP OFFICE. AT ALL VOTING PLACES, THE PARKING LOTS ARE ALSO DESIGNATED AS VOTING STATIONS, ALLOWING ELECTION OFFICIALS TO ATTEND OUTSIDE OF BUILDING IF REQUIRED. THE MUNICIPALITY WELCOMES SUPPORT PERSONS AND/OR SERVICE ANIMALS AT ALL TIMES, INCLUDING DURING THE ELECTION PROCESS.

STATUS

REVIEW COMPLETED AND ADOPTED BY COUNCIL DECEMBER 6, 2011.

DECISION MAKING REVIEW

BARRIERS AS OUTLINED ABOVE WERE IDENTIFIED. BUILDING AND POLICY REVIEWS WILL BE ON-GOING. THE PLAN WILL BE REVIEWED BY COUNCIL ANNUALLY.

TARGETS AND ACTIONS

UPDATES WILL BE MADE TO THE ACCESSIBILITY PLAN WHEN AREAS OF CONCERN ARE DETERMINED AND RESOLVED. POLICIES, BY-LAWS, AND PROCEDURES IMPLEMENTED WILL ENSURE THAT BARRIERS, IF IDENTIFIED, ARE ELIMINATED AND PREVENTED. OPPORTUNITIES FOR IMPROVEMENTS, AS OUTLINED ABOVE, WILL BE REVIEWED WHEN PREPARING THE MUNICIPAL BUDGET

MONITORING

THE PLAN WILL BE MONITORED MID YEAR, IN PREPARATION FOR THE ANNUAL REVIEW.

SCHEDULE "A"

DOCUMENT FOR NOTIFYING THE PUBLIC
ABOUT DISRUPTIONS IN SERVICE

NOTICE OF DISRUPTION

TYPE OF DISRUPTION _____

REASON FOR DISRUPTION _____

DURATION OF DISRUPTION _____

ALTERNATE FACILITIES OR SERVICES _____

SCHEDULE “B”

**INVITATION FOR FEEDBACK ON THE PROVISION OF GOODS
OR SERVICES TO PEOPLE WITH DISABILITIES, AND
AVAILABILITY OF POLICY**

WE WANT TO HEAR FROM YOU!!

**WE STRIVE TO IMPROVE ACCESSIBILITY FOR OUR CUSTOMERS
WITH DISABILITIES.**

WE WELCOME YOUR FEEDBACK.

TO SHARE YOUR COMMENTS, REQUEST A FEEDBACK FORM, OR A COPY OF OUR
ACCESSIBILITY POLICY....

PLEASE CALL 705 382-3232, OR
EMAIL admin@ryersontownship.ca

THANK YOU

THE CORPORATION OF THE TOWNSHIP OF RYERSON

SCHEDULE "C"

DOCUMENT FOR OBTAINING FEEDBACK

CUSTOMER FEEDBACK FORM

THANK YOU FOR VISITING THE CORPORATION OF THE TOWNSHIP OF RYERSON.
WE VALUE ALL OF OUR CUSTOMERS AND STRIVE TO MEET EVERYON'S NEEDS.
PLEASE TELL US THE DATE AND TIME OF YOUR VISIT:

DID WE RESPOND TO YOUR CUSTOMER SERVICE NEEDS TODAY? YES NO

WAS OUR CUSTOMER SERVICE PROVIDED TO YOU IN AN ACCESSIBLE MANNER?
YES SOMEWHAT NO (PLEASE EXPLAIN BELOW)

DID YOU HAVE ANY PROBLEMS ACCESSING OUR GOODS AND SERVICES?
YES (PLEASE EXPLAIN BELOW) SOMEWHAT (PLEASE EXPLAIN BELOW) NO

PLEASE ADD ANY OTHER COMMENTS YOU MAY HAVE:

NAME

MAILING ADDRESS

DAYTIME PHONE NUMBER

THANK YOU

THE CORPORATION OF THE TOWNSHIP OF RYERSON

SCHEDULE "D"

DOCUMENT FOR ADDRESSING CUSTOMER FEEDBACK

DATE FEEDBACK RECEIVED:

NAME OF CUSTOMER:

ADDRESS:

DAYTIME PHONE NUMBER:

DETAILS:

FOLLOW-UP:

ACTION TO BE TAKEN:

STAFF MEMBER:

DATE: