

Here are some responsibilities that could be assigned to the Accessibility Coordinator:

- ▶ Working with the Accessibility Advisory Committee, lead the development of an accessibility plan.
- ▶ When new policies and programs are introduced, work with the committee to identify accessibility needs, and provide advice on removing barriers.
- ▶ Monitor progress in implementing the accessibility plan, and ensure the plan's priorities and actions are reflected in the municipality's budget cycle and other planning documents.
- ▶ Receive and respond to stakeholder concerns, complaints, and suggestions about the plan.

Launch the committee

★ *Required steps are marked with a star.*

- ★ Recruit committee members. For municipalities, this includes issuing a public call. Refer to the "Questions to consider" on page 6 for tips and pointers to sample tools.
- ★ Approve committee members through municipal council.
- ★ Confirm a Chair and Vice Chair for the committee.
- Provide an orientation to the committee on the Accessibility Act, the municipality's obligations under the act, and the committee's mandate.
- Agree on a Statement of Commitment. The Statement of Commitment outlines your municipality's commitment to improving accessibility. It summarizes the accessibility message the municipality wishes to convey to the public.

You may want to consider the following when developing your Statement of Commitment:

- ▶ ensuring equal access and participation for all people, regardless of their abilities
- ▶ treating all people in a way that allows them to maintain their dignity and independence
- ▶ meeting the needs of people who face accessibility barriers
- ▶ identifying, removing, and preventing these barriers by meeting the requirements of Nova Scotia's Accessibility Act

Our Statement of Commitment:

Our vision is for Kentville to be a healthy vibrant integrated and welcoming community where all citizens and visitors can live work and play in an environment that promotes a fulfilling quality of life. We acknowledge that currently there are barriers to achieving this vision.

Through respectful engagement that honors the journeys of people with differing abilities and experiences, and through measurable outcomes that focus on equity, we will hold ourselves accountable to the Nova Scotia Accessibility Act. Kentville's accessibility plan will guide the town in meeting the needs of all people who face barriers when accessing all that Kentville has to offer.

Kentville is a town committed to fairness, kindness, dignity and independence.



STATEMENT OF COMMITMENT TO ACCESSIBILITY

The Corporation of the Town of Niagara-on-the-Lake (*the Town*) is committed to providing a barrier-free environment for our residents, job applicants, suppliers, visitors, and other stakeholders, who enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)*, Customer Service Standard, and the Integrated Accessibility Standards Regulation for Information and Communications, Employment, and Transportation, and eventually, for the Design of Public Spaces and eventually the Built Environment.

The Town has made a commitment to accessibility for everyone who uses our services because this makes good business sense, and it is also a legal obligation. The Town has an important responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance with accessibility legislation by incorporating policies, procedures, equipment requirements, training for employees, and best practices. We will review these policies and practices on a regular basis. Our commitment to making our organization accessible to everyone includes the integration of accessibility legislation with our policies, procedures, programs, and training. We are committed to reviewing and incorporating the following information with our employees:

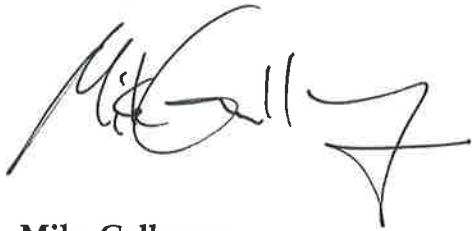
- Legislation regarding the *Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act, 2005*.
- Integrated Accessibility Standards for Information and Communications, Employment, Transportation and Standards for the Built Environment as they become applicable.
- Accessible employment practices such as recruitment, assessment, and selection.
- Developing emergency response plans and individual workplace accommodation plans for employees with disabilities.
- Customer Service Standards.
- Accessible communication supports and information formats (*both digital and non-digital*).
- Communicating with people with various forms of disabilities.
- Accessible websites and web content.
- Assistive devices, mobility aids, service animals and support persons.
- Transportation vehicles and equipment requirements.
- Notices of service disruptions (*temporary or long-term*).
- Town's relevant policies and procedures regarding accessibility.

- Reporting procedures.
- Training procedures.

The Town realizes that providing accessible and barrier-free environments for everyone is a shared effort. As a community, all businesses and services must work together to make accessibility happen.

For more detailed information on our accessibility policies, plans, and training programs, please contact the Director of Corporate Services.

Sincerely,

A handwritten signature in black ink, appearing to read "Mike Galloway". The signature is fluid and cursive, with a large initial "M" and "G".

Mike Galloway
Chief Administrative Officer
The Corporation of the Town of Niagara-on-the-Lake

November 27th 2013

ACCESSIBILITY – STATEMENT OF COMMITMENT

Cheshire is committed to providing an accessible environment in which all individuals have equal access to Cheshire's services and programs in a way that respects the dignity and independence of persons with disabilities. This includes creating and fostering an inclusive environment that is considerate and accommodating for all individuals, including people with disabilities. We will continue to prevent barriers by designing inclusive and supportive positive attitudes and preventing attitudes which devalue and limit the potential of persons with disabilities.

Cheshire supports the goals of the Accessibility for Ontarians with Disabilities Act (AODA) and will establish policies, practices and procedures which are consistent with the accessibility standards established under the AODA, including accessible customer service, information and communication, employment, the built environment and transportation.

Cheshire will strive to ensure that its policies, practices and procedures are consistent with the following core principles as outlined in the AODA.

Dignity – goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person's importance.

Independence – Accommodating a person's disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.

Integration – Wherever possible, services will be provided in a manner that enables people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers. This may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.

Equal Opportunity – Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

RELATED POLICIES, PROCEDURES AND FORMS

[Agency #1-140 Accessible Customer Service](#)
[Multi-Year Accessibility Plan](#)

Statement of Commitment to Creating an Accessible City

Diverse communities and groups make up the population of Toronto. The City of Toronto values the contributions made by all its people and believes that diversity among its people has strengthened Toronto.

The City of Toronto is committed to building an inclusive society and providing an accessible environment in which all individuals have access to the City's services and programs in a way that respects the dignity and independence of people with disabilities.

The City of Toronto supports the goals of the Accessibility for Ontarians with Disabilities Act (AODA) and will establish policies, practices and procedures which are consistent with the accessibility standards established under the AODA, including accessible customer service, information and communication, employment, the built environment and transportation.

The City of Toronto will continue to prevent barriers by designing inclusively and supporting positive attitudes that address "ableism" – attitudes which devalue and limit the potential of persons with disabilities.

In working towards its goals under this Statement, the City of Toronto is committed to meeting the requirements of existing legislation and to its own policies and goals related to the identification, removal and prevention of barriers to people with disabilities and becoming a barrier free city.

Toronto City Council, August 2009 [EX33.4]

The Statement of Commitment gives guidance to the delivery of City services to people with disabilities, in compliance with requirements of provincial legislation. (Accessibility Standards for Customer Service, O. Reg. 429/07, Integrated Accessibility Standards, O.Reg.191/11, established under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11.) The Statement applies to all City employees, volunteers, and third party contractors who deal with the public on behalf of the City, and those who are involved in City policy and program development.