



## The Corporation of the Township of Chapple Accessibility Plan

This publication is available on the Chapple Website:  
[www.chapple.on.ca](http://www.chapple.on.ca)

and in accessible formats upon request by calling:  
1-807-487-2354

October 2018

# The Corporation of the Township of Chapple Accessibility Plan

## Table of Contents

Council Statement of Commitment	3
Municipal Highlight	3
<b>Section One: Past Achievements to Remove and Prevent Barriers</b>	
Customer Service	6
Information and Communication	6
Employment	6
Procurement	6
Other	7
<b>Section Two: Strategies and Actions Planned for 2013/2014 - 2021</b>	
Customer Service	8
Information and Communications	8
Employment	8
Procurement	8
Training	9
For More Information	
<b>Appendix A</b>	
Definitions	10
<b>Appendix B</b>	
Addressing a requirement of the AODA Accessibility Standards	11
Addressing other Barriers: Customer Service Barrier	12
Communication Barrier	12
Employment Barrier	13

# Council Statement of Commitment

The Corporation of the Township of Chapple is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

## Municipal Highlights

The Corporation of the Township of Chapple, located in Northwestern Ontario, is a picturesque community located in the District of the Rainy River, approximately 45 kilometers west of the Town of Fort Frances. Chapple occupies a total land area of approximately 542 square kilometers, consisting of a vast rural area.

The Village of Barwick is the Township's unique area and is located directly on the Provincial Highway 11 and north of the Rainy River. The Rainy River is a picturesque river that runs east-west through the southern portion of the Township.

The Township of Chapple includes eight (8) geographical townships: Barwick, Dobie, Mather, Tait, Roseberry, Shenston, Potts and Richardson.

Chapple's economy is generally resource based. The Oriented Strand Board (OSB) Plant just east of Barwick has provided employment in the forestry sector to residents of Chapple and the neighbouring townships.

The Rainy River Gold project is an advanced-stage gold project situated in the Richardson Township. The property has excellent infrastructure, with year-round road access and powerlines in close proximity, as well as a railway located 21 kilometres to the south of the property.

The rural area comprises a range of uses including residential, agricultural, forestry, mining and other rural uses. Rural lots are on private water and septic systems. The rural area is connected to Highway 11 via Highway 71, Highway 600 and Highway 615 and a network of local roads.

Agriculture has historically and continues to play a significant role in the Township's economy. In 2006, approximately one third of Chapple's land mass (42,865 acres or 173 square kilometers) was dedicated to farming. Chapple has the highest number of farms and on-farm jobs in the District.

Our infrastructure is not unlike many small municipalities, including:

- 1 Administration (Township) Office located at 54 Barwick Road;
- 1 Council Chambers located in the Township Office;
- 1 Municipal Garage (attached to Town Office);
- 1 Recreation Centre (includes Fitness Centre);
- 1 Water Treatment Plan
- 5 RV campsites (located beside Recreation Centre)
- 1 Outdoor skating rink;
- 2 Ball Fields;
- 2 Fire Halls (South Hall located in the village and North Hall located at 3562 Hwy 71)
- 1 museum
- 1 lighthouse; and
- 1 Heritage Church

Our organizational structure consists of: Reeve and four councillors (4 Wards)

The municipality does not have a hospital. There are Emergency Services to the east at the Fort Frances Hospital in Fort Frances and to the west at the Rainy River Hospital in Rainy River.

The municipality does not administer Social Services; rather we are part of a District Social Services Administration Board (DSSAB). Additionally, DSSAB administers our land ambulance service.

Police services are provided to the municipality via Contract with the Ontario Provincial Police. There is one local detachment office (un-staffed) located in Emo.

The municipality does not have a transit service (public or private), nor is there a taxi service operating in the municipality.

There is one public school and one Mennonite school located in the municipality. Sturgeon Creek School is administered by the Fort Frances Rainy River District School Board and the Mennonite school is administered by the local Mennonite community.

The Corporation of the Township of Chapple strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization/business is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps The Corporation of the Township of Chapple is taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how The Corporation of the Township of Chapple will play its role in making Ontario an accessible province for all Ontarians.

The Corporation of the Township of Chapple will strive for compliance with the AODA by implementing the standards; which include: accessible customer service, information and communication, employment, transportation, and the built environment.

# Section One: Past Achievements to Remove and Prevent Barriers

This document includes a summary of the accessibility initiatives the Corporation of the Township of Chapple has completed.

## Customer Service

Prior to approving the annual Accessibility Plan, Council requested input from the public on their concerns through our municipal newsletter.

Employees were asked to record any apparent barriers to individuals with disabilities in areas where the public may require access to municipal services or buildings so that council could take into account how accessible any equipment, supplies or services provided by the municipality, for use by itself, its employees or the public, is/are to people with disabilities.

Administration reviewed by-laws passed since January 2000 identifying apparent barriers, strategy for removal, and status. This report was presented to Council and the following changes were implemented.

## Information and Communications

- Website – updated and made more accessible
- By-Laws, Policies, Procedures - New documents are created in more accessible formats, including larger font and are available in accessible formats upon request

## Employment

- New employees and volunteers – “Serve-Ability” Transforming Ontario’s Customer training completed as part of their orientation.

## Procurement

- Will take into account how accessible any equipment, supplies or services to be bought by the municipality, for use by itself, its employees or the public, except when it is not practical to do so. An explanation will be

provided upon request if it is determined that incorporation accessibility criteria and features is not practicable.

## Other

- Recreation Centre (Hall) - Larger entrance and ramp installed. Ample parking near wheelchair access ramp
- Accessible washrooms
- Playground - Accessible Child Swing

For more information about Ontario's Customer Service Standard, visit [\*\*ontario.ca/AccessON\*\*](http://ontario.ca/AccessON)

## Section Two: Strategies and Actions

### Customer Service

The Corporation of the Township of Chapple is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

The Corporation of the Township of Chapple will examine the municipal owned buildings that are open to the public for accessibility, examine municipal services for barriers, provide training to all existing and new hires in a timely manner.

### Information and Communications

The Corporation of the Township of Chapple is committed to making our information and communications accessible to people with disabilities by:

Providing information to the public in accessible formats on municipal website [www.chapple.on.ca](http://www.chapple.on.ca), upon request by contacting the municipal office at 807-487-2354 or by email [chapple@tbaytel.net](mailto:chapple@tbaytel.net)

### Employment

The Corporation of the Township of Chapple is committed to fair and accessible employment practices.

### Procurement

The Corporation of the Township of Chapple is committed to accessible procurement processes.

The Corporation of the Township of Chapple will incorporate accessibility criteria and features when procuring or acquiring goods, services of facilities, except when it is not practical to do so. An explanation will be provided upon request if it is determined that incorporation accessibility criteria and features is not practicable.



## Training

The Corporation of the Township of Chapple is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Training will be provided to all employees and volunteers on; The Corporation of the Township of Chapple Accessibility Standards for Customer Service, the Integrated Accessibility Standards Regulation, as well as the Ontario Human Rights Code as it relates to people with disabilities on an ongoing basis and as changes are made to the regulation or policy as soon as practicable.

New employees and volunteers will be trained during Orientation on all plans and policies; and;

Training resources available from [www.accessforward.ca](http://www.accessforward.ca) shall be provided to Council, employees and volunteers.

## For More Information

For more information on this accessibility plan, please contact CAO-Clerk/Treasurer Peggy Johnson at 807-487-2354 ext. 223 or by Email; [chapple@tbaytel.net](mailto:chapple@tbaytel.net)

Website and social media addresses:

[www.chapple.on.ca](http://www.chapple.on.ca) or <http://facebook.com/chapple.township>

Standard and accessible formats of this document are free on request by contacting the municipal office at 807-487-2354 or by email at [chapple@tbaytel.net](mailto:chapple@tbaytel.net)

# Appendix A

## Definitions

**Accessibility** — the term accessibility means giving people of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service, product, device, or environment is available to as many people as possible. Accessibility can be seen as the ability to access and benefit from a system, service, product or environment.

**Barrier** — Barriers are obstacles that limit access and prevent people with disabilities from fully participating in society. Most barriers are not intentional. Barriers usually arise because the needs of people with disabilities are not considered from the beginning.

**Disability** — Ontario’s accessibility law adopts the definition for disability that is in the Ontario Human Rights Code. It defines disability broadly:

- a.** “any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b.** a condition of mental impairment or a developmental disability,
- c.** a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d.** a mental disorder, or
- e.** an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.”

# Appendix B

## Addressing a requirement of the AODA Accessibility Standards

<b>Ontario Law: Provide Accessible Formats and Communication Supports on Request</b>			
<b>Actions</b>	<b>Resources</b>	<b>Responsibility</b>	<b>Completion Date</b>
Develop and implement a policy that documents be created in a structured electronic format to allow for easier conversion to accessible formats		CAO/Clerk Treasurer	April 13, 2010
Assess how and what information we make available to public		CAO/Clerk Treasurer	April 13, 2010
Develop a process for responding to requests for supports and services		CAO/Clerk Treasurer	April 13, 2010
Post a notice on website, Facebook page or other social media sites and on premises that information is available in a variety of accessible formats		Deputy Clerk Treasurer	July 3, 2018

### Addressing other barriers

<b>Customer Service Barrier:</b> Recreation Centre. Entrances and washrooms are not accessible to customers who have mobility issues.			
<b>Actions</b>	<b>Resources</b>	<b>Responsibility</b>	<b>Completion Date</b>
Apply for financing		CAO/Clerk Treasurer	2001
Drawings			2002
Approval of financing		Ontario Super Build	July 8, 2002
Construction		contractors	2002-2003
Grand Reopening of the Chapple Community Centre		Committee Members	April 4, 2003

<b>Customer Service Barrier:</b> Office Entrance and washroom was not accessible to customers with mobility issues. No area for customers to sit down if needed.			
<b>Actions</b>	<b>Resources</b>	<b>Responsibility</b>	<b>Completion Date</b>
Drawings		Contractor	2011
Approval of Financing		CAO/Clerk Treasurer	2011
Construction		Contractor	Oct. 18, 2011
Sitting area created in lobby		Contacto	Nov. 2011

<b>Customer Service Barrier:</b> Entrance to St. Paul Heritage Church was not accessible to customers with mobility issues.			
<b>Actions</b>	<b>Resources</b>	<b>Responsibility</b>	<b>Completion Date</b>
Drawings		Contractor	2011
Approval of Financing		CAO/Clerk Treasurer	2011
Construction		Contractor	2011
Grand Re-opening		Committee members	2011

<b>Information and Communications Barrier:</b> Some employees complain that small fonts and serif fonts make the branch intranet site more difficult to read.			
<b>Actions</b>	<b>Resources</b>	<b>Responsibility</b>	<b>Completion Date</b>
Review our web page to identify areas of improvement		CAO/Clerk Treasurer	2012
Ensure that the minimum font size on templates is 12 point, and only sans-serif typefaces are used (e.g. Arial, Verdana)		Fort Frances Times – Cory	Nov. 26, 2013
Added “epay” for clients who are unable to come into the office to make payments in person		Fort Frances Times – Cory	Oct. 17, 2016

<b>Employment Barrier:</b> No modified work guidelines for employees returning to work after an injury.			
<b>Action Plan</b>	<b>Resources</b>	<b>Responsibility</b>	<b>Completion Date</b>
Review of Human Resources Policy – Health and Safety		CAO/Clerk Treasurer and council	2015
Research “modified work for all departments” policies		Office Assistant	2015
New policy implemented		Council	March 2017