

The Municipality of Northern Bruce Peninsula (MNBP) is committed to providing quality goods, services and facilities that are accessible to everyone. The Municipality's customers will be treated keeping in mind the 5 principles of Accessible Customer Services: independence, integration, dignity, respect and equality of opportunity.

The Ontarians with Disabilities Act, 2001 (ODA) and Accessibility for Ontarians with Disabilities Act, 2005 (AODA) were passed by Ontario Legislature with the goal of creating Standards to improve accessibility across the Province with a goal to have a fully accessible Ontario by 2025. It sets out accessibility requirements that an organization must meet in the areas of Customer Service, Information and Communications, Employment, Transportation and the Design of Public Spaces. These are called 'Standards'. The Information and Communications, Employment, Transportation and the Design of Public Spaces Standards were all combined under the Integrated Accessibility Standards Regulation (IASR). As of July 1, 2016, Customer Service was added to the Integrated Accessibility Standards Regulation.

Accessibility Plan and Policies

The Municipality promotes accessibility through the development and the annual review of its policies, procedures and practices. The Municipality's Multi Year Accessibility Plan outlines how the municipality will prevent and remove barriers to customer service, information and communication, employment, transportation and the built environment. The Plan also details the Municipality's achievements in making our community more inclusive.

Alternate Format and Communication supports

How best can we communicate with you? Alternatives to standard print are often referred to as "alternate formats", and methods to assist communication are referred to as "communication supports". Please contact us if you need information in an alternate format or require the assistance of a communication support. We will do our best to support your communication needs.

Alternate formats could include, but are not limited to: large print, colour contrast, electronic formats, text transcripts of visual and audio information, or email.

Communication Supports could include, but are not limited to: plain language, having a staff member/volunteer read the written information aloud, and other supports that facilitate effective communication.

Temporary Service Disruptions

The Municipality strives to operate its services and facilities without interruption. However, at times disruptions will occur. In these cases, we will make reasonable efforts to notify the public of the disruption and its anticipated duration. The notice will

be provided at the location of the disruption, on the municipal website and/or through other means of communication. Information regarding road construction, road closures, sidewalk repairs, etc., will be made available as well.

Feedback or Concerns

The Municipality encourages input and comments with respect to accessibility within our community. Please share your comments by email, in person, by telephone, in writing or by completing the online feedback form; we are always looking for ways to improve.

Training

MNBP staff, contractors and volunteers is required to complete training with regards to customer service, information and communications, employment, transportation and the design of public spaces standards. These standards now all combined under the Integrated Accessibility Standards Regulation (IASR).

If you require an accessible format or communication support please contact the Cathy Addison, Deputy Clerk/Accessibility Coordinator at 519-793-3522x236 or email us at cathya.nbp@amtelecom.net. Let us know how we can best meet your needs.