

The Corporation of the Town of Tecumseh



Multi-Year Accessibility Plan

Accessibility and the Corporation of the Town of Tecumseh

The Corporation of the Town of Tecumseh (the Corporation) is committed to providing excellent service for both the public and for employees which means delivering citizen focused programs and services that are efficient, effective, responsive, and accessible. Accessible services meet people's needs while protecting the dignity and independence of people with disabilities. When services are accessible, people can easily navigate into and around buildings and offices, receive information and communications in a format that works for them, and work in an accommodating environment.

The Corporation is committed to its goal of achieving an accessible workplace and community and has affirmed this commitment by drafting and making improvement in the accessibility of programs, services and facilities. This Multi-Year Plan outlines our approach to achieving accessible and inclusive services in the years to come.

Multi-Year Accessibility Plan

The Corporation's Multi-Year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the *Accessibility for Ontarians with Disabilities Act (AODA)*, 2005. The Corporation will report annually on the progress and implementation of the plan, post the information on our website and will provide it in alternative formats upon request. The plan will be reviewed and updated at least once every five years.

General Requirements

Accessibility Policies

- The Corporation should include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies
- The Corporation shall,
 - Prepare one or more written documents describing its policies; and
 - Make the documents publicly available and in an accessible format upon request

2012-2013 key actions

- Expand accessibility policy scope, create new supporting procedures and present to Council:
 - Accessibility Policy
 - Accessible Customer Service procedure
 - Planning Accessible Meetings procedure
 - Accessible Information and Communications procedure



- Accessible Employment procedure
- Accessible Transportation procedure
- Post policy and procedures on town website
- Implement policy and procedures corporate-wide in 2013

2014-2017 key actions

- Update policy and procedure by 2017 as part of the Corporation's policy review process
- Ensure ongoing compliance

Accessibility Plans

- January 1, 2013

Develop multi-year accessibility plans that outline what will be done to implement Integrated Accessibility Standards Regulation (IASR) requirements. Post multi-year accessibility plan on website and provide in an accessible format, upon request. Report to the province every two years and review plan every five years. Consult with persons with disabilities and Tecumseh Accessibility Advisory Committee (TAAC).

2012-2013 key actions

- Create multi-year accessibility plans in an accessible format
- Consult with TAAC and the public
- Present multi-year accessibility plan to Council and post on town website
- Implement requirements of multi-year plan town-wide

2014-2017 key actions

- Continue to implement requirements of multi-year accessibility plan town-wide
- Report to the province
- Review plan and update in 2017

Annual Status Report

- January 1, 2014

Prepare annual status report on progress of measures set out in the multi-year accessibility plan, post on website and provide it in an accessible format, upon request.



2014-2017 key actions

- Create annual status report and present to Council, post on town website

Procuring or acquiring goods, services or facilities

- January 1, 2013

Incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not possible to do so.

2012-2013 key actions

- Update all purchasing templates with accessibility language
- **Ensure departments include accessibility criteria and features in the specifications provided to the Purchasing department**
- Create accessibility procurement checklist and toolkit for staff
- Make available provincial purchasing reference guide to staff

2014-2017 key actions

- Conduct ongoing review of purchasing templates
- Continue to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not possible to do so

Training

- January 1, 2014

Ensure training on the integrated standards and the Human Rights Code is provided to employees, volunteers, persons who participate in developing policies and others who provide goods, services or facilities on behalf of the organization.

2012-2013 key actions

- Review available training materials from Ontario government and other sources to assess their applicability to the Corporation
- Consider program options and provide training

2014-2017 key actions

- Continue to train new staff and existing staff in respect of any changes to accessibility policies



Information and Communications

Outlines how the Corporation will create, provide and receive information and communications in ways that are accessible for people with disabilities.

Feedback

- January 1, 2014

Ensure processes for receiving and responding to feedback are accessible for persons with disabilities by providing/arranging for accessible formats and communications supports, upon request. Notify the public about availability of accessible formats and communication supports.

2012-2013 key actions

- Create Accessible Information and Communications procedures to incorporate all requirements of the Information and Communications Standard
- Ensure multi-channel options for providing and receiving feedback
- Create accessible feedback forms and post on the Corporations website
- Maintain alternate format request statement on website
- Create accommodation request statement for town meetings and event notices in 2013

2014-2017 key actions

- Update procedure by 2017 as part of the Corporation's policy review process
- Review all feedback processes and update as required

Accessible formats and communication supports

- January 1, 2015

Provide accessible formats and communications supports for persons with disabilities in a timely manner and cost that is no more than the regular cost charged to other persons, upon request. Notify the public about availability of accessible formats and communication supports.

2012-2013 key actions

- Create Accessible Information and Communications procedures to incorporate all requirements of the Information and Communications Standard



- Ensure multi-channel options for providing and receiving feedback
- Create accessible feedback form and post on the Corporation's website
- Maintain alternate formats request statement on website
- Create accommodation request statement for Corporation meetings and event notices in 2013

2014-2017 key actions

- Update procedure by 2017 as part of the Corporation's policy review process
- Ensure compliance by 2015

Emergency procedure, plans or public safety information

— January 1, 2012

Provide emergency procedures, plans or public safety information that is publicly available in an accessible format or with appropriate communication supports, upon request.

2012–2013 key actions

- Provide the Corporation's emergency plan in an accessible format or with communication supports upon request
- Post statement on the Corporation's website about availability of accessible formats/supports, upon request

2014–2017 key actions

- Ensure compliance as plans are updated/edited

Accessible websites and web content, WCAG level A

— January 1, 2014 (applies to web content published on websites after January 1, 2012)

Ensure new internet websites and web content conforms with WCAG 2.0 Level A.

2012–2013 key actions

- Relaunch town website with knowledge of WCAG 2.0 guidelines
- Create 100% HTML 5 standards compliance website
- Regularly evaluate compliance through accessibility quality tool
- Meet level A WCAG requirements



- Incorporate level AA WCAG requirements
- Conduct training for staff as required

2014–2017 key actions

- Ensure ongoing compliance
- Continue to incorporate level AA WCAG requirements

Accessible websites and web content, WCAG level AA

— January 1, 2021

Ensure internet websites and web content conforms with WCAG 2.0 Level AA, other than success criteria 1.2.4 captions (live) and success criteria 1.2.5 audio descriptions (pre-recorded).

2012–2013 key actions

- Continue to incorporate level AA requirements

2014–2017 key actions

- Continue to incorporate level AA requirements

Employment

Outlines how the Corporation will make employment practices and its workplace more accessible to potential and existing employees with disabilities.

Recruitment

— January 1, 2014

Notify employees and the public about availability of accommodation for applicants with disabilities in the recruitment processes.

2012–2013 key actions

- Create Accessible Employment procedure to incorporate all requirements of the Employment Standard
- Implement procedure corporate-wide
- Update job posting templates to include accessibility statement



2014–2017 key actions

- Update procedure by 2017 as part of the Corporation's policy review process
- Ensure ongoing compliance
- Recruitment, assessment or selection

Recruitment, assessment or selection process

— January 1, 2014

Notify job applicants that accommodations are available in relation to the materials or processes used during the recruitment process, upon request.

2012–2013 key actions

- Update recruitment process to ensure applicants are notified if selected for an interview or assessment that accommodations are available, upon request

2014–2017 key actions

- Ensure ongoing compliance

Notice to successful applicants

— January 1, 2014

Notify successful applicants of policies for accommodating employees with disabilities, when making offers of employment.

2012–2013 key actions

- Create Accommodation procedure
- Implement Accommodation procedure corporate-wide
- Update offer letter templates

2014–2017 key actions

- Update procedure by 2017 as part of the Corporation's policy review process
- Ensure ongoing compliance



Informing employees of supports

— January 1, 2014

Inform employees of policies to support employees with disabilities.

2012–2013 key actions

- Create Accommodation procedure
- Implement Accommodation procedure corporate-wide in 2013
- Update orientation materials

2014–2017 key actions

- Update procedure by 2017 as part of the Corporation's policy review process
- Ensure ongoing compliance

Accessible formats and communication supports for employees

— January 1, 2014

Provide or arrange for accessible formats and communication supports for information needed to perform job duties and information generally available to employees in the workplace, upon request.

2012–2013 key actions

- Provide employees with accessible supports
- Create Accessible Employment procedure
- Implement Accessible Employment procedure corporate-wide

2014–2017 key actions

- Update procedure by 2017 as part of the Corporation's policy review process
- Ensure ongoing compliance

Workplace emergency response information

— January 1, 2012

Provide individual workplace emergency response information to employees who have a disability, as required.



2012–2013 key actions

- Create individual accommodation plans for employees needing assistance

2014–2017 key actions

- Ensure individual emergency plans are updated as required

Documented individual accommodation plans

— January 1, 2014

Develop and implement a written process for documentation of individual accommodation plans for employees with disabilities.

2012–2013 key actions

- Create Accommodation procedure
- Implement Accommodation procedure

2014–2017 key actions

- Update procedure by 2017 as part of the Corporation's policy review process
- Ensure ongoing compliance

Return to work process

— January 1, 2014

Develop a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work.

2012–2013 key actions

- Review, update and document existing return to work process

2014–2017 key actions

- Review and update existing process as required

Performance management and career development and advancement

— January 1, 2014

Consider accessibility needs of employees with disabilities and individual accommodation plans during the performance management process and when providing career development and advancement.



2012–2013 key actions

- Create Accessible Employment procedure
- Implement Accessible Employment procedure corporation-wide

2014–2017 key actions

- Update procedure by 2017 as part of the Corporation's policy review process
- Ensure ongoing compliance

Transportation

Outlines how the Corporation will make it easier for anyone to use its public transportation services.

Availability of information on accessibility equipment, etc.

— January 1, 2012

Make available to the public current information on accessibility equipment and features of vehicles, routes and services, and provide in an accessible format, upon request.

2012–2013 key actions

- Post information on schedules and services to transit website
- Provide information on accessibility equipment and features of vehicles upon request
- Review and update printed transit material
- Create Accessible Transportation procedure to incorporate all requirements of the Transportation Standard
- Create more accessible transit website

2014–2017 key actions

- Update procedure by 2017 as part of the Corporation's policy review process
- Ensure ongoing compliance



Non-functioning accessibility equipment

— July 1, 2011

Take reasonable steps to accommodate persons with disabilities who would use the equipment and repair equipment as soon as possible, if accessibility equipment in a vehicle is not functioning and equivalent service cannot be provided.

2012–2013 key actions

- Continue to take reasonable steps to accommodate persons with disabilities if accessibility equipment is not functioning
- Continue existing maintenance process for vehicles and equipment

2014–2017 key actions

- Ensure ongoing compliance

Accessibility training

— January 1, 2014

Conduct employee and volunteer accessibility training as prescribed, in addition to training requirements under the General Requirements section.

2012–2013 key actions

- Continue accessibility training for existing and newly hired bus drivers

2014–2017 key actions

- Conduct ongoing training as required

Emergency preparedness and response policies

— January 1, 2012

Establish emergency preparedness and response policies that provide for the safety of persons with disabilities, make policies available to the public and provide in an accessible format, upon request.

2012–2013 key actions

- Continue to provide existing emergency preparedness and response policies that provide for the safety of persons with disabilities, in an accessible format, upon request



2014–2017 key actions

- Ensure ongoing compliance

Fares, support persons

— January 1, 2014

Provide no-charge fare to a support person who is accompanying a person with a disability where a support person is needed.

2012–2013 key actions

- Implement for The Corporation of the Town of Tecumseh Transit system

2014–2017 key actions

- Ensure ongoing compliance

Transition existing contracts and vehicles

— Dates as prescribed

Transition conventional vehicles existing as of June 30, 2011, to meet requirements. Meet technical requirements to retrofit as required. Meet accessibility requirements when modifying or upgrading a portion of a vehicle after July 1, 2011.

2012–2013 key actions

- Have no existing or outstanding contracts to purchase vehicles as per the prescribed dates
- Review any required modifications to ensure compliance.

2014–2017 key actions

- Ensure ongoing review if modifications are required

Accessibility plans, conventional transportation services

— January 1, 2013

Establish a transit accessibility plan that identifies conventional and specialized transportation services, in addition to the multi-year accessibility plan. Hold one annual public meeting involving persons with disabilities to review the plan. Identify process for managing, evaluating and taking action on customer feedback.



2012–2013 key actions

- Develop transit accessibility plan that includes the Corporation’s Transit system
- Hold annual meetings
- Continue to receive feedback through the established multi-channel process and include in 2013 Transit Accessibility Plan

2014–2017 key actions

- Develop annual transit accessibility plan and continue to integrate both types of transportation services
- Hold a public meeting annually

Accessibility plans, conventional and specialized transportation services

— January 1, 2013

Describe procedures for dealing with accessibility equipment failures on transportation vehicles in transit accessibility plan.

2012–2013 key actions

- Include procedures for dealing with accessibility equipment failures in 2013 Transit Accessibility Plan

2014–2017 key actions

- Continue to include procedures in annual accessibility plan

General responsibilities

— January 1, 2012

Deploy lifting devices, ramps or portable bridge plates, upon request. Ensure adequate time is provided to safely board, be secured and deboard transportation vehicles with assistance, upon request. Assist with safe and careful storage of mobility aids or assistive devices. Allow persons with disabilities to travel with medical aid. Make information available in an accessible format, upon request.

2012–2013 key actions

- Continue to assist persons with disabilities by complying with all requirements
- Provide training to transit drivers



2014–2017 key actions

- Ensure ONGOING compliance

Alternative accessible method of transportation

— January 1, 2013

Provide specialized transportation services to persons with disabilities who are unable to use conventional transportation services.

Fares

— July 1, 2011

Provide same fare structure to persons with disabilities.

2012–2013 key actions

- Continue to offer the same fare structure to persons with disabilities on the Corporation's Transit system

2014–2017 key actions

- Continue to offer the same fare structure to persons with disabilities on the Corporation's Transit system

Transit stops

— January 1, 2012

Allow persons with disabilities to board/deboard at a safe location if an official stop is not accessible.

2012–2013 key actions

- Continue to allow non-official safe location transit stops
- Conduct an audit of all transit stop locations to identify and prioritize opportunities to improve accessibility

2014–2017 key actions

- Continue ongoing compliance
- Address audit findings



Storage of mobility aids, etc.

— January 1, 2012

Safely store and secure mobility aids and assistive devices at no charge (July 1, 2011).

2012–2013 key actions

- Continue to store and secure mobility aids and assistive devices in all transportation vehicles
- Continue to train transit and taxicab drivers on the safe securement of mobility aids and devices
- Continue to provide this service at no charge

2014–2017 key actions

- Ensure ongoing compliance through training

Priority seating

— January 1, 2012

Clearly mark priority seating for persons with disabilities, located as close as possible to the vehicle entrance. Provide signs to indicate that other passengers vacate seating if required by a person with a disability. Develop communications strategy.

2012–2013 key actions

- Continue to provide priority seating to persons with disabilities on all Corporation Transit buses
- Install priority seating decals
- Develop and implement communications strategy with materials developed as industry standard by Ontario Public Transportation Association (OPTA)

2014–2017 key actions

- Continue to equip new vehicles with decals designating priority seating area
- Ensure ongoing compliance



Service disruptions

— July 1, 2013

Make available alternate accessible arrangements to transfer persons with disabilities to their route destination where a route or scheduled service is temporarily changed and known in advance of the trip.

2012–2013 key actions

- Continue to post service disruption information on the Corporation’s Transit website and communicate through social media

2014–2017 key actions

- Ensure ongoing compliance

Pre-boarding announcements

— July 1, 2011

Provide pre-boarding verbal announcements of the route, direction, destination or next major stop, upon request.

2012–2013 key actions

- Continue to verbally announce route, direction, destination or next major stop, upon request

2014–2017 key actions

- Ensure ongoing compliance

Electronic pre-boarding announcements

— January 1, 2017

Provide electronic pre-boarding announcements of route, direction, destination or next major stop and ensure announcements satisfy signage requirements.

2012–2013 key actions

- Develop Request for Proposal (RFP) for technology solution with the project to begin in 2013



2014–2017 key actions

- Select and implement technology solution that will be added to vehicles

On-board announcements

— July 1, 2011

Provide audible verbal announcements of all destination points or available route stops.

2012–2013 key actions

- Continue to provide audible verbal announcements of all destination points or available route stops

2014–2017 key actions

- Ensure ongoing compliance

On-board announcements—visual and audible transmission of information

— January 1, 2017

Provide destination points or available route stops by announcing and legibly and visually displaying through electronic means; and visually displaying destination points or stop information to satisfy signage requirements.

2012–2013 key actions

- Develop Request for Proposal (RFP) for technology solution with the project to begin in 2013

2014–2017 key actions

- Select and implement technology solution that will be added to vehicles

Requirements re: grab bars, etc.

— Applies to conventional transportation vehicles manufactured on or after January 1, 2013

Equip vehicles with grab bars, handholds, handrails or stanchions, as prescribed.

2012–2013 key actions

- Continue to meet all prescribed requirements



2014–2017 key actions

- Ensure ongoing compliance

Floors and carpeted surfaces

— Applies to conventional transportation vehicles manufactured on or after January 1, 2013

Have minimal glare and slip resistant floors. Ensure any carpeted surfaces have a low, firm and level pile or loop, and are securely fastened.

2012–2013 key actions

- Continue to meet all prescribed requirements

2014–2017 key actions

- Ensure ongoing compliance

Allocated mobility aid spaces

— Applies to conventional transportation vehicles manufactured on or after January 1, 2013

Have two or more mobility aid spaces that meet space requirements and are equipped with securement devices.

2012–2013 key actions

- Continue to meet all prescribed requirements.

2014–2017 key actions

- Ensure ongoing compliance

Stop-requests

— Applies to conventional transportation vehicles manufactured on or after January 1, 2013

Equip vehicles with accessible stop-requests that meet the prescribed standards.

2012–2013 key actions

- Continue to meet all prescribed requirements



2014–2017 key actions

- Ensure ongoing compliance

Lighting features

— Applies to conventional transportation vehicles manufactured on or after January 1, 2013

Equip passenger access door area with lights that are constantly lit when the door is open, and that illuminate the lifting device, ramp, portable bridge plate or step nosings, and meet the prescribed light standards.

2012–2013 key actions

- Continue to meet all prescribed requirements

2014–2017 key actions

- Ensure ongoing compliance

Signage

— Applies to conventional transportation vehicles manufactured on or after January 1, 2013

Have signs that identify routes, directions, destinations or next major stops displayed in a manner that meet prescribed requirements (shape, colour, and placement).

2012–2013 key actions

- Continue to meet all prescribed requirements

2014–2017 key actions

- Ensure ongoing compliance

Lifting devices, etc.

— Applies to conventional transportation vehicles manufactured on or after January 1, 2013

Equip vehicles with lifting devices, ramps or portable bridge plates that meet the prescribed requirements.

2012–2013 key actions



- Continue to meet all prescribed requirements

2014–2017 key actions

- Ensure ongoing compliance

Categories of eligibility

— January 1, 2017

Establish three categories of eligibility to qualify for specialized transportation services: unconditional, temporary and conditional eligibility.

Eligibility application process

— January 1, 2014

Provide temporary specialized transportation services (within 14 calendar days) after completed application is received at no charge until a decision on eligibility is made and provide in an accessible format, upon request.

2012–2013 key actions

- Provide application at no charge

2014–2017 key actions

- Add vehicles and resources to fleet to accommodate demand/use

Eligibility appeal process

— January 1, 2014

Establish independent appeal process to review decisions respecting eligibility, make decision within 30 calendar days, grant temporary eligibility until final decision is made and provide in accessible format, upon request.

2012–2013 key actions

- Continue to provide existing internal appeal process
- Update process as required to meet requirements



2014–2017 key actions

- Ensure ongoing compliance

Emergency or compassionate grounds

— January 1, 2014

Develop procedures for temporary specialized transportation services earlier than 14 calendar days where services are required because of an emergency or on compassionate grounds, and where there are no other accessible transportation services to meet the person's needs.

2012–2013 key actions

- Formally document procedure in 2013

2014–2017 key actions

- Ensure ongoing compliance.
- Update procedure by 2017 as part of the Corporation's policy review process

Fare parity

— January 1, 2013

Provide fare parity, same fare structure and fare payment options on conventional and specialized transportation services.

2012–2013 key actions

- Continue to offer fare parity, same fare structure and payment options on the Corporation's Transit system
- Continue to provide alternate fare payments to persons with disabilities

2014–2017 key actions

- Ensure ongoing compliance



Visitors

— January 1, 2013

Make specialized transportation services available to visitors with disabilities who meet eligibility criteria.

2012–2013 key actions

- Create Accessible Transportation procedure
- Implement procedure

2014–2017 key actions

- Update procedure by 2017 as part of the Corporation’s policy review process
- Ensure ongoing compliance

Origin to destination services

— July 1, 2011

Provide origin to destination services that meet the needs of persons with disabilities.

2012–2013 key actions

- Continue to provide origin to destination services

2014–2017 key actions

- Ensure ongoing compliance

Co-ordinated service

— January 1, 2013

Facilitate connections between specialized transportation services, when provided in adjacent municipalities with contiguous urban areas, and determine the accessible stops and drop off locations.

2012–2013 key actions

- Continue to provide transfers between adjacent municipalities with contiguous urban areas



2014–2017 key actions

- Ensure ongoing compliance

Hours of service

— January 1, 2013

Provide same hours and days of service on both conventional and special transportation services.

2012–2013 key actions

- Continue to provide same hours and days of service on both conventional and special transportation services.

2014–2017 key actions

- Ensure ongoing compliance

Service delays

— January 1, 2013

Provide information on duration of service delays on specialized transportation to affected passengers. A service delay is a delay of 30 minutes or more after the scheduled pick-up time.

2012–2013 key actions

- Continue to post service disruptions on the Corporation's website and communicate through social media

2014–2017 key actions

- Ensure ongoing compliance

Companions and children

— January 1, 2012

Allow companions and dependent children to travel with persons with disabilities when possible.



2012–2013 key actions

- Continue to allow companions and dependent children to travel with persons with disabilities when possible

2014–2017 key actions

- Ensure ongoing compliance through driver training

Duties of municipalities, general

— January 1, 2013

Consult with TAAC, persons with disabilities and the public in development of accessible design criteria for accessible bus stops and shelters, and incorporate steps to be taken in accessibility plan.

2012–2013 key actions

- Conduct accessibility audit of bus stops and shelters and consult TAAC, persons with disabilities and the public

2014–2017 key actions

- Incorporate in future infrastructure plans and ensure ongoing compliance

Duties of municipalities, accessible taxicabs

— January 1, 2013

Consult with TAAC, persons with disabilities and the public to determine the proportion of on-demand accessible taxicabs required in the community. Identify progress made toward meeting the need for on-demand accessible taxicabs in accessibility plan.

2012–2013 key actions

- Create Accessible Transportation procedure to include taxi requirements
- Consult TAAC, persons with disabilities and the public on proportion of on-demand accessible taxicabs
- Report to Council with recommendations for accessible taxicabs
- Convene meeting with taxicab brokerages, Transit Services and representatives of TAAC



2014–2017 key actions

- Implement Council-approved strategy. Provide updates through annual progress report
- Update procedure by 2017 as part of the Corporation's policy review process

Duties of municipalities, taxicabs–fare

— July 1, 2011

Provide fare parity and store mobility aids or assistive devices at no charge.

2012–2013 key actions

- Continue to provide fare parity
- Continue to store mobility aids and devices at no charge

2014–2017 key actions

- Ensure ongoing compliance

Vehicle registration and identification

— January 1, 2012

Place vehicle registration and identification information on the rear bumper of the taxicab and provide in an accessible format, upon request.

2012–2013 key actions

- Continue to display vehicle identification on rear bumper and door in colour contrast
- Continue to affix taxi plate with vehicle identification to rear bumper
- Continue to provide accessibility training to new taxi drivers
- Include accessibility training as a portion of renewal process for existing drivers in 2013

2014–2017 key actions

- Ensure ongoing compliance



Requirements re: grab bars, etc.

— Applies to vehicles manufactured on or after January 1, 2013

Meet technical requirements (grab bars, handholds, handrails, stanchions).

2012–2013 key actions

- Continue to meet all technical requirements
- Inspect vehicles annually to ensure compliance

2014–2017 key actions

- Inspect vehicles annually to ensure compliance

Reviewing and Monitoring the Accessibility Plan

The Corporation of the Town of Tecumseh Multi-Year Accessibility Plan will be reviewed and updated at least once every five [5] years. An annual status report will be completed to document the progress and measures taken to implement the Corporation's strategy and meet the requirements of the Integrated Accessibility Standards Regulation.

Feedback

The Corporation of the Town of Tecumseh welcomes feedback on the Multi-Year Accessibility Plan, and on the accessibility of our programs, services and facilities. If you have any ideas or suggestions, please contact us.

Telephone: 519-735-2184

Mail: Town of Tecumseh
917 Lesperance Road,
Tecumseh, Ontario N8N 1W9

Email: accessibility@tecumseh.ca



Availability of the Multi-Year Accessibility Plan

The Multi-Year Accessibility Plan is available online www.tecumseh.ca

In the following formats:

- Accessible PDF
- Full-Text Word.
- Alternate formats, including paper copies of the Accessibility Plan are available, upon request.

