



**Policy No.**

**A-2**

CORPORATION OF THE TOWN OF RAINY RIVER

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General Administration

# Multi-Year Accessibility Plan

## Executive Summary

The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the Province. To this end the AODA mandates that each Municipality create a multi-year accessibility plan.

The report describes the measures the Town has taken in the past and the measures the Town will take during the current year to identify, remove and prevent barriers to people with disabilities who use the facilities and services of the Town, including staff and members of the community at large. As the population of the Municipality is made up of a large number of seniors, a priority will be to remove barriers for this portion of the population

## **Description of the Town of Rainy River**

The Town of Rainy River is located in Northwestern Ontario. The Town is bordered on the north and northeast by the Township of Dawson, on the south by the United States separated by the Rainy River and on the west by the U.S. Border crossing and the City of Baudette, Minnesota.

The Town of Rainy River has a population of approximately 807 persons (based on the 2016 census information). Approximately 30% of the Town's population is over the age of 65. Located within the municipality is the Riverside Healthcare Facility including a clinic, acute care beds and long-term care facility. There are also two senior/single living centres. The apartments consist of 14 one bedroom assisted living apartments and a second building with 41 one bedroom apartments. A public elementary school housing children from grades junior kindergarten to grade eight for approximately 140 students and 15 staff members. Also located in town is a public High School which houses students from grades nine to twelve for approximately 110 students and 25 staff members.

The Town has a Recreation Centre that is utilized by many service groups and the public at large for weddings etc.... The Town Office is located in the historical CN Station and is shared by the Rainy River Activity Depot, which offers many activities for seniors. The Town Office is also adjacent to a museum facility, and Farmers Market. The Public Works Garage and Volunteer Fire Department are both housed in a separate facility approximately two blocks from the Town Office. The Municipality also owns the Rainy River Health Centre, Rainy River Curling Rink facility, and the Water Treatment Plant.

## **Council Commitment to Accessibility Planning**

The Council of the Corporation of the Town of Rainy River is committed to:

- The continual improvement of access to all municipally owned facilities, premises and services for all those with disabilities.

- The provision of quality services to all members of the community with disabilities.

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

The Town of Rainy River is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

### **Past Achievements to Remove and Prevent Barriers**

The Town of Rainy River has completed the following accessibility initiatives.

#### **Customer Service**

Renovated the Municipal Office in 2016 to add push button doors, ramp and counter which allow for access via a wheelchair or scooter and a standing height counter.

The Recreation Centre installed an elevator in 2000 so all can access the main floor and upper floor areas.

#### **Employment**

The renovations to the Municipal Office in 2016 included updating washrooms to current AODA standards and the installation of push button doors.

**Training**

Training is completed as part of the orientation package for new hires. All staff routinely, on a four year rotation, complete training.

**Design of Public Spaces**

As new construction or reconstruction take place consideration of various aspects of design are considered. In 2014 the downtown core was redeveloped and included ramps on each corner and contrasting colours and textures to help delineate changes in grade.

**Strategies and Actions**

**Customer Service**

The Town of Rainy River is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

As new construction or renovations take place regard will be taken to include as many accessibility features as possible. As the globe continues to become more digital centric additional measures will be taken to include the advances in communications and built environments to better serve the public at large.

**Customer Service Standard**

All new hires will receive customer service training during their orientation.

**Information and Communications**

The Town of Rainy River is committed to making our information and communications accessible to people with disabilities.

As the globe continues to become more digital centric additional measures will be taken to include the advances in communications and built environments to better serve the public at large.

**Employment**

The Town of Rainy River is committed to fair and accessible employment practices.

Job postings and interview processes will continue to offer accommodations as needed by the potential applicants.

Current employees will be accommodated to meet any disabilities which may arise during the course of their employment.

**Self-service kiosks**

The Town of Rainy River is committed to incorporating accessibility features/ considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

**Training**

The Town of Rainy River 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.

During orientation all new hires will receive the training as part of their orientation package. All permanent staff will receive refresher training to ensure continued adherence to the legislation on a four year rotational basis.

**Design of Public Spaces**

The Town of Rainy River will meet accessibility laws when building or making major changes to public spaces.

The Town of Rainy River will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

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Users of the public spaces will have the opportunity to input on major changes to ensure appropriate measures are in place so all can enjoy the public spaces to their fullest.

**Further Information**

For more information on this accessibility plan, please contact the Chief Administrative Officer, Veldron Vogan at 807-852-3978, via email [rainyriver@tbaytel.net](mailto:rainyriver@tbaytel.net) or at the municipal office located at 201 Atwood Avenue, Rainy River, ON, P0W 1L0.

Our accessibility plan is publicly posted at [www.rainyriver.ca](http://www.rainyriver.ca) and at the Municipal office located 201 Atwood Avenue. Standard and accessible formats of this document are free on request at the Municipal Office, 807-852-3978, [rainyriver@tbaytel.net](mailto:rainyriver@tbaytel.net).

**ADOPTION & REVIEW GUIDELINES**

Approved by Motion # 21-056 & By-law 1774-21 on May 10, 2021  
Reviewed/Revised by Res.

Approximate date of next review \_\_\_\_\_, 20\_\_\_\_

<b>REFERENCES:</b>	<b>POLICY AREA</b>	<b>POLICY NUMBER</b>
	General Administration	Section A-1