

**THE
MUNICIPAL
ACCESSIBILITY
POLICY
2021**

THE MUNICIPALITY OF CHARLTON AND DACK

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Internet Links to Reference Documents

1. [Accessibility for Ontarians with Disabilities Act, 2005, \(AODA\)](#)
2. [Integrated Accessibility Standards Regulation \(IASR\).](#)
3. www.charltonanddack.com

THE MUNICIPALITY OF CHARLTON AND DACK

ESTABLISHMENT OF ACCESSIBILITY POLICIES

INTEGRATED ACCESSIBILITY STANDARDS

This Regulation establishes the accessibility standards for each of information and communications, employment, transportation, the design of public spaces and customer service.

The requirements in the standards set out in this Regulation are not a replacement or a substitution for the requirements established under the *Human Rights Code* nor do the standards limit any obligations owed to persons with disabilities under any other legislation.

Except as otherwise provided in this Regulation, this Regulation applies to the Government of Ontario, the Legislative Assembly, every designated public sector organization and to every other person or organization that provides goods, services or facilities to the public or other third parties and that has at least one employee in Ontario.

ACCESSIBILITY FOR ONTARIAN WITH DISABILITIES ACT, 2005

Accessibility plans

The Government of Ontario, Legislative Assembly, designated public sector organizations and large organizations shall,

- (a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;
- (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and
- (c) review and update the accessibility plan at least once every five years.

The Government of Ontario, Legislative Assembly and designated public sector organizations shall establish, review and update their accessibility plans in consultation with persons with disabilities and if they have established an accessibility advisory committee, they shall consult with the committee.

The Government of Ontario, Legislative Assembly and designated public sector organizations shall,

- (a) prepare an annual status report on the progress of measures taken and implement; and
- (b) post the status report on their website, if any, and provide the report in an accessible format upon request.

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Municipal Accessibility Policy

The Corporation of the Municipality of Charlton and Dack (Municipality) is committed to follow the Requirements set under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), where the Act is set out to improve equal opportunities, dignity, integration and independence of persons with disabilities and to provide for the involvement in the identification, removal and prevention of barriers that prevent them from living a full and rewarding life in the Province of Ontario.

Under the AODA, *The Integrated Accessibility Standards Regulation (Ontario Regulation 191 / 11)* was developed, implemented and enforces accessibility standards in Ontario in order to achieve equal accessibility for Ontarians with disabilities in respect to goods, services, facilities, accommodations, employment and easy access to all public premises and buildings on or before January 1, 2025.

The AODA also mandates all municipalities to prepare an annual Accessibility Plan that would help guide all Municipal projects and upgrades, to be in compliance with the Provincial Act, the Municipality of Charlton and Dack is committed to providing a barrier-free environment for employees, citizens and all who live, work, visit and invest in the Municipality,

Municipal Responsibilities

This policy is in accordance with the Regulations set out by the *Accessibility for Ontarians with Disabilities Act* and *Ontario's accessibility laws* and being adopted by the Council for the Municipality, ensuring the Regulations set forth a direction in which the Municipality will follow, removing all barriers and provide accessibility supports in Ontario.

The Municipality is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities and the obligations under the Ontario Human Rights Code, which are all parts of our on going Accessibility Training.

Compliance -The Requirements of the Regulation

The Municipality is required in the law to prepare a Policy Document, A Multi-Year Plan and to prepare an Annual Status Report and they be posted on the Municipal Web Site and is available in an Accessibility format of WCAG 2.0 Level AA, all documents and material will be available to anyone that requests them and at no charge in a timely manner that takes into account the person's accessibility needs.

The Municipality has established, implemented and is maintaining a multi-year accessibility plan, which will guide us forward in meeting the requirements under the *Accessibility for Ontarians Act* and will help eliminate barriers for those with disabilities, this report will be updated no less than every 5 years.

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The Municipality of Charlton and Dack is also required to update the Annual Status Report each year listing changes that have been made or what is being planned in the upcoming year to improve our Municipal obligations towards a barrier free Ontario. This process will invite suggestions from all residents, in the Township, on what changes they feel would benefit all. These suggestions will go to Council for possible approval.

Employment

During a recruitment process, the Municipality shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, the Municipality shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that, takes into account, the applicant's accessibility needs due to a disability. An accommodation plan would be created and personalized at the time of hire and would be updated as necessary.

The Municipality of Charlton and Dack , when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities as well an Employee Policy Handbook drafted specifically to each employee and includes a request for any material or devise that may be helpful to someone with disability issues. This Handbook also includes process for a leave from work and process to return to work these processes are also in the Handbook and is handled by the Clerk.

An employee with disabilities together with the Clerk will draft a Personal Accommodation Plan and will include any device that will assist in making their job duties barrier free. This document has personal information concerning the employee and the information must not be used other than to assist the employee. This Plan will be updated when changes are being made to work duties or personal issues.

Return to Work

Under the regulation 191/11 Section 29 outlines that every employer shall develop and have in place a process for its employees who have been absent from work due to a disability and require disability related accommodations in order to return to work. This process is outlined in our Health and Safety Policy in which all employees are trained. The Process generally includes working with the Employee to identify light duty work that meets a functional ability form and monitoring this return to work. The exit strategy involves a doctor's visit clearing the now fully recovered worker to return to his or her pre-injury job.

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Recruitment Process

The Municipality will notify employees, job applicants and the public that suitable accommodations can be arranged for anyone who wishes so. The intention is to ensure all barriers are removed creating an equal opportunity for everyone.

Job postings are made public and include the availability of accommodations to those who request it; if someone is chosen for an interview they will be notified that accommodations will be provided if requested; the successful candidate will be notified of its policy's concerning accommodating employees with disabilities.

Training

The Government of Ontario, the Legislative Assembly, every designated public sector organization and every large organization is obligated to ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the *Human Rights Code* as it pertains to persons with disabilities to,

- (a) all persons who are an employee of, or a volunteer with, the organization;
- (b) all persons who participate in developing the organization's policies; and
- (c) all other persons who provide goods, services or facilities on behalf of the organization.

Training is provided appropriate to their duties to all Municipal staff, Council, Volunteers and third-party persons who provide goods, service or facilities on behalf of the Municipality they will all receive accessibility training which may include: Ontario Human Rights Code as it pertains to persons with disabilities, Integrated Accessibility Standards Regulations, and Accessibility for Ontarians with Disabilities Act, Customer Service Standards as it pertains to persons with disabilities, use of assistive devices, support persons and service animals, availability of digital formats, and The Municipal Accessibility Policies.

Training would begin soon after the start of employment, volunteer and others who are doing work for the Municipality will be trained when those positions commence. All training will be recorded with the individual's name, name of the training course, date, and time of completion, this information is kept for future reference. Training is ongoing and all employees, volunteers of the Municipality will be notified when changes are made to the policy and arrangements for training will be made.

Information and Communication

The Municipality will create, provide, and receive information and communications in ways that are accessible to people with disabilities. The Municipality will consult with employees to determine the suitability of accessible formats and communication

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supports for a) information that is needed in order to perform the employees job, b) information that is generally available to employees in the workplace.

If the Municipality determines that it is not technically feasible or the technology to convert is not readily available, we will be obligated to provide a reason why it is unavailable; and will provide a summary of the required information on a document and provide communication support if requested, at no charge. The Municipal web site is formatted with WCAG 2.0 Level AA.

Feedback Process

The Municipality will receive feedback using the form attached to this policy and respond to inquiries in the manner in which, it provides goods, services or facilities to persons with disabilities. The responses will be timely; acknowledgement of the inquiry will be within 24 hours of receipt; if Council or other Departments are involved a decision will come from Council and the individual making the request will have an option as to the method of receiving the response. All documents will be received in accessibility format, or the documents will have communication support.

The Municipality will meet or surpass customer expectations while serving all people equally, including those with disabilities.

Inquiries can be made in writing to:

Municipality of Charlton and Dack
287237 Sprucegrove Road
Englehart ON P0J 1H0

By phone: 705 544-7525 By Fax: 705-544-2369
By Email: info@charltonanddack.com

Web site access: Feedback Form is available in Accessibility format of WCAG 2.0 Level AA, on the Municipal Web site. www.charltonanddack.com

Emergency Response Information

Under Section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, and upon request.

The Municipality of Charlton and Dack is a member of Emergency Management Ontario (EMO) under The Office of the Fire Marshall; staff of the Municipality is trained on how to manage and report Emergency situations which affect our Municipal Areas.

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All employees and those with disabilities will be provided with information on the necessary process the Municipality will follow in the event of an emergency. This information is part of the Employee Policy Handbook, which is individualised to each employee. The Employee Policy Book is also available in an accessible manner that is suited by the employee with disabilities or if so requested. When reviewing the emergency processes an employees with disabilities may work with another employee to help plan the manner in which they would respond in the emergency. This plan would be updated at any time changes occur or their workstation is moved or changed.

Procurement

The Municipality shall incorporate accessibility criteria and features when procuring or acquiring goods, services unless it is not feasible to do so. If not practicable the Municipality shall provide an explanation, upon request and made available in the requested format.

Because the Municipal Staffing is small, procurement is not often necessary.

Designs of Public Spaces

The Municipality will comply with the AODA Design of Public Spaces Standard when undertaking new construction and redevelopment of public spaces in the following areas:

- Beach access routes
- Outdoor public picnic areas
- Play spaces
- Accessible parking
- Obtaining services and maintenance of these elements.

The Municipality has followed guidelines concerning changes and renovations to the above properties, that would improve accessibility to those with disabilities.

Definitions

“Accessible Formats”,

means formats useable by persons with disabilities and may include, but is not limited to, large print, recorded audio and electronic formats and Braille;

“Barrier”

means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communication barrier, a technical barrier, a policy or a practice;

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“Communication Supports”

means supports that facilitate communication and include, but is not limited to , captioning alternative and augmentative communication supports, plain language and sign language;

“Disability” means,

- 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 included diabetes mellitus, epilepsy, a brain injury, and 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; and
- A condition of mental impairment or a developmental disability; and
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; and
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the Workplace Safety and Insurance Act, 1997.

“Service Animal”

an animal is a service animal for a person with a disability,

- If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

“Support Person” means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Service animals and support persons

If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.

If a service animal is excluded by law from the premises, the provider shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the provider’s goods, services or facilities.

If a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

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The provider may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that,

The Municipality of Charlton and Dack allows for “service animals” or a “support person” to accompany anyone with disabilities on all Municipal Land and in Municipal Buildings.

Municipally Owned and Operated Property within Charlton and Dack

- Municipal Office
- Heritage Centre
- Outdoor Rink
- Public Beach
- Charlton Frog’s Breath Marina
- 5 Public Parks
- 3 Cemeteries
- Water Plant

**THE
ANNUAL
ACCESSIBILITY
STATUS
REPORTS**

THE MUNICIPALITY OF CHARLTON AND DACK

Guide to Ontario's Accessibility Regulations 2010 to 2025

Year of Proposed Change	Accessibility Requirement for 1 – 49 employees
January 2010	Train staff and volunteers to serve customer with disabilities – keep written records of the training -welcome service animals and support persons – create a way to receive feedback – put an accessibility policy in place
July 2011	Provide taxi service to those with disabilities
January 2012	Provide accessible emergency and public safety information to public and to staff
January 2013	Provide accessible transportation services
January 2014	Create accessibility policies and a multi-year plan – by goods and services or facilities that are accessible – apply accessibility features when purchasing – make web site accessible
January 2015	Training staff on Ontario's Accessibility Laws -- Make it easy for feedback procedure – Make your employment practices accessible
January 2016	Make your public information accessible when asked – make new or redeveloped public spaces accessible
January 2019	File Accessibility Compliance Report
January 2021	Make websites and content accessible
January 2023 - 2025	Compliance Reports

Note: A Compliance Report is filed every second year.

The chart above provides guides line municipalities can follow to achieve the Regulations put forth by the Accessibility for Ontarians with Disabilities Act.

Annual Status Reports

Municipal Changes 2010-2020

2010

The Municipality submits Compliance Reports every second year to the AODA. These reports provide the AODA with necessary information as to the advancements the Municipality is making towards achieving the goals set out by The Accessibility for Ontarians with Disabilities ACT. The municipality has set up proper online training for all existing staff, councillors and volunteers to review. A record of each employee was created and filed. Documentation is available to the public – on front counter.

2012

Emergency and Public Safety Information is accessible at the front of the office. EMO Plan is available to the Public.

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A list of seniors and those with disabilities needing assistance in the event of an emergency is being made.

2014

Accessibility Policies and By-Law were created for the Municipality and passed through Council.

A multi year plan for website was created but not available on the web site but the updated information and achievements that were made in the community are beneficial to those with disabilities.

2015

The Public Beach in the town of Charlton received upgrades such as: cement pads for new picnic tables that accommodate those with disabilities, new shade gazebos, new larger benches, clean up of change rooms and rest rooms. A ramp was installed to assist those with disabilities, to have easier access to the new swimming docks.

Public washrooms at the Municipal Office were upgraded with Assist bars and new door handle for easy access. Door widths are already proper size for wheelchair access.

The walkway to the entrance door of the municipal office, was relevelled for easier access.

2016-17

The Municipality built a New Larger Marina in the centre of Charlton. While planning the Marina a New Accessible Ramp and walkway was built to accommodate those with disabilities.

2019

The service desks at the front of the municipal office was updated to accommodate those with disabilities. Lower desk sections allow for seating as well.

2020

Identified the handi-cap parking areas at all Municipal properties and buildings, new handi- cap parking signs were installed.

2021 The New Municipal Accessibility Policy and By-Law, The Multi Year Plan and Annual Status Report will be available on www.charltonanddack.com web site in early June 2021.

Internet Links to Reference Documents

1. [Accessibility for Ontarians with Disabilities Act, 2005, \(AODA\)](#)
2. [Integrated Accessibility Standards Regulation \(IASR\)](#).
3. www.charltonanddack.com

MUNICIPAL ACCESSIBILITY POLICY FORMS

THE MUNICIPALITY OF CHARLTON AND DACK

ASSESSIBILITY TRAINING RECORDS

TRAINING COURSES

AND REQUIRED TRAINING MODULES

**NAME OF EMPLOYEE/COUNCIL/ADMINISTRATIVE
STAFF/PUBLIC WORKS DEPARTMENT/BY-LAW
OFFICER/WASTE SITE ATTENDANT/SUMMER STUDENT**

NAME: _____

DATE: _____

Accessibility Standards for Customer Service

**Practises and Procedures Training- use of
Employee Policy Handbook**

Review Accessibilities for Ontarians with Disabilities

**Review Integrated Accessibility Standards
Regulation (Ontario 191/11)**

Ontario Human Rights Code (relating to disabilities)

Emergency Management Plans and Procedures

Module 1 – Name:

Module 2 – Name:

Reference Material

Information on how to train your staff
modules

Training on Ontario Human Rights Code

Free accessibility training

Accessibility Training Requirements Checklist

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ASSESSIBILITY TRAINING RECORDS EMPLOYEES / VOLUNTEERS STAFF AND COUNCIL

DATE: _____ ON LINE: _____
WRITTEN _____

NAME OF
COURSE: _____

NAME OF
TRAINEE: _____

SIGNATURE OF
TRAINEE: _____

PASSED: _____ REPEAT:

AUTHORIZED
BY: _____

NOTES OR COMMENTS:

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FEEDBACK

NAME: _____

DATE: _____

NATURE OF COMPLAINT OR COMPLAINTMENT

ON THE WEBSITE : WWW.CHARLTONANDDACK.COM

OR CALL: 705-544-7525

WE HOPE YOU WILL PROVIDE YOUR FEEDBACK OR SUGGESTIONS FOR CHANGE OR IMPROVEMENT IN OUR MUNICIPALITY, USING ONE OF THE THREE OPTIONS ABOVE.

WE WILL ACKNOWLEDGE RECEIPT OF YOUR FEEDBACK WITHIN 24 HOURS.

ONCE THE APPROPRIATE STAFF OR COUNCIL MAKE A DECISION PERTAINING TO THE SITUATION; YOU WILL THEN BE NOTIFIED BY WAY OF PREFERENCE.

PLEASE COMPLETE THE INFORMATION BELOW AND SELECT WHICH WAY YOU WOULD LIKE US TO CONTACT YOU.

MAIL ADDRESS:

PHONE:

EMAIL:

**THE
MULTI-YEAR
ACCESSIBILITY
PLAN**

THE MUNICIPALITY OF CHARLTON AND DACK

Multi-Year Plan

2021

Web Site Upgrade: The Municipality has run a software application which determined that our software on the website is Accessibility Compliant. There are a few minor tune ups to do and updating information on the site including, a revised copy of the Municipal Accessibility Policy, Accessibility By-Law, Multi-year plan and a current Annual Status Report will be available in WCAG 2.0 Level AA software. These updates will bring the Municipality into Compliance with AODA.

Charlton Public Beach: is receiving a large play structure for the Children, which was donated by the Charlton Lions Club. Included is a Handy cap swing that will provide fun times for those children with disabilities. There are plans to create a sturdy walkway through to the Beach, picnic and play areas. This will help those with walking aids or wheelchairs to easily get around the Beach Park. (This is depended on receiving a government grant.)

The Charlton outdoor Rink is finally being finished. Installation of the Cover All is now being installed along with the rink boards and installation of a ground cover from the shake to the rink entrance will be made from a hard rubber material making it easier to walk on (with or without skates) for those with disabilities and are not strong on their feet.

2022

Electronic Door: The Municipality hopes to have an electronic door installed at the Municipal Office to assist those with disabilities and those with walkers or wheelchairs. (This will depend on receiving funding)

Hope to change the sink handles in both public washrooms at the Municipal Office. The handles need to be long gated not round to make it easier to turn them on and off for those with disabilities.

2023-2025

The Municipality hopes to continue to improve accessibility for those who require assistance and ensure all barriers are removed allowing fair and equal access for all.

Updated every 5 years.

Events

JULY 1ST

The Municipality of Charlton and Day host The Canada Day Celebrations each year at the Charlton Water Front and also plan for HandI- Cap Parking areas to be avail upon request. Reserve your spot by calling 705-544-7525.

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Name of Facility	Problem Areas	Changes to be made	Time Line	Completed	
Municipal Office	Sink taps	Change to straight handles - easier access	Sept 2021	2022-2023	
	Main entrance	Installation of electronic assist door	Oct 2022	Depended on funding	
Heritage Centre	Entrance Back stairs Washrooms	Front Ramp New Stairs installed Washrooms -new wider and with assist handles	2008	All items were completed.	X X X
Rink	No washroom	Installation of washroom made accessible to all.	2022		
	Safe walking mats to rink	Rubberized mats for easier pathway from shack to rink area	2021		
Beach	Safe play structure	New material on the play structure, safe for the children and some access for those with disabilities	2021	June 2021	X
	Accessibility swing for young children with disabilities	Installation of a new disability swing	2021 2022	June 2021	
	Rubberized walk way through Park				
Marina	Ramp for access from land to dock sections	Ramp with Railing installed from land to the docks	2017	DONE	X
	Lighting	Lights installed along centre docks	2017		X
	Wide Gate Area	Gate area is wide for added ease for those with walking issues	2017		X
Kevin Park	Play structure		2024		

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	Accessibility Swing				
Janet Saunders Park	New play structure Accessibility swing		2023-2024		

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YEAR	COMPLIANCE REPORT YES NO	MANDATED CHANGES	CHANGES MADE DETAILS	PLANS TO CHANGE IN NEAR FUTURE	TIME FRAME
2010	Yes	Training employees- keep records of training Allow service animals Policy to respond to complaints	Training on Line Record of each employee Policy for Complaints in place	Post Policy, By-Law and Processes in Office on Notice Board Available for hand out	2012-2013
2011	NO		NA	NA	NA
2012	NO				
2013	Yes	Provide accessible emergency and public safety info (when asked)	Copies of the emergency Plan is available at the front of the office for easy access. Posting Visible Emergency Signs in Municipal Buildings	Emergency and Safety Information should have its own area at the front of the office.	2013
2014	NO				
2015	Yes	Create accessibility policies and a multi year plan, Post on web site	Plan and processes were completed . Staff Training	Posted on Web site but not accessible- update internet soft ware	2016
2015	Yes	Train Staff about accessibilities and job duties Make surveys or comment cards easy for feedback	Staff trained through online training. Surveys are made with larger print		
2016	NO	Have public information accessible when asked Make Parks and Public spaces accessible	Info is available at front of the office. New Marina was built and to accommodate accessibility a ramp was built according to the building code; the ramp runs from upper	Would like to designate a slip area prior to the gated area, allowing those with disabilities to board their boats with easier access	Boating season 2020

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			ground level of the park to the floating docks for boating access,		
2017	YES				
2019	Yes		Had public washrooms equipped with assist handles and lower paper towel dispensers		
2020	NO	Started to organize for Web site up grade for disabilities.	Identify the Handi Cap Parking at all public properties and installed the signage.		Done Spring 2020
2021	YES	Make all website content accessible Working on plans to upgrade Play Ground structures to include those with disabilities.		Plan to read and better understand the changes that will be required and to start the move to having the website Accessible to all. Planning to install play ground equipment for those with disabilities.	Start change early 2021. Start to implement late 2021 Hope to receive funding in early 2021.
2022	NO				
2023	Yes				

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2025	Yes				

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EMERGENCY PREPARDNESS

DATE : _____

NAME OF EMPLOYEE : _____

JOB TITLE OF EMPLOYEE

DESCRIPTION OF THE EMPLOYEES DISABILITY

AIDS REQUIRED BY THE EMPLOYEE (INCLUDE CELL PHONE)

EMERGENCY PARTNER ASSISGNE

REVIEW EMERGENCY PROCESSES ACCORDING TO EMO PLAN

WORK STATION SITE PLAN

APPROVED BY : _____ DATE : _____