



**SDG ACCESSIBILITY ADVISORY COMMITTEE  
AGENDA**

**Monday, November 25, 2024, 10:00 a.m.  
Council Chambers, Suite 321, 26 Pitt Street, Cornwall ON**

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	<b>Pages</b>
<b>1. Call the meeting to Order</b>	
<b>2. Minutes of the Previous Meeting</b>	
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<b>3. SDG Counties Items</b>	
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<b>4. Local Municipality Items</b>	
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<b>5. Other Business</b>	
<b>6. Adjournment</b>	

**SDG ACCESSIBILITY ADVISORY COMMITTEE  
MINUTES**

**November 28, 2023, 9:00 a.m.  
Township of South Stormont Municipal Office  
2 Mille Roches Drive, Long Sault, Ontario**

Present:                    Committee members: J. Beardsworth, B. Brunt, M. Dubeau, P. Douglas, A. Lummis, I. MacDonald  
Presenting staff members: A. Sloan, N. Johnston, J. Jansma, P. Young, J. Morin

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**1. Call to Order**

Chair Brunt called the meeting to order at 9:02 a.m.

**2. Minutes of the Previous Meeting**

**2.1 October 26, 2023**

**Moved by** P. Douglas

**Seconded by** J. Beardsworth

THAT the minutes be adopted as presented.

CARRIED

**3. Local Municipality Items**

**3.1 South Stormont Multi-Year Accessibility Plan – 2023 Update**

Ashley Sloan, Deputy Clerk, Township of South Stormont, presented an update on the Township's multi-year accessibility plan, which included an overview of the multi-year plan and recent accomplishments.

**Moved by I. MacDonald**

**Seconded by J. Beardsworth**

THAT the SDG Accessibility Advisory Committee receive the annual update to the Township of South Stormont's Multi-Year Accessibility Plan and recommend that the update be forwarded to the Township of South Stormont Council for adoption.

CARRIED

### **3.2 North Dundas Multi-Year Accessibility Plan 2022-2027**

Nancy Johnston, Director of Corporate Services/Clerk, and Julia Jansman, Deputy Clerk, Township of North Dundas, presented an overview of the Township's multi-year accessibility plan, which included information on website accessibility, 2023 summary of actions, and proposed future activities.

**Moved by I. MacDonald**

**Seconded by M. Dubeau**

THAT the SDG Accessibility Advisory Committee receive the annual update to the Township of North Dundas' Multi-Year Accessibility Plan and recommend that the update be forwarded to the Township of North Dundas Council for adoption.

CARRIED

## **4. County Items**

### **4.1 Accessibility Requirements: Design of Public Spaces Standards & Ontario Building Code – Peter Young, SDG Director of Planning and Economic Development Services & James Morin, South Stormont Chief Building Official**

Peter Young, SDG Director of Planning and Economic Development Services, and James Morin, South Stormont Chief Building Official, presented a PowerPoint presentation on Accessibility Requirements: Design of Public Spaces Standards & Ontario Building Code (OBC). The presentation provided information on the design of public spaces (built environment), the *Building Code Act* and OBC jurisdiction, and OBC

requirements for new construction and renovations. Discussion was held regarding ramps, handrails, 2025 compliance, highlighting accessible businesses, handicap parking, and picnic tables.

**5. Adjournment**

**Moved by** P. Douglas

**Seconded by** A. Lummis

THAT the meeting be adjourned.

CARRIED

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Chair

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SDG Clerk



<b>ACTION REQUEST – Corporate Services</b>	
<b>To:</b>	<b>SDG Accessibility Advisory Committee</b>
<b>Date of Meeting:</b>	<b>November 25, 2024</b>
<b>Subject:</b>	<b>Annual Update to SDG Counties’ Multi-Year Accessibility Plan</b>

**RECOMMENDATION(S):**

THAT the SDG Accessibility Advisory Committee receive the annual update to the SDG Counties’ Multi-Year Accessibility Plan and recommend that the update be forwarded to SDG Counties Council for adoption.

**EXECUTIVE SUMMARY:**

The *Accessibility for Ontarians with Disabilities Act (AODA)* outlines the requirement for municipalities to establish, maintain and document a Multi-Year Accessibility Plan to outline the organization’s strategy to prevent and remove barriers. The purpose of the AODA is to develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities and to improve opportunities for people with disabilities by providing for their involvement in the identification, removal and prevention of barriers in the Province.

The United Counties of Stormont, Dundas and Glengarry’s Multi-Year Accessibility Plan outlines our approach to being an inclusive and accessible service provider and workplace. The plan was first reviewed and discussed by the SDG Accessibility Committee in October 2021 and formally adopted by SDG Counties Council in November 2021. Counties staff have submitted updates to the plan for the committee’s review.

**BACKGROUND:**

The Multi-Year Accessibility Plan is based upon requirements under the *Accessibility for Ontarians with Disabilities Act (AODA)*. Under AODA, all municipalities have a legal obligation to prepare Multi-Year Accessibility Plans. The AODA sets out the roadmap for an accessible Ontario by 2025. The standards are contained in one regulation called the Integrated Accessibility Standards Regulation, also known as the IASR. Currently, the IASR contains standards in the following five (5) areas:

1. Customer Service;
2. Information and Communications;
3. Employment;
4. Transportation; and



## 5. Design of Public Spaces.

Appendix 'A' of the plan includes the Counties' plan with respect to requirements under the *Ontarians with Disability Act*, the Integrated Accessibility Standard Regulation (IASR) and the Human Rights Code and will be updated as needed.

Appendix 'B' summarizes the results of the review of the municipal facilities undertaken by municipal staff. Updates to this appendix are highlighted in blue in the attached document.

The following items were completed in 2024:

- Replacement of the automatic door opener at 26 Pitt Street to a larger button
- Replacement of the help light in the accessible washroom with a bell
- Addition of assistive technology devices in Council Chambers for hearing impaired members of the public who attend meetings
- Launch of SDG Library's new website which is WCAG AA Standard

Staff are looking to update the County's various accessibility policies in 2025. These will be brought forward to the committee for input. Tourism staff are looking at adding a virtual reality jail tour option.

### **ATTACHMENTS:**

2024 Updated SDG Multi-Year Accessibility Plan 2021-2026

### **RECOMMENDED & APPROVE BY:**

Kimberley Casselman  
Director of Corporate Services/Clerk



**UNITED COUNTIES OF STORMONT, DUNDAS AND  
GLENGARRY**

**Multi-Year Accessibility Plan**

**2021-2026**

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## **Mission Statement**

“The United Counties of Stormont, Dundas and Glengarry is committed to providing services in a manner that provides equal opportunity to all residents and visitors accessing and using municipal services within the responsibility of the United Counties of Stormont, Dundas and Glengarry. The County Accessibility Plan is intended to identify, remove and prevent all barriers that may impede such equal opportunity.”

## **Commitment to Accessibility Planning**

Improving accessibility is important for all residents of the United Counties of Stormont, Dundas and Glengarry. It is not only important, but it is the right thing to do given that 1.85 million Ontarians or over 15% of Ontario's population has a disability, including more than 40% of people over the age of 65. This number will only increase as the population ages.

The United Counties of Stormont, Dundas and Glengarry is committed to:

- The continual improvement of access to facilities and services for people with disabilities.
- The participation of people with disabilities in the development and review of its annual accessibility plans.
- The provision of quality services to all members of the community with disabilities.

## **Definition of Persons with Disabilities**

The *Accessibility for Ontarians with Disabilities Act, 2005* defines persons with disabilities in the following manner, which is the same definition used in the Ontario *Human Rights Code*.

A "disability" is:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, includes, but is not limited to:
  - 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*; (“handicap”)

## **Accessibility Legislation**

### **The Accessibility for Ontarians with Disabilities Act**

In 2005, the Government of Ontario passed the *Accessibility for Ontarians with Disabilities Act* (AODA). Its goal is to make Ontario accessible for people with disabilities by 2025 by creating, implementing and enforcing accessibility standards. These standards are rules that businesses and organizations in Ontario must follow to identify, remove and prevent barriers so that people living with disabilities will have more opportunities to participate in everyday life. The AODA will be discussed in greater detail throughout this plan.

### **The AODA and the Ontario Human Rights Code**

The AODA and the Ontario Human Rights Code (the Code) work together to promote equality and accessibility. The Code states that people living with disabilities must be free from discrimination where they work, live and receive services, and that their needs must be accommodated.

Under the Code, the United Counties of Stormont, Dundas and Glengarry has a legal obligation to accommodate any person with a disability regardless of whether they are an employee, volunteer, resident or visitor. The duty to accommodate means that wherever unequal treatment or discrimination exists, it must be remedied unless the remedy would cause undue hardship. The Code has primacy over the Accessibility for Ontarians with Disabilities Act legislation.

### **Federal Accessibility Legislation – Accessible Canada Act (Bill C-81)**

On June 20, 2018 the Federal Government introduced Bill C-81 the Accessible Canada Act: An Act to Ensure a Barrier-Free Canada. The Act’s stated purpose is to identify, remove and prevent accessibility barriers in areas that fall under federal jurisdiction. Under this legislation, organizations under federal jurisdiction will be required to follow accessibility regulations, develop accessibility plans and will be required to establish processes for receiving and dealing with feedback about their accessibility plan and barriers that a person may have encountered in dealing with the organization.

Although this legislation does not directly impact municipal operations, it does highlight the Government's commitment to improve accessibility for all Canadians in all levels of government.

### **Jurisdiction of the Plan**

The Plan referred to in this document is under the jurisdiction of the Council of the Corporation of the United Counties of Stormont, Dundas and Glengarry, facilitated by the Corporate Services Department. The Municipal contact is the Director of Corporate Services/Clerk with contact information provided below:

United Counties of Stormont, Dundas and Glengarry  
26 Pitt Street  
Cornwall, Ontario K6H 3P2

Telephone: 613-932-1515  
Email: [info@sdgcounties.ca](mailto:info@sdgcounties.ca)  
Website: [sdgcounties.ca](http://sdgcounties.ca)

### **Executive Summary**

The *Accessibility for Ontarians with Disabilities Act (AODA)* outlines the requirement for municipalities to establish, maintain and document a Multi-Year Accessibility Plan to outline the organization's strategy to prevent and remove barriers. The purpose of the AODA is to develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities and to improve opportunities for people with disabilities by providing for their involvement in the identification, removal and prevention of barriers in the Province.

The United Counties of Stormont, Dundas and Glengarry Multi-Year Accessibility Plan outlines our approach to being an inclusive and accessible service provider and workplace.

This Multi-Year Plan is based upon requirements under the *Accessibility for Ontarians with Disabilities Act (AODA)*. Under AODA, all municipalities have a legal obligation to prepare Multi-Year Accessibility Plans. The AODA sets out the roadmap for an accessible Ontario by 2025. The standards are contained in one regulation called the Integrated Accessibility Standards Regulation, also known as the IASR. Currently, the IASR contains standards in the following five (5) areas:

1. Customer Service;
2. Information and Communications;
3. Employment;
4. Transportation; and
5. Design of Public Spaces.

This Multi-Year Plan will only examine customer service; information and communications and employment. Transportation will be excluded as the County does not provide transportation services and the only public space is the County Administration Building which is covered in Appendix B.

In accordance with the AODA, all County facilities will be compliant with the relevant requirements by 2025.

The Accessibility Standards produced by the Ministry for Seniors and Accessibility is as follows:

### **Integrated Accessibility Standards (Regulation 191/11)**

Under the AODA, Ontario Regulation 191/11, entitled, "Integrated Accessibility Standards" (Regulation), came into force on July 1, 2011. This Regulation establishes accessibility standards for Customer Service, Information and Communication, Employment, Design of Public Spaces and Transportation. As noted earlier, Transportation and Design of Public Spaces is not applicable to the County and is not included in this plan.

Some of the requirements are: developing policies to ensure that our communication is accessible to people with disabilities; ensuring we are able to provide information in a format that considers an individual's disability; ensuring that our website is compliant with applicable standards; and developing policies on ensuring potential employees with disabilities receive appropriate accommodations during the recruitment phase.

### **Customer Service**

The requirements set out under the Customer Service Standard applies to all organizations in Ontario that provide goods, services or facilities to the public or other third parties that has at least one employee in Ontario. These standards address business practices and training needed to provide better customer service to people with disabilities.

The County will continue to focus on providing policy, training support and continue to improve services and programs to meet these regulations.

### **Information and Communications**

Information and communications are a large part of the County's daily business. It is because of this that it is so important to ensure that information and communications are created and presented in a way that considers accessibility.

The County will follow universal design principles and best practices when developing, implementing and maintaining information and communications strategies and products. This includes websites and print communications materials as well as face-to-face interactions. The County is committed to ensuring that information and communications are available and accessible to people with disabilities. The County will make reasonable efforts based upon the needs of the community and upon request within budgetary and time constraints. For the purposes of this policy reasonable efforts by the County shall be based on the frequency of indications for needs of service, the availability of the service requested, the relative cost compared to the overall Municipal budget, best practices recognized by similar rural municipalities and Provincial regulation.

## **Employment**

The requirements set out under the Employment Standard apply to paid employees. Through this Standard, employers are mandated to provide for accessibility throughout the entire employment cycle. Incorporating accessibility into all facets of the employment process benefits everyone by broadening the talent pool and assisting employers in supporting and maintaining a skilled workforce.

## **Identifying, Removing and Preventing Barriers**

A “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 informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

People with disabilities may face unnecessary barriers almost everywhere: at home, at work, at school, in parks, in recreational facilities, in the streets, in theatres, in stores and restaurants and in municipalities.

The following are examples of types of barriers that may exist in the County:

### **Barrier Type**

### **Examples**

#### **Architectural**

A hallway or door that is too narrow for a wheelchair or scooter or lack of ramps or ramps with improper grade for access.

#### **Attitudinal**

A program which can inadvertently discriminate and/or discourages persons with disabilities from participating.

<b>Communication</b>	An employee who talks loudly when addressing a person with a hearing disability or lack of sensitivity training for front counter Staff to identify persons with disabilities.
<b>Informational</b>	Typefaces that are too small to be read by persons with low vision.
<b>Physical</b>	A door knob that cannot be operated by any person with limited upper mobility.
<b>Policy / Practice</b>	A practice of announcing important messages over an intercom that persons with hearing impairments cannot hear clearly. Lack of Human Resources policy with respect to hiring persons with disabilities.
<b>Technological</b>	Information on a municipal website, which cannot be accessed by a person who is blind who has reading software for a computer.

### **Monitoring Process**

In order to ensure that the targets established to address the removal of barriers are completed, annual reviews will be conducted by Municipal staff.

The Multi-Year Accessibility Plan for the United Counties of Stormont, Dundas and Glengarry shall be for a 5-year period. It is anticipated that the Plan will be updated annually. Any outstanding and new issues will be brought forward prior to the annual Budget review.

Appendix 'A' includes the United Counties of Stormont, Dundas and Glengarry Plan with respect to requirements under the Ontarians with Disability Act, Integrated Accessibility Standard Regulation and the Human Rights Code and will be updated as needed.

Appendix 'B' summarizes the results of the review of the municipal facilities undertaken by municipal staff. Appendix 'B' will be reviewed and amended when reviews of additional facilities are completed, work is undertaken or additional information regarding the implementation of the Built Environment regulations is obtained.

## Appendix "A" Multi-Year Plan

### Customer Service

<b>PROGRESS</b>		<b>TIME FRAME</b>
1.	Accessible Customer Service Policy	Completed
2.	Established policies, practices and procedures that govern accessibility, including policies in Personnel Policy, Fire Evacuation Manual, Purchasing Policy, and Accessible Customer Service Policy.	Completed/ Ongoing
3.	Communicating with a person in a way that respects their disability	Ongoing
4.	Allowing people with disabilities to bring their support person or service animal with them	Completed/ Ongoing
5.	Develop and update accessibility plans annually to ensure good accessible planning	Ongoing
<b>FUTURE ACTIVITIES</b>		
1.	Review of Fees and Charges By-law; no charge for support person, pursuant to Customer Service Policy	Completed Annually
2.	Update training program accessible training for staff, Council and volunteers on how to serve people with disabilities. Include staff training on the IASR and the Human Rights Code as it relates to people with disabilities.	Ongoing
3.	Review policies to ensure up to date and for compliance.	Ongoing
4.	Review Accessible Customer Service Policy	Will be reviewing in 2025



## Information and Communication

<b>PROGRESS</b>		<b>TIME FRAME</b>
1.	Communication and Information Policy, which includes timely manner to provide information in accessible format, at no extra cost, consult with person making request, and notify public of the availability of accessible format and communication support.	Completed
2.	Accessible Feedback process.	Completed
3.	Prepare Emergency Procedures, plans or public safety information and make available to public in accessible format.	Completed
4.	Inclusion of information regarding AODA and disability issues in orientation information prepared for Council	Completed/ Ongoing
5.	Public Library provided more collections in accessible formats.	Completed/ Ongoing
6.	Visual and audio recording of Council meetings to provide greater accessibility to meetings	Completed/ Ongoing
7.	Website redesign in accordance with WCAG 2.1 and meets accessibility standards – County and Library Websites	Completed
<b>FUTURE ACTIVITIES</b>		
1.	Review Communication and Information Policy	Will be reviewing in 2025
2.	Reviewing current processes to receive feedback from the public.	Will be reviewing in 2025
3.	Review current processes on how public can request an alternate format.	Will be reviewing in 2025
4.	Additional staff training for forms of social media, i.e. Facebook and Twitter when posting was also provided	Ongoing

5.	Develop a training strategy to ensure that staff has the knowledge, tools and technical advice to create accessible materials	Ongoing
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**Employment**

<b>PROGRESS</b>		<b>TIME FRAME</b>
1.	Orientation for new staff includes Accessible Customer Service training	Ongoing
2.	Staff Education on Accessible Customer Service Policy and Communication and Information Policy	Will be reviewing in 2025
3.	Workplace Emergency Information – safety zones were created for individuals with disabilities. Regular drills on evacuation are completed annually. Personnel policy also includes process for staff to request and prepare an individual emergency response plan.	Completed/ Ongoing
4.	Adopted revised personnel policy to include accessible employment policies which includes provision for communication in an accessible format and employment related accommodation if required. (Section 1.4)	Completed
5.	Ensure job advertisements specify that accommodation is available for job applicants with disabilities, if applicable.	Completed/ Ongoing
6.	Revised Personnel Policy to include policy on accessible recruitment and selection. (Section 4.2.1c, 5.1)	Completed
7.	Offer letter includes notification of policy for accommodation if required.	Completed/ Ongoing
8.	Revised Personnel Policy includes policy on employee accommodation plans.	Completed
9.	Policy included in Health and Safety Manual (Section 8) accommodating employees return to work.	Completed
10.	Revised Personnel Policy to include policies that take into account the accessibility needs of employees with disabilities during the performance process and deployment.	Completed

<b>FUTURE ACTIVITIES</b>		
1.	Keep employees abreast of changes to policies	Ongoing
2.	Review Personnel Policy to include accessible employment practices	1-3 years

## Appendix "B" Municipal Facilities/Services

### Targets and Actions and Review Dates

Staff undertook a review to identify barriers within their respective Departments, both physical and operational, and by applying the requirements from both the Building Code and the AODA, a number of potential accessible barriers were identified.

Targets need to be set to help establish when these barriers will be addressed or actions taken to address preventative measures.

The Plan will be reviewed and updated annually. Targets are to be completed based on priorities and budget allocations and the target time frames are approximations, not exact dates.

### County Administration Building (General Facility)

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Physical	Wider accessible parking space	Implement accessible parking space with accompanying vertical sign, markings on pavement and access aisle close to entrance	Complete
Physical	Replace automatic opener at 26 Pitt Street to larger button	Contact supplier to purchase and install	Complete
Physical	Replace help light in accessible washroom with bell	Explore option for install of trouble bell	Complete
Technology	Review and increase availability of online forms	Review practices and meet with IT to implement	Ongoing
Systemic	Review fire evacuation plan as it relates to secured areas and safety zones.	Review plan, complete fire drill with someone in safe zone and	Completed

	Identify staff for safe with red vest or hat.	purchase hats or vests for staff in safe zones.	
Systemic	Review process for individuals coming into building for safety purposes and exiting upon emergency	Review practices.	Ongoing
Systemic	Review process with reception to ensure proper and timely access to accessible washroom	Review practices.	Ongoing
Attitudinal	Train all staff, Councillors on accessible customer service, Integrated Standards Regulation and the Human Rights Code	Ensure proper documentation is in place to ensure all required persons receive training.	Ongoing

**Corporate Services**

Informational	Narrate important information on the website such as emergency messaging	Communications Officer and Emergency Management Coordinator will complete	Ongoing
Technology	Website upgrade to WCAG AA Standard	Be part of meetings with IT to ensure new website is at WCAG AA Standard  Provide training to staff to ensure new documents are accessible	Completed

**Tourism Division of Planning & Economic Development Services – Jail, County Administration Building**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Informational	Review Tourism material and practices to ensure accessibility.	Review all practices to identify barriers.	1-5 years
Technology	Create virtual tour of jail	Provide budget and contract for video taping of tour	Complete. Photo tour has been created and is being administered in Council Chambers.  Exploring Virtual Reality options for the 3D jail tour.

**Financial/Court Services – County Administration Building**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Physical/Informational	Installation of TV in reception area for communication on court dockets, payment information, and building information	Install TV in reception area	Completed
Technology	Electronic Documents and Remote meetings for clients. Implement e-filing, end to end electronic management	Meet with IT services and design strategy for implementation	1-5 years

	of POA cases and electronic court notices		
Technology	Enhance service of conference phone and video conferences in courtroom	Meet with IT to discuss equipment upgrades	1-3 years
Technology	Increase volume of paging system	Review options for paging system	1-3 years
Attitudinal	Train all staff, on accessible customer service, Integrated Standards Regulation and the Human Rights Code	Ensure proper documentation is in place to ensure all required persons receive training.	Ongoing

### **Transportation Services**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Physical	Upgrade existing workstations to serve clients requiring full accessibility (ie mobile workstation in boardroom)	Review options and provide budget	Complete
Informational	Continue to work with Communication Co-ordinator to ensure external communication is accessible	Meet with Communication Co-ordinator to ensure all communication is accessible	Ongoing
Technology	Continue to invest in technology that can accommodate accessibility needs.	Provide budget	1-5 years
Systemic	Include installation of tactile walking surface indicators in all new pedestrian crossing installation.	Include requirement in appropriate tenders.	Complete (standard requirement)

Systemic	Review accessibility opportunities within County forests	Research opportunities / options	1-3 years
Attitudinal	Train all staff, on accessible customer service, Integrated Standards Regulation and the Human Rights Code	Ensure proper documentation is in place to ensure all required persons receive training.	Ongoing

**Planning & Economic Development Services – County Administration Building**

Informational	Ensure updates regarding current appeal of the Official Plan are posted on the website in an accessible form.	Meet with Communications and IT to ensure accessible information	1-2 years
Attitudinal	Train all staff, on accessible customer service, Integrated Standards Regulation and the Human Rights Code	Ensure proper documentation is in place to ensure all required persons receive training.	Ongoing

**IT Services – County Administration Building**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Physical	Review new office configuration of desks to ensure accessible access	Review office configuration	1-2 years
Informational	Creation of new website up to WCAG AA Standards and put policy in place to ensure ongoing compliance	Budget for website and create process for ensuring ongoing compliance	Completed
Technology	Upgrade all laptops and computers to Windows 10 operating system to make available built-in accessibility features and	Budget and implement change	Completed



	assistive technology support to all staff.		
Attitudinal	Train all staff, on accessible customer service, Integrated Standards Regulation and the Human Rights Code	Ensure proper documentation is in place to ensure all required persons receive training.	Ongoing
Technology	Hearing impaired member of public meeting attending meetings may not be able to hear proceedings	Plan for and provide assistive technologies	Complete

**Library Services – County Administration Building**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Physical	Discuss with municipalities for installation of automatic doors at Finch, Lancaster, Crysler, Chesterville, Library Branches	Meet with municipal representatives to review possible changes to branches.	1-3 years: Chesterville  Completed in Finch, Lancaster & Crysler branches.
Physical	Discuss with municipalities for installation of accessible washrooms at Winchester, Alexandria, Williamstown and Chesterville Branches	Meet with municipal representatives to review possible changes to branches.	1-3 years: Winchester, Williamstown and Chesterville branches.  Completed in Alexandria branch.
Physical	Review of layout of furniture at all branches to ensure accessible access	Identify barriers and reconfigure to improve accessible access	Ongoing
Informational	Explore alternative formats for publications	Research alternative formats, costs, etc.	Ongoing

	(PressReader provides text to speech, Libby and Flipster offer font sizing)	and budget for improvements	
Informational	Complete review of Library's website to ensure compliance	Be part of meetings with IT to ensure new website is at WCAG AA Standard	Complete
Informational	Addition of large print books and books on tape	Budget and purchase	Ongoing
Attitudinal	Train all staff, on accessible customer service, Integrated Standards Regulation and the Human Rights Code	Ensure proper documentation is in place to ensure all required persons receive training.	Ongoing



**Date: November 25, 2024**

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**Prepared For:** SDG Accessibility Committee

**Prepared By:** Kelli Campeau, GM Corporate Services/Clerk

**Subject:** South Glengarry Multi-Year Accessibility Plan – 2024 Status Update

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**SUMMARY:**

The *Accessibility for Ontarians with Disabilities Act (AODA)* outlines the requirement for municipalities, as a public sector organization, to 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 O. Reg. 191/11: Integrated Accessibility Standards. The Act further requires public sector organizations to prepare an annual status report on the progress of measures taken to implement the multi-year strategy. The Township of South Glengarry's present Multi-Year Accessibility Plan was approved by Council in 2020 and is for the term 2020-2025.

The attached report provides a status update regarding the Township's initiatives throughout 2024 to prevent and remove barriers related to accessibility and the integrated accessibility standards as outlined in O. Reg. 191/11.

Please note that in Appendix A of the attached report, table rows that are shaded light blue indicate initiatives/actions that have been completed or are completed and monitored on an ongoing basis.

**REPORT CONTRIBUTORS**

- South Glengarry Senior Management Team

**RECOMMENDATION**

THAT the SDG Accessibility Advisory Committee receive the annual update to the Township of South Glengarry's Multi-Year Accessibility Plan and recommends that the update be forwarded to South Glengarry's Council for approval.



# Township of South Glengarry Annual Accessibility Status Report 2024

## **Introduction**

The Township of South Glengarry plays a critical role in ensuring that people with disabilities have the opportunity to interact and contribute to the community. We strive to meet the needs of employees, residents and customers with disabilities and are working towards removing and preventing barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. Pursuant to O. Reg. 191/11: Integrated Accessibility Standards Section 4(3), our organization is required to prepare an annual status report on the progress of measures taken to implement our Accessibility Plan and to post the report on our website. The report is also available in an accessible format upon request.

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

Since the adoption of our 2020-2025 Multi-Year Accessibility Plan, the Township of South Glengarry has implemented a number of projects and programs to improve accessibility for people with disabilities and to meet the requirements of applicable legislation.

The Township's accessibility achievements in 2024 include:

- The completion of a website accessibility audit with Voiceover and JAWS screen readers by a third-party reviewer.
- Training videos are presently being developed for staff for new processes and policies. This will offer an accessible option for staff to train at their own pace.
- Sidewalk improvements (75 metres of new panels) on County Road 18 in Martintown.

## **Strategies and Actions Planned for 2020-2025**

Appendix "A" outlines the projects and programs the Township of South Glengarry plans to complete between 2020 to 2025 to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities.

Appendix "B" updates the Implementation Plan for Facilities and Infrastructure.

## Appendix 'A' IASR Compliance Plan

CUSTOMER SERVICE STANDARD	ACTION(S)	2024 UPDATE
Develop, implement and maintain policies governing its provision of goods, services, facilities to persons with disabilities.	<ul style="list-style-type: none"> <li>Existing "Accessibility Standards for Customer Service" policy to be reviewed and updated.</li> </ul>	<ul style="list-style-type: none"> <li>Completed</li> </ul>
Use of service animals and support persons.	<ul style="list-style-type: none"> <li>Existing "Accessibility Standards for Customer Service" includes provisions for service animals and support persons.</li> <li>Policy to be reviewed and modified as necessary to reflect changes to the Act and/or Regulations.</li> </ul>	<ul style="list-style-type: none"> <li>Completed.</li> </ul>
Notice of temporary disruptions	<ul style="list-style-type: none"> <li>Procedure for service disruption notification is included in "Accessibility Standards for Customer Service" policy and will be reviewed and modified as required.</li> </ul>	<ul style="list-style-type: none"> <li>Completed.</li> </ul>
Train staff, volunteers and others who provide goods/services/facilities on behalf of the Township about providing goods services to people with disabilities.	<ul style="list-style-type: none"> <li>Continue to ensure all new hires complete applicable training.</li> <li>Train volunteers and others who provide services on behalf of the municipality.</li> <li>Complete annual training updates for existing staff members.</li> </ul>	<ul style="list-style-type: none"> <li>All staff completed annual training in 2024 through HR Downloads program.</li> </ul>
Establish a process for receiving and responding to feedback.	<ul style="list-style-type: none"> <li>Update "Accessibility Standards for Customer Service" policy to reflect new mediums for providing feedback.</li> <li>Establish a method for tracking feedback received.</li> </ul>	<ul style="list-style-type: none"> <li>Completed</li> </ul>
Provide or arrange for documents or information to be made available in	<ul style="list-style-type: none"> <li>Continue to provide accessible documents and communication supports as requested.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>

accessible formats or with communication supports.		
<b>INFORMATION &amp; COMMUNICATION STANDARD</b>	<b>ACTION</b>	<b>2024 UPDATE</b>
Establish a procedure for receiving and responding to feedback.	<ul style="list-style-type: none"> <li>• Procedure is in place and will be reviewed and modified as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>
Provide or arrange for documents or information to be made available in accessible formats or with communication supports.	<ul style="list-style-type: none"> <li>• Procedure is in place for accessible documents and communication supports.</li> <li>• Staff to ensure that “accessible formats available upon request” is made available on print documents (ongoing).</li> <li>• To be reviewed and modified as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>
Where emergency procedures, plan and/or public safety information is available to the public, provide in accessible format or communication supports upon request.	<ul style="list-style-type: none"> <li>• Procedure is in place for accessible documents and communication supports.</li> <li>• To be reviewed and modified as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>
Accessible website and web content.	<ul style="list-style-type: none"> <li>• Work towards converting all PDFs on the Township website to accessible PDFs.</li> <li>• Educate staff on the requirement for accessible documents and web content.</li> <li>• Township website will be updated in 2025, which will include ensuring the website meets all current Accessibility standards/requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing.</li> <li>• Website Accessibility Audit completed in 2024.</li> <li>• Plans to implement recommendations received through the audit process in 2025.</li> </ul>
Standards review	<ul style="list-style-type: none"> <li>• Continue to monitor changes to legislation and modify materials as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>
<b>EMPLOYMENT STANDARD</b>	<b>ACTION</b>	<b>2024 UPDATE</b>
Recruitment, selection and notification	<ul style="list-style-type: none"> <li>• Regularly review our Human Resources Policy Manual to</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>

	<p>prevent or remove systemic employment barriers.</p> <ul style="list-style-type: none"> <li>• Job postings will continue to include wording advising that accommodations are available for the recruitment process.</li> </ul>	
Accessible formats and communication supports for employees	<ul style="list-style-type: none"> <li>• Continue to consult with employees to provide or arrange for accessible formats and communications supports as requested.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>
Workplace emergency response information	<ul style="list-style-type: none"> <li>• Amend HR Policy Manual to include provision to provide employees with an individualized workplace emergency response plan upon request.</li> </ul>	<ul style="list-style-type: none"> <li>• To be completed at yearend when HR Policy is updated.</li> </ul>
Documented individual accommodation plans	<ul style="list-style-type: none"> <li>• Amend HR Policy Manual to include development of individual accommodation plans for employees with disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>• To be completed at yearend when HR Policy is updated.</li> </ul>
Return to work process	<ul style="list-style-type: none"> <li>• Return to work process included in HR Policy Manual.</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> </ul>
Performance management, career development and redeployment	<ul style="list-style-type: none"> <li>• Continue to support employee development through learning opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>
Standards review	<ul style="list-style-type: none"> <li>• Monitor changes to legislation and modify training materials as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>
<b>DESIGN OF PUBLIC SPACES STANDARD</b>	<b>ACTION</b>	<b>2024 UPDATE</b>
Consultation	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Consult with the SDG Accessibility Committee and public when designing public space such as: <ul style="list-style-type: none"> <li>○ Recreational Trails</li> <li>○ Outdoor Play Spaces</li> <li>○ Public Parking</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• No projects requiring consultation in 2024.</li> </ul>
Recreational Trails and Beach Access Routes	<ul style="list-style-type: none"> <li>• Consult with the SDG Accessibility Committee when needed.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>



Outdoor Public Access Eating Areas	<ul style="list-style-type: none"> <li>• Accessible picnic tables are available in outdoor public eating areas.</li> <li>• Availability of accessible eating areas will continue to be monitored and any newly created spaces with eating areas will include barrier-free options.</li> </ul>	<ul style="list-style-type: none"> <li>• Completed (Ongoing Review)</li> </ul>
Outdoor Play Spaces	<ul style="list-style-type: none"> <li>• No updates in 2024</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>
Exterior Paths of Travel	<ul style="list-style-type: none"> <li>• Continue to apply all technical requirements and design standards when constructing new or redeveloping existing paths of travel (ie. curbs, curb ramps, pathways, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>
Accessible Parking	<ul style="list-style-type: none"> <li>• The Township will continue to apply requirements for accessible parking spaces for future developments.</li> <li>• Ensure that accessible parking spaces at Township/public facilities are properly marked and signed.</li> <li>• Work with local businesses to encourage the development of accessible parking spaces.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>
Obtaining Services	<ul style="list-style-type: none"> <li>• Township will apply required standards when renovating service counters and public waiting areas.</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> </ul>
Maintenance Planning	<ul style="list-style-type: none"> <li>• The Township will communicate emergency maintenance procedures and disruptions through the Township's website, social media and signage at appropriate locations.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>
Legislative Review	<ul style="list-style-type: none"> <li>• Staff participate in training sessions when offered by Accessibility Ontario and other government organizations.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>

## Appendix 'B' – Updated Facilities Implementation Plan

### 1. Bernie McDonell Memorial Park

Lancaster Heights, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2024 Update
Wooden Bridge	Widen to accommodate wheelchairs	TBD	

### 2. Char-Lan Recreation Centre

19740 John Street, Williamstown, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2024 Update
Light switches inaccessible	Switches to be lowered in washrooms or motions sensors installed.	2014	Complete
Entrance	Install automated doors at entrance.	2018	Complete

### 3. Empey-Poirier Park

6085 Vine Street, Glendale, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2024 Update
No parking lot (park on grass)	Paved parking lot (with accessible parking space) and larger driveway in.	2024	Complete
No pathways	Paved pathways	TBD	Municipality continues to monitor and apply for Provincial and Federal funding for accessibility items.

Only 2 benches	Install additional benches	2015	Complete
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#### 4. Glen Walter Regional Park

6626 Wine Crescent, Glen Walter, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2024 Update
Parking lot not paved	Paved parking lot	TBD	Municipality continues to apply for Provincial and Federal funding for accessibility items.
No pathways to soccer fields, play structure, tennis courts, volleyball court, basketball court, etc.	Paved pathways	2015	Complete
Shaded area not accessible	Install ramp	2013	Complete
Ladies accessible washroom – no handle bars	Install bars	2013	Complete
Ladies Washroom – no pull levers on sink and pipes under sink not covered	Insert pull levers and cover pipes	2023	Completed
Ladies Washroom – tower dispenser too high	Lower dispenser	2022	Complete
Men's Washroom – exterior access to washroom not wheelchair accessible	Paved pathway to washroom	TBD	Project was removed during 2024 budget deliberations. The Municipality continues to monitor and apply for Provincial and Federal funding for accessibility items.
Men's Washroom – no pull levers on	Insert pull levers and cover pipes	2023	Completed

sink and pipes under sink not covered			
Men's Washroom – no handlebars above and beside toilet	Install handlebars	2022	Complete

### 5. Green Valley Community Centre

4159 MacKinnon Street, Green Valley, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2024 Update
No accessible parking space	Front parking space to be signed accessible	2013	Complete
Entrance (small groove)	Flatten down	2013	Complete
Light switches and paper towel dispenser too high	Lower switches or install motion sensors, lower dispenser	2014	Complete
No door handle on accessible stall in men's washroom	Install handle	2020	Complete
Ladies Washroom – no handle bars above or beside toilet	Install bars	2020	Complete
Entrance – non-accessible doors	Install automatic doors	2018	Complete

### 6. Green Valley Park

4159 MacKinnon Street, Green Valley, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2024 Update
Arena area, not wheelchair accessible	Pathways	TBD	Municipality continues to monitor and apply for Provincial and Federal funding for accessibility items.

Soccer fields, baseball diamond not wheelchair accessible	Pathways	TBD	Municipality continues to monitor and apply for Provincial and Federal funding for accessibility items.
No accessible parking space	Front parking space with accessible parking sign	2013	Complete
Pavement to walk from parking lot to tennis courts very rough, not wheelchair friendly	Clear the rocks, smooth out big ruts and bumps	2015	Ongoing (Annual)

**7. Jack Danaher Park**

21491 MacCuaig Drive, Bainsville, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2024 Update
Parking lot	Paved parking lot	TBD	Municipality continues to monitor and apply for Provincial and Federal funding for accessibility items.
No access ramp from change room to community centre	Install ramp	2014	Complete
Countertop too high	Lower countertop	2024	Complete
Gaps between boards – unsafe	Fill in gaps	2023	Complete
No assistant bars behind toilets (ladies and men’s washrooms)	Install assistant bars	2020	Complete
Sink pipes not covered in washrooms	Cover pipes	2022	Complete

Paper towel/soap dispenser too high	Lower dispensers	2020	Complete
Men's Washroom – no pull levers	Install pull levers	2023	Complete
Entrance door loose	Tighten handle	2020	Complete
Entrance not accessible (step)	Install ramp	2025	Revisiting Options
Railing along walkway	Install railing	2025	Revisiting Options

### 8. Kenneth Parton Senior Park

4852 County Road 20, Martintown, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2024 Update
Entrance	Widen path to accommodate wheelchair	2014	Complete

### 9. Lan-Char Medical Centre

20 Victoria Street, Lancaster, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2024 Update
No accessible parking	Provide accessible parking/lines to be marked	2013	Complete
Outside lighting is insufficient (near dentist office)	Fix lighting	2013	Complete
No accessible signage	Add signage	2013	Complete
Lip at entrance or dentist office	Fix entrance	2013	Complete
Light switches inaccessible	Lower switches in washrooms or add motion sensor	2023	Complete

## 10. Martintown Community Centre/Park

4850 County Road 20

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2024 Update
Upgrades in 2016	Accessible play structure and walkways	2016	Complete

## 11. Nor'Westers and Loyalist Museum

19651 County Road 17, Williamstown, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2024 Update
No parking lot	Create designated parking spot on street.	Ongoing	A parking lot has been created at the rear of the museum. The municipality continues to research funding opportunities to install a pathway from the parking lot to the museum entrance.
Side entrance not wheelchair friendly	Install ramp	2013	Complete
Doorway entrance (small groove)	Smooth down to no bump	2020	Complete
Upstairs not accessible (stairs)	Elevator or escalator (Investigating video monitoring solution)	On Hold	Administration researching funding opportunities.
Grooves in floorboards	Smooth down	2020	On Hold
Emergency exit needs small ramp	Install ramp	2020	Complete
No assistant bars above and alongside toilets	Install bars	2019	Complete
Mirror not tilted	Install tilted mirrors	2019	Complete

Pipes under sinks are visible	Cover pipes	2019	Complete
Paper towel dispenser too high	Lower dispenser	2019	Complete

### 12. North Lancaster Optimist Club Hall & Park

4837 2<sup>nd</sup> Line Road, North Lancaster, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2024 Update
Construction meets ODA requirements			Complete

### 13. Paul Rozon Park

19715 County Road 17, Williamstown, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2024 Update
Step up to enter building	Install ramp	2014	Complete
Approach to deck not wheelchair friendly	Grading/finer granular	2014	Complete
Access to rink not wheelchair friendly	Paved pathways	2014	Complete
Skate pads	Seasonal problem – edges could be tapered	2014	Complete
Parking lot is gravel – not wheelchair friendly	Paved parking lot	TBD	Municipality continues to monitor and apply for Provincial and Federal funding for accessibility items.
Washroom – no pull levers	Install pull levers	2020	Complete
Pipes under sink	Cover pipes	2020	Complete



#### 14. Smithfield Park

119 Military Road, Lancaster, Ontario

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2024 Update
Roadway to park needs to be paved	Pavement	TBD	Municipality continues to monitor and apply for Provincial and Federal funding for accessibility items.
No access to shaded building area	Pathway and small ramp required	2015	Complete
Play area not wheelchair accessible	Paved pathways	2015	Complete
No path to the ramp at the play structure	Paved pathway	2015	Complete

#### 15. Township of South Glengarry Municipal Office

6 Oak Street, Lancaster, Ontario

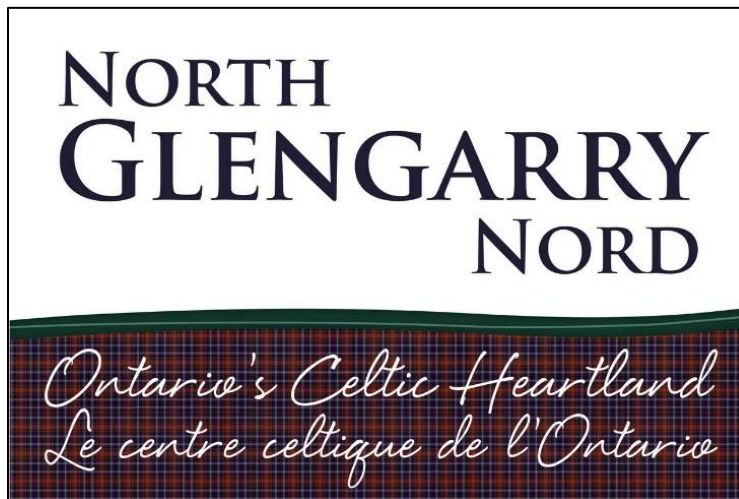
Barrier	Strategies for Removal or Prevention	Projected Completion Date	2024 Update
Outdoor lighting is insufficient	Add lighting near ramp	2013	Complete

#### 16. Williamstown Office (Celtic Music Hall of Fame)

19687 William Street, Williamstown, Ontario

**NOTE for 2023** – The Township of South Glengarry recently completed a Building Condition Assessment (BCA) for Township-owned buildings, which included a comprehensive facility condition assessment to help the Township understand the physical condition and life expectancy of our building assets. As the Celtic Music Hall of Fame was included in this analysis, the Township is currently reviewing the use of the space and will address accessibility items once review is complete.

<b>Barrier</b>	<b>Strategies for Removal or Prevention</b>	<b>Projected Completion Date</b>	<b>2024 Update</b>
No accessible parking space	Provide accessible parking	2020	Complete
Lighting is insufficient	Fix lighting	2023	Complete
No accessibility signage	Add signage	2024	Complete
Exterior door not wide enough	Consult with CBO		
Light switches not accessible	Lower switches or add motion sensor lighting	2023	Complete
Bathroom door handles not lever style	Install lever handles	2023	Complete
Toilet placement unsatisfactory	Install new toilet when needed		
Clearance beneath sink	Correct when new sink installed		
Towel dispenser inaccessible	Relocate towel dispenser		
Soap dispenser not accessible	Relocate soap dispenser		
Mirror placement	Relocate/adjust mirror		
Cup dispenser in washrooms	Install cup dispenser		



**Township of North Glengarry**

## **2026 Multi-Year Accessibility Plan**

**DRAFT**

Revised **(INSERT DATE OF SDG ACCESSIBILITY COMMITTEE MEETING)**

This document is available in alternative format upon request

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## 1) Introduction

The Accessibility Plan referred to in this document is under the jurisdiction of the Council of the Corporation of the Township of North Glengarry. Council consisting of a Mayor, Deputy Mayor and 5 councillors. The Municipal contact is the Chief Administrative Officer / Clerk.

In compliance with the Integrated Accessibility Standards Regulation 191/11, the Township's Multi-Year Plan will examine customer service, information and communications, employment; and design of public spaces. Transportation will be excluded due to the relatively small size of the Municipality and the lack of transportation services. In accordance with the AODA, all Township of North Glengarry's facilities will be compliant with the relevant requirements by 2025.

Questions, comments or inquiries should be forwarded to:

Sarah Huskinson  
Chief Administrative Officer / Clerk  
Township of North Glengarry  
3720 County Road 34  
Alexandria, Ontario K0C 1A0  
Email: [cao@northglengarry.ca](mailto:cao@northglengarry.ca)  
Telephone: 613-525-1110

## 2) Statement of Commitment to Accessibility Planning

The Township of North Glengarry Council is committed to creating an inclusive environment for persons of all ages and abilities by providing services and facilities that are accessible to everyone. The Accessibility Plan plays an important role in supporting the Township's core principals of integration, independence, dignity, and equal opportunity for persons with disabilities.

The Township of North Glengarry is committed to:

- The continual improvement of access to facilities and services for people with disabilities.
- The participation of people with disabilities in the development and review of its annual accessibility plans.
- The provision of quality services to all members of the community with disabilities.

## 3) Publication of the Accessibility Plan

The Township of North Glengarry's Accessibility Plan will be available on the municipal website. Paper copies of the plan are available in regular font size and large print at the Alexandria Municipal Office and Maxville Library.

## 4) Accessibility Committee

The Township of North Glengarry has representation on the United Counties of Stormont, Dundas & Glengarry Accessibility Committee.

**Members:** CONFIRM MEMBERS WITH KIMBERLEY CASSELMAN

Al Lummis (North Dundas)

Brenda Brunt (South Dundas)

Melissa Dubeau (North Glengarry)

Ian MacDonald (South Glengarry)

Palmer Douglas (North Stormont)

Jesse Beardsworth (South Stormont)

## 5) Legislation

### Ontarians with Disabilities Act, 2001 (ODA) – December 14, 2001

The ODA dictates that provincial and municipal governments and key broader public sector organizations are to review their policies, programs and services through the development of annual accessibility plans. Under ODA, a municipality with a population of 10,000 or more must have an Accessibility Advisory Committee.

### Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The Accessibility for Ontarians with Disabilities Act, or AODA, aims to identify, remove, and prevent barriers for people with disabilities. The AODA became law on June 13, 2005 and applies to all levels of government, non-profits, and private sector businesses in Ontario that have one or more employees (full-time, part-time, seasonal, or contract).

The AODA includes requirements that all organizations must meet, with deadlines specific to an organization's type and size. The AODA is made up of five parts, or Standards, and deadlines for compliance began as of January 1, 2010.<sup>1</sup>

1. Customer Service Standard
2. Information and Communication Standard
3. Employment Standard
4. Transportation Standard
5. Design of Public Spaces Standard

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<sup>1</sup> Accessibility Ontario – About the OADA - <https://accessontario.com/aoda/>

The AODA standards are part of the Integrated Accessibility Standards Regulation (IASR). The IASR includes, in addition to requirements specific to each standard, the following general requirements:

1. provide training to staff and volunteers
2. develop an accessibility policy
3. create a multi-year accessibility plan and update it every five years
4. consider accessibility in procurement and when designing or purchasing self-service kiosks

### **Integrated Accessibility Standards Regulation 191/11**

On June 3, 2011, the Ontario government passed the Integrated Accessibility Standards Regulation 191/11 which combines accessibility standards in these areas – information & communications, employment, and transportation, design of public spaces and customer service. Compliance is required by all public, private and not-for-profit organizations with at least one employee.

### **Federal Accessibility Legislation – Accessible Canada Act (Bill C-81)**

On June 20, 2018 the Federal Government introduced Bill C-81 the Accessible Canada Act: An Act to Ensure a Barrier-Free Canada. The Act's stated purpose is to identify, remove and prevent accessibility barriers in areas that fall under federal jurisdiction. Under this legislation, organizations under federal jurisdiction will be required to follow accessibility regulations, develop accessibility plans and will be required to establish processes for receiving and dealing with feedback about their accessibility plan and barriers that a person may have encountered in dealing with the organization. Although this legislation does not directly impact municipal operations, it does highlight the Government's commitment to improve accessibility for all Canadians in all levels of government.

## **6) Why Accessibility?**

The 2019 Legislative Review of the Accessibility for Ontarians with Disabilities Act, 2005 identified a broader definition of disability than what was included in *The Accessibility for Ontarians with Disabilities Act, 2005*. Currently, the AODA defines disability broadly. It states that disability can happen at birth, or through illness or injury. Furthermore, the Act also outlines several types of disability. These types are examples, rather than a complete list of all disabilities.

For instance, the Act states that physical disabilities may include diabetes, epilepsy, a brain injury, paralysis, amputation, lack of coordination, visual impairment, hearing impairment, speech impairment, reliance on a guide dog or other service animal, or a wheelchair or other assistive device.

Alternatively, other people have invisible disabilities. Moreover, there are different kinds or degrees of disability. For instance, one person may have one amputated limb, while another person has more than one. Likewise, one person may be totally blind while another person has some sight.

The AODA briefly lists some other types of disability, which include, mental impairment or developmental disability, learning disability, mental health disability, an injury or disability that allows someone to claim or receive benefits under the Workplace Safety and Insurance Act.

Here, the AODA makes Ontarians aware of some other types of disability that people may have. For instance, it mentions mental health disabilities, another broad term that includes many medical conditions. These conditions can affect many different aspects of a person, such as thought processes, emotions, moods, behaviours, sense of self, capacity to connect with others, ability to cope with stress.

Similarly, learning disabilities affect people’s ability to take in, understand, or remember information. However, learning disabilities impact people in different ways. For example, some people may have difficulty with writing but understand speech easily. In contrast, other people may not process speech but communicate easily using writing and visual information.<sup>2</sup>

People of all ages and backgrounds live with disabilities. In certain cases, individuals have more than one disability. Many others develop disabilities through illness, injury or aging. The 2017 Canadian Survey on Disability<sup>3</sup> indicates that one (1) in seven (7) individuals aged 15 years and older reported a disability. This represents about 3.8 million Canadians.

Estimates indicated that by 2020, 20% of Ontarians will live with a disability<sup>4</sup>.

- 15.5% of Ontarians reported a disability through the 2006 Participation and Activity Limitation Survey (compared to 13.5% in 2001);
- 1.8% of Ontario’s children age 0 to 4 years and around 4.7% of Ontario’s 5 to 14 year olds were reported as living with a disability;
- 41.7% of Ontarian’s with disabilities have severe or very severe disabilities and the proportion with severe or very severe disabilities increases with age;
- Because disability tends to increase with age, it is estimated that 20% of the population will have disabilities by the year 2020;

The Canadian Survey on Disability collected new data between June 3rd to November 30, 2022. According to the website<sup>5</sup>, survey results will be available in the winter of 2023/2024. The Township’s plan will be updated with the new information once it becomes available.

## 7) Identifying, Removing and Preventing Barriers

A “barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice. People with disabilities may face unnecessary barriers almost everywhere: at home, at work, at school, in parks, in recreational facilities, in the streets, in theatres, in stores and restaurants and in municipalities.

When organizations remove barriers, they make themselves more accessible to people with disabilities. As a result, they can gain more customers or clients. In addition, they become more welcoming to

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<sup>2</sup> Extract from Definition of Disability by Lisa Kovac published February 24, 2020 AODA website:

<https://www.aoda.ca/definition-of-disability/>

<sup>3</sup> Statistics Canada website: <https://www150.statcan.gc.ca/n1/pub/11-627-m/11-627-m2017008-eng.htm>

<sup>4</sup> Statistics Canada website: <http://www.statcan.ca/english/freepub/89-628-XIE/89-628-XIE2007003.htm>

<sup>5</sup> Statistics Canada website: <https://www.statcan.gc.ca/en/survey/household/3251/brochure>



people without disabilities as well. For instance, the families, friends, neighbours, and colleagues of people with disabilities may want to bring their business to accessible companies. Furthermore, people without disabilities may find accessible features, from widened aisles to welcoming staff, useful or enjoyable. Finally, accessible organizations can also start hiring valuable employees with disabilities. Recognizing, preventing, and removing barriers helps the whole province.<sup>6</sup>

The following are examples of types of barriers that may exist in North Glengarry:

<b>Barrier Types</b>	<b>Example</b>
<b>Physical or Architectural</b>	A hallway or door that is too narrow for a wheelchair or scooter or lack of ramps or ramps with improper grade for access.  A doorknob that cannot be operated by any person with limited upper mobility.
<b>Attitudinal</b>	A recreation program which can inadvertently discriminate and/or discourages persons with disabilities from participating.
<b>Informational or Communicational</b>	Typefaces that are too small to be read by persons with low vision.  A staff member who talks loudly when addressing a person with a hearing disability or lack of sensitivity training for front counter Staff to identify persons with disabilities.
<b>Organizational - Policy / Practice</b>	A practice of announcing important messages over an intercom that persons with hearing impairments cannot hear clearly.  Lack of Human Resources policy with respect to hiring persons with disabilities.
<b>Technological</b>	Information on a municipal website, which cannot be accessed by a person who is blind who has reading software for a computer.

## 8) Past Achievements to Remove and Prevent Barriers

As part of its compliance to the above-mentioned regulations, the Township of North Glengarry has taken steps to identify, remove and prevent barriers to persons with disabilities.

**The following actions are a portion of what was completed since the implementation of the Township’s Accessibility Plan in 2013 and the last reporting done in 2023:**

### **Customer Service:**

- The Township has adopted Accessibility Standards for Customer Service and continues to remain in compliance with this standard.
- The Township monitors and updates Accessibility Standards training for Employees, Councillors and Volunteers.

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<sup>6</sup> Extract from Disability Barriers by Lisa Kovac published on November 11, 2019 AODA website - <https://www.aoda.ca/disability-barriers/>

- Existing employees continue to receive Accessibility training for Customer Service.
- All new employees are required to complete the Accessibility training as part of their orientation.
- The Township continued with the implementation plan as outlined in Appendix A.

**Information and Communications:**

- The Township continues to offer to provide documents in alternative formats on request.
- Accessible signage with braille is gradually being installed in municipal buildings that are open to the public.

**Employment:**

- The Township continues to meet and monitor employment standards.
- Job postings include information on the Township’s ability to accommodate individuals throughout the recruitment process for all employment opportunities.

**Design of Public Spaces:**

- Changes to buildings and infrastructure are forwarded to the SDG Accessibility Committee members for review.
- New accessible concrete connector between parking lot at Island Park and walking path.
- Two new extra wide concrete pads and benches installed at Island Park which give individuals with mobility devices the opportunity to park next to an individual seated on the bench.
- The replacement of the arena slab at the Maxville & District Sports Complex. The Township has awarded the engineering contract to EVB Engineering. The plans were completed in October 2024 and the following are the accessibility improvements that have been recommended when the new construction will be undertaken:
  - Step down from arena board door from center Away Team’s entrance the onto the cement surface is 1.25 inches or 3.175 centimeters.
  - Step down from arena board doors accessible through the large garage door entrance on the west side is 1.25 inches or 3.175 centimeters.
  - Step down from the arena board doors from the Home Team’s side \*(southwest entrance) onto the cement surface is 1.25 inches or 3.175 centimeters.
  - Door at the southwest portion of the arena boards will be widened from 36 inches or 91.44 centimeters to 48 inches or 121.92 centimeters.
  - Rubber matting in hallway leading to as well as in the players change rooms will be replaced by new sports matting. The matting which will be extended into the bathrooms that are dedicated to the players change rooms. The surfaces will be even in height with no transitions.
  - Tile and rubber matting in the lobby will be removed and replaced with anti-slip tile and new sports matting. They will be installed to be identical in height to ensure that the transition between the flooring is smooth.
  - Tile in the lobby bathrooms will be removed. A portion will be replaced by tiling but the first stalls and urinals in each bathroom will have sports matting. Again, the tile and matting will be installed so that the finished products are of identical height.

- Accessible portion of the stands is in wood which is often slippery once the ice is installed. A new fully accessible ramp and viewing area will be poured and covered with sports matting.
- Glass around the arena will be tempered and installed in a seamless fashion where the viewing stands are, including the accessible viewing area.
- Upgrades to the fire protection system will include the conversion of bells to horns with strobing lights.
- The revamping of the parking lot and sidewalk leading to the entrance to the Maxville & District Sports Complex (Plan and pictures attached).
- Installation of a generator at the Apple Hill Community Centre to increase accessibility during an emergency event.
- The installation of a generator at the Glengarry Sports Palace which was partially covered by a grant from the Community Emergency Preparedness Fund (pictures attached). This generator will power spaced in the Glengarry Sports Complex and make it accessible to anyone in need during the event of an emergency.
- Creation of a new Community Garden on the former Water Tower lot in Alexandria.
  - Compacted stone dust paths that connect directly to the crosswalk at the Glengarry District High School.
  - Five raised beds at a height of 32 inches and 5 raised beds at a height of 24 inches to accommodate users of all abilities.
  - Handicap accessible picnic table and benches that can be accessed directly from the compacted path.

## 9) Moving Forward – Projects Identified for 2024 and beyond

The following are commitments and strategies from 2024 onwards that the Municipality intends to take to remove and prevent barriers to persons with disabilities:

### Customer Service:

- Monitor and update Accessibility Standards training for Employees, Councillors and Volunteers.
- Continue to train new employees on Accessibility Standards for Customer Service
- Continue with the implementation plan as outlined in Appendix A.

### Information and Communications:

- The website will be reviewed to ensure continuous compliance with AODA standards.
- All municipal laptops and computers will be continually upgraded to make available built-in accessibility features and assistance technology support to all staff.
- The Township will continue to invest in technology that can accommodate accessibility needs.
- The Township will continue with the implementation plan as outlined in Appendix A.

### Employment:

- The Township will continue to enhance workplace emergency responses through individualized emergency response information and assistance, as required.
- The Township will continue with the implementation plan as outlined in Appendix A.

**Design of Public Spaces:**

- The change areas and shower areas will be reconfigured at the Glengarry Sports Palace, upon successful receipt of future grants, to remove barriers.
- The accessibility updates will be included in the construction project for the Maxville & District Sports Complex when the Township moves forward with this project.
- The sidewalk rehabilitation will continue to include accessibility standards.
- The Township will continue with the implementation plan as outlined in Appendix A.

## 10) Feedback

Feedback from customers gives the Township of North Glengarry the opportunity to learn and improve. The Municipality encourages individuals to make suggestions on ways to improve our services and recognizes the right of customers to make a complaint.

1. To ensure that the delivery of goods and services to those individuals with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:

In writing, in person, e-mail, telephone, or disk, (or any other agreed upon method) addressed to:

**Clerk, Township of North Glengarry**  
**3720 County Road 34, Alexandria, Ontario, K0C 1A0**  
**Email : [cao@northglengarry.ca](mailto:cao@northglengarry.ca)**  
**Phone : 613-525-1110**  
**Fax : 613-525-1649**

2. The Clerk will respond either in writing, in person, e-mail, telephone, or disk, (or any other agreed upon method) acknowledging receipt of feedback and will set out the action to be taken in response to any complaints or suggestions.
3. Feedback will be encouraged by Township Staff and the process for feedback will be explained to customers and posted on the Township website. Feedback will be used to assist with the revision of policies and procedures to provide accessible customer service.
4. The Municipality is committed to provide accessible formats and offer communication supports for persons with disabilities in a timely manner and at no more than the cost for other persons who ask for the same information.

## 11) Monitoring Process

To ensure that the targets established to address the removal of barriers are completed, annual reviews will be conducted by Municipal staff. The Multi-Year Accessibility Plan for the Township of North Glengarry was developed in 2011. The revised plan shall be for a 3-year period beginning January 1, 2027 to December 31, 2030. As required by legislation, the Plan will be updated biennially.

Appendix A includes the activities that have been undertaken to date and those that are targeted by municipal staff for the future. Appendix A will be reviewed and amended as work is undertaken or additional regulatory information is obtained.

## Appendix A – Integrated Accessibility Standards Regulation Compliance Workplan

<b>Customer Service Standards</b>	<b>Completed 2020 or prior</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>Comment</b>
Establish/review policies, practices and procedures on providing goods and services to people with disabilities								Annually
Training for all department staff and Councillors on accessible customer service and new staff annually								Ongoing
Train all department staff and new staff upon hire on the Integrated Accessibility Standards Regulation and the Human Rights Code as it relates to people with disabilities								Ongoing
Monitor changes to legislation and modify materials as required								Ongoing
Post notices of temporary disruptions as per Accessibility Standards for Customer Service policy and notices will be reviewed and modified as required								Ongoing
Make available documents in large print								Ongoing
Review the Municipal Accessibility Standards for Customer Service Policy								Annually

<b>Information and Communications</b>	<b>Completed 2020 or prior</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>Comment</b>
Communication and Information Policy								Annually
Review process for feedback from the public								Annually
Make available documents in large print								Ongoing
Review the Municipal Accessibility Standards for Customer Service Policy								Annually
Post notices of temporary disruptions as per Accessibility Standards for Customer Service policy and notices will be reviewed and modified as required								Ongoing
The Municipality will continue to invest in technology that improves access and accommodates accessibility needs								Ongoing
Monitor changes to legislation and modify materials as required.								Ongoing
Increasing on line availability of forms								Ongoing
Staff training to establish standards for key words and consistent font on website								Ongoing
Staff training for forms of social media when posting on Facebook								Ongoing
Website updated to prescribed Web Content Accessibility Guidelines (WCAG AA)								Ongoing
2026 Municipal Elections conducted via Telephone / internet and composite paper ballot. An Accessibility Plan was prepared to coordinate all accessible elections preparations								
Inclusion of information regarding AODA and disability issues in orientation provided to new Council								
Review and update the Municipal multi-year Accessibility Plan								Annually

<b>Information and Communications (Continued)</b>	<b>Completed 2020 or prior</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>Comment</b>
E-scribe software for the creation of AODA compliant Council and Committee agendas and minutes								
Upgrade computers to Windows 10 and beyond								
Council Meetings can be viewed live through YouTube								
Search tool added to website								



<b>Employment</b>	<b>Completed 2020 or prior</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>Comment</b>
Review the Municipal Employment Practices Policy								Annually
Employment advertisement specifies that accommodation is available for job applicants with disabilities								Ongoing
Develop and review individual employee accommodation plan template for employees with disabilities								Ongoing
Employee Orientation Checklist includes accessibility training								Ongoing
Enhance workplace emergency responses through individualized emergency response information and assistance, as required								Ongoing

<b>Design of Public Spaces</b>	<b>Completed 2020 or prior</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>Comment</b>
<b>1. Fire Station – Alexandria – No public access – not required to be accessible</b>								
<b>2. Fire Station – Apple Hill – No public access – not required to be accessible</b>								
<b>3. Fire Station – Maxville – No public access – not required to be accessible</b>								
<b>4. Glengarry County Archives – No barriers noted</b>								
Moved to new building at 28 Kenyon Street East in Alexandria. Building upgrades addressed accessibility to public spaces								
<b>5. Library – Alexandria</b>								
• Barriers removed								
New automatic doors were installed								
New commercial grade carpet installed								
Signage was added to advise that accessible bathroom is available in another location								
Bathroom demolished and reinstated to meet standards								
New closer installed								
<b>6. Library – Maxville</b>								
• Barriers removed								
Push-button hardware installed on front door								
Door sill was installed to mitigate door lip								
Addition of change table in bathroom								
<b>7. Office Building – Municipal Office</b>								
• Office moved to new location in July 2022 which meets all accessibility requirement.								
<b>8. Office Building – Public Works Office</b>								
• Building sold and no longer used by the Municipality								

<b>9. Park – Apple Blossom Park – No barriers noted</b>									
Older playground equipment was refurbished and reconfigured to increase accessibility and remove barriers									
<b>10. Park – Clark–MacIntosh Park – No barriers noted</b>									
New playground equipment was installed and old equipment refurbished and reconfigured to increase accessibility and remove barriers									
<b>11. Park – Dalkeith Community Hall Park – No barriers noted</b>									
New playground equipment was installed and configured to increase accessibility and remove barriers									
<b>12. Park – Dunvegan Park – No barriers noted</b>									
New playground equipment was installed and old equipment refurbished and reconfigured to increase accessibility and remove barriers									
<b>13. Park – Glen Robertson Park – No barriers noted</b>									
New playground equipment was installed and old equipment refurbished and reconfigured to increase accessibility and remove barriers									
<b>14. Park – Island Park – No barriers noted</b>									
New sidewalk was installed to increase access to public beach and splash pad									
Cement pads poured to allow wheel chairs to be alongside individuals sitting on park benches									
Cement pad was poured under Gazebo 1									
Accessible outdoor exercise equipment was installed in partnership with Glengarry Community Living									
Footpaths were remove and re–asphalted to a width of 3 metres to accommodate users									
Cement pad was poured under Gazebo 2									
Accessible picnic tables were purchased over several years for the Park									

Playground equipment was rehabilitated to remove barriers								
New ramp installed for toddler play structure								
New point to access soccer fields & two accessible parking spots								
New accessible concrete connector between parking lot at Island Park and walking path.								
Two new extra wide concrete pads and benches installed at Island Park which give individuals with mobility devices the opportunity to park next to an individual seated on the bench.								
<b>15. Park – King George Park – No barriers noted</b>								
Perimeter pathways paved with stone–dust								
Park was leveled to flatten and areas grassed to increase accessibility								
<b>16. Park – Maxville Sports Complex Park – No barriers noted</b>								
New playground equipment was installed and old equipment refurbished and reconfigured to increase accessibility and remove barriers								
New ramp was built which now allows for easier outside access to bleachers and players change rooms								
<b>17. Park – Mill Square Parkette – No barriers noted</b>								
Accessible outdoor furniture								
Crosswalk with audible pedestrian crossing controls on Main Street								
Accessible sidewalk bump–out on north side of Mill Square Street								
Accessible sidewalk bump–out on south side of Mill Square Street								
<b>18. Park – Centennial Park in Maxville – No barriers noted</b>								
New accessible picnic tables were placed								

<b>19. Park – Community Garden in Alexandria – No barriers</b>								
Community Garden created on old Water Tower lot in Alexandria.								
Compacted stone dust paths that connect directly to the crosswalk at the Glengarry District High School.								
Handicap accessible picnic table and benches that can be accessed directly from the compacted path.								
Five raised beds at a height of 32 inches and 5 raised beds at a height of 24 inches to accommodate users of all abilities.								
<b>20. Public Works – Sewage Lift Stations – No public access – not required to be accessible</b>								
<b>21. Public Works – Shops – No public access – not required to be accessible</b>								
<b>22. Public Works – Water Treatment Plant – No public access – not required to be accessible</b>								
<b>23. Public Works – RARE Recycling Plant - No public access but on occasion public that requires assistance access the building</b>								
Signage was installed in parking area advising patron to call to request vehicle-side assistance from an attendant								
Entrance not equipped with automatic door								T.B.D.
Washroom not conforming								T.B.D.
<b>24. Recreation Building – Apple Hill Community Centre</b>								
• Barriers removed								
Push-button hardware installed on front door								
Door sill was installed to mitigate door lip								
Generator installed to increase accessibility for all during emergency situations								
<b>25. Recreation Building – Dalkeith Community Centre</b>								

• Barriers removed								
Ramp was installed								
New automatic doors were installed								
<b>26. Recreation Building – Dunvegan Community Centre</b>								
• Barriers removed								
The ramp was rebuilt to meet accessibility requirements								
Bathroom was demolished and rebuilt to meet accessibility standards								
Hall entrance renovated to remove barriers								
<b>27. Recreation Building – Glen Robertson Community Centre</b>								
• Barriers removed								
New automatic doors were installed								
Door sill was installed to mitigate door lip								
Resurface parking area								
Renovations to bathroom areas								
<b>28. Recreation Building – Glengarry Sports Palace</b>								
Yellow paint strips added to the edge of stairs in viewing area								
New automatic doors added to the Glengarry Sports Palace Entrance and Lobby								
Directional signage for elevator access was installed								
Ramp on north side of building to facilitate access to elevator								
Accessible signage with braille installed in the Glengarry Sports Palace								
• Elevator								
• 2 <sup>nd</sup> floor Community Hall sign								
• Lobby & washroom signs								
Elevator door decal to clearly identify access								

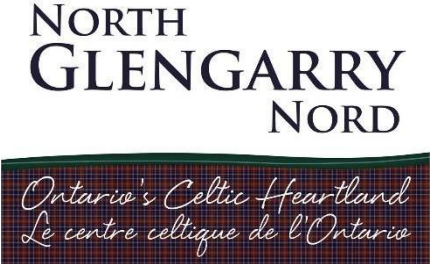
Accessible outdoor picnic table was installed between the Glengarry Sports Palace and the Alexandria Library								
New commercial grade carpet installed in the Glengarry Sports Palace’s Board Room								
Generator installed to make facility accessible during the event of an emergency.								
Automatic door closures on doors in the facility								
New versatile board room tables								
Accessible sidewalk was poured at the front of the Glengarry Sports Palace between the lobby entrance and the Alexandria Library								
Accessibility to spectator stands								
Universal change room with adult and baby change tables								
Sight-blocking walls in lobby bathrooms								
<b>29. Recreation Building – Island Park (Sandfield Centre &amp; Gary Shepherd Hall) – No barriers noted</b>								
Side door parking was created at the Sandfield Centre to create closer accessible parking area								
Asphalted area was widened at North building façade to facilitate entrance into the building								
Sinks were installed that increase clearance area in bathrooms								
Sections of the unistone pathways to Sandfield building were repaired								
Repairs to sidewalk entrance between parking lot and the Sandfield building								
<b>30. Recreation Building – Maxville &amp; District Sports Complex</b>								
Uneven flooring in the Community Hall was replaced								
LED lighting was replaced on the track/turf/court area to increase illumination								

New doors leading into the Community Hall to allow for wider mobility devices								
Sinks were installed to increase clearance area in bathrooms								
Engineering designs for the replacement of the cement slab include several changes that increase the accessibility of the building								
Change rooms and showers do not meet minimum width requirements – Physical – major renovations required								Targeted 2026-2030
<b>31. Recreation Building – Glengarry Indoor Sports Complex (Tim Horton’s Indoor Soccer Dome) – No barriers noted</b>								
New tiling installed in lobby, change areas and bathrooms to prevent trip hazards								
LED lighting was added to bathroom and change areas to increase illumination								
New push button sliding door in front lobby								
<b>32. OTHER INFRASTRUCTURE</b>								
• <b>Sidewalk implementation plan</b>								
In accordance with the Township’s sidewalk plan, old sidewalks were replaced on Glen Robertson’ Main Street and reinstated with accessible curb ramps								
Newly poured sidewalks that include accessible curb ramps as part of the Maxville Water Project at locations such as the King George Park, the Maxville Manor, the local elementary school, the curling club and the fair grounds								
Two crosswalks in Alexandria – one at the Glengarry District High School and one at the Tim Hortons Dome, both with flashing light indicators and audible push buttons.								
• <b>Review of design guidelines for public spaces</b>								



Review processes for inclusion of accessible elements in public spaces								Ongoing
Monitor changes to legislation and modify materials as required								Ongoing
Review possible locations								Ongoing
Review signage in public locations to include reflective components								Ongoing

# Appendix B – Accessibility Standards for Customer Service



## Accessibility Standards for Customer Service Policy Statement

- Revised: fall 2017
- Reviewed November 18, 2019
- Reviewed October 26, 2021
- Reviewed July 24, 2023
- Reviewed XXXXXXX, 2026

In providing good accessible customer service the Township of North Glengarry shall use reasonable efforts to ensure that policies, practices, and procedures are consistent with the following principles:

1. Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
2. The provision of goods or services to persons with disabilities, and others, will be integrated, unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use, or benefit from the goods or services.
3. Persons with disabilities will be given an opportunity equal to that given to others to obtain, use, and benefit from the goods or services.
4. Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
5. That the Township of North Glengarry employees when communicating with a person with a disability shall do so in a manner that takes into account the person's disability.

### APPLICATION

This policy applies to every person who deals with members of the public or other third parties on behalf of the Township of North Glengarry whether the person does so as an employee, agent, volunteer, or otherwise.

### LEGISLATIVE AUTHORITY

The Accessibility Standards for Customer Service, Ontario Regulation 429/07, was created under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). The standard came into effect on January 1, 2008. It sets out obligations for certain persons, businesses, and other organizations to provide goods or services in a way that is accessible to people with disabilities in Ontario.

## DEFINITIONS

“Assistive devices” shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids, and medical aids. (i.e. canes, crutches, wheelchairs, or hearing aids)

“Disabilities” shall mean the same as definition of disability found in the Ontario Human Rights Code.

“Employees” shall mean every person who deals with members of the public or other third parties on behalf of the Township of North Glengarry.

“Persons with Disabilities” shall mean those individuals that are afflicted with a disability as defined under the Ontario Human Rights Code.

“Service Animals” shall mean any animal that is of service to a person with a disability.

“Support Person” shall mean any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

## PRINCIPLES

Accessible Customer Service follows four basic principles:

1. Dignity – service is provided in a way that allows the person with a disability to maintain self- respect and the respect of other people.
2. Independence – when a person with a disability is allowed to do things on their own without unnecessary help or interference from others.
3. Integration – service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternative measure is necessary to enable a person with a disability to access goods or services.
4. Equal Opportunity - service is provided to a person with a disability in such a way that they have an opportunity to access your goods or services equal to that given to others.

These basic principles will be taken into account when serving individuals with disabilities. Staff will do the following:

1. Question - what can I do to help people with disabilities access our services?
2. Ask the individual how I can help?
3. When communicating with a person with a disability, do so in a manner that takes into account the person’s disability.
4. Offer a variety of methods of communication.
5. Understand the nature and scope of the services you offer.

## **EXISTING POLICIES, PRACTICES, AND PROCEDURES**

Existing policies, practices, and procedures will be reviewed and revised on an ongoing basis as gaps in policies are identified and impact the ability to provide goods or services to customer with disabilities. Feedback from customers will be used to identify policy gaps.

## **ASSISTIVE DEVICES**

Every employee shall use reasonable efforts to allow person with disabilities to use their own assistive devices to access goods and/or services.

## **SERVICE ANIMALS**

Service animals, such as guide dogs, offer independence and security to many people with various disabilities. If it is questionable whether an animal is a service animal, a person may be asked to provide a letter from a physician or nurse confirming that the person requires the animal for reasons related to a disability.

1. Every employee shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained and other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with the disability.
2. The service animal shall be under the care and control of the person with the disability. If a service animal is unruly or disruptive, an employee may ask the person with the disability to remove the animal from the area, and other reasonable arrangements to provide goods or services shall be explored with assistance from the person with a disability.

## **SUPPORT PERSON(S)**

Support person(s) assist people with disabilities in a variety of ways, by assisting with communications such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may also be a friend or relative that will assist and support the customer.

1. If a person with a disability is accompanied by a support person, the Township of North Glengarry 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.
2. In the event that admission fees are charged, there will be no charge to the support person.
3. The Township of North Glengarry may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

**SERVICE DISRUPTION – NOTICE**

It is possible that from time to time there will be disruptions in service, such as an entrance way that is under repair, renovations that limit access to an area, service to an elevator, or technology that is temporarily unavailable. If disruption in service is planned, and expected, it is important to provide reasonable notice.

- 1. Notice of the disruption must include information about the reason of the disruption, its anticipated duration, and a description of alternative facilities.
- 2. Notice will be provided on the website, signs posted at appropriate site, and, if suitable, advertised in local newspaper or radio a week in advance of the disruption.

**UNEXPECTED DISRUPTION IN SERVICE – NOTICE**

- 1. In the event of an unexpected disruption in service, notice may be provided in an appropriate manner and as quickly as possible.
- 2. Notice will be provided on the website, signs posted at appropriate site, and if suitable advertised on the local radio station.
- 3. In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

**FORMAT OF DOCUMENTS**

If requested for a copy of a document in a different format than available to accommodate a person with a disability, the Township of North Glengarry will make every attempt to provide the information requested in a format that is useful to the individual.

**DOCUMENTATION**

- 1. Notice that the Township of North Glengarry has an Accessible Customer Service Standard Policy will be posted at a conspicuous place on premises operated by the Township of North Glengarry and posted on the Township website.
- 2. A copy of the documents will be given upon request and consideration will be given to format to accommodate a person’s disability.

**TRAINING**

Training on Accessible Customer Service Standards will be as follows:

- 1. Training will be given to every person who participates in developing the policy, practices, and procedures under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service.
- 2. Training will be given to every person who deals with the public on behalf of the Township of North Glengarry including 3rd parties i.e. employees, agent volunteers, management.
- 3. Training will include:

- i) A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
  - ii) How to interact and communicate with persons with various types of disability.
  - iii) How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
  - iv) How to use equipment or assistive devices available on our premises, or that otherwise provide, that may help with the provision of goods or services to people with disabilities.
  - v) What to do if a person with a particular type of disability is having difficulty accessing our goods or services.
  - vi) The Accessibility Customer Service Standard Policy for the Township of North Glengarry.
4. New employees, agents, volunteers, management, etc., shall receive training as soon as “practicable”, after being assigned.
  5. Ongoing training on changes to policies, procedures, and new equipment shall be provided.
  6. The method and amount of training shall be geared to the trainee’s role in terms of accessibility.
  7. Training records shall be kept, including the dates when the training is provided and the names of individuals to whom the training was provided.

**FEEDBACK**

Feedback from customers gives the Township of North Glengarry the opportunity to learn and improve. The Municipality encourages individuals to make suggestions on ways to improve our services and recognize the right of customers to make a complaint.

To ensure that the delivery of goods and services to those individuals with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:

In writing, in person, e-mail, telephone, or disk, (or any other agreed upon method) addressed to:

Clerk  
 Township of North Glengarry  
 3720 County Road 34, Alexandria, Ontario, K0C 1A0  
 Email: cao@northglengarry.ca  
 Phone: 613-525-1110 Fax: 613-525-1649

1. The Clerk will respond either in writing, in person, e-mail, telephone, or disk, (or any other agreed upon method) acknowledging receipt of feedback and will set out the action to be taken in response to any complaints or suggestions.
2. Feedback will be encouraged by Township Staff and the process for feedback will be explained to customers and posted on the Township website.

Feedback will be used to assist with the revision of policies and procedures to provide accessible customer service.



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**To:** SDG Accessibility Advisory Committee  
**From:** Loriann Harbers, Director of Corporate Services/Clerk  
**Date of Meeting:** November 25, 2024  
**Subject:** South Stormont 2025-2029 Multi-Year Accessibility Plan

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**Summary:**

The purpose of the *Accessibility for Ontarians with Disabilities Act (AODA)* is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers so that people living with disabilities will have more opportunities to participate in everyday life. The AODA mandates that each municipality prepare an Accessibility Plan to outline the organization’s strategy to prevent and remove barriers. Under the legislation, an annual report on the progress of measures taken to implement the multi-year plan is required.

The Township’s current plan covering the period of 2019-2024 was adopted in 2019 and will expire at the end of 2024. The attached Multi-Year Accessibility Plan covers the period from January 1, 2025 to December 31, 2029 and incorporates initiatives and updates from the current plan.

Items found in Appendix ‘A’ of the Plan highlight recent accomplishments of the municipality and may include items previously identified on the plan as completed. Initiatives found in Appendix “B” of Plan are either requirements outlined within the given standard or an initiative that can further promote accessibility within South Stormont. Appendix ‘C’ summarizes the results of the review of the municipal facilities undertaken by the municipal staff to date.

Achievements incorporated into the 2025-2029 plan include:

- Completion of AODA and Human Rights Code training for all staff in 2024
- Implemented changes and added remediated PDFs to the Township’s website following our website accessibility review in 2024
- International symbols of access were installed at/within various facilities, including entrance doors and washrooms
- Emergency call systems have been installed on accessible washrooms at multiple facilities
- Installed signage to designated parking spaces for visitors to the Township Office to enhance access to the building during special events
- Construction of new accessible ramps and porches for several buildings at the Lost Villages Museum

- Construction of accessible concrete walkways at the Lost Villages Museum. Due to budget constraints, portions of the walkway replacement project have been deferred.

Highlights of future activities incorporated into the new plan include:

- Completion of a new Accessibility Plan that establishes risk-based accessibility priorities and an implementation strategy. This item was identified as a strategic priority of Council in the 2023-2027 Strategic Plan.
- Update our training program on the AODA and the Ontario Human Rights Code
- Complete the installation of power door operators at facilities identified in the Plan.
- Install Assistive Listening Technology at the main Township building (ie. Hearing Loops)

**Recommendation:**

That the SDG Accessibility Advisory Committee receive the Township of South Stormont 2025-2029 Multi-Year Accessibility Plan and recommend that the plan be forwarded to South Stormont’s Council for adoption.

*Prepared by:  
Ashley Sloan, Deputy Clerk*





# Township of South Stormont

## Multi-Year Accessibility Plan 2025-2029

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# Mission Statement

“The Township of South Stormont is committed to providing accessible and inclusive services and facilities to all people, including people with disabilities. By enabling accessibility for all, the Township seeks to identify and remove barriers to accessibility and prevent the creation of new barriers. The Township is working to provide services in a manner that respects the dignity and independence of all South Stormont residents, employees and visitors. The Township of South Stormont is dedicated to ensuring that it meets its AODA legislated obligations in a timely manner and that compliance with these standards is maintained.”

## **Commitment to Accessibility Planning**

The Township of South Stormont is committed to:

- The continual improvement of access to facilities and services for people with disabilities.
- The participation of people with disabilities in the development and review of its annual accessibility plans.
- The provision of quality services to all members of the community with disabilities.

## **Definition of Persons with Disabilities**

The Accessibility for Ontarians with Disabilities Act, 2005 defines persons with disabilities in the following manner, which is the same definition used in the Ontario Human Rights Code.

A “disability” is:

- a) Any degree of physical disability, infirmity, malformation, or disfigurement that is caused by bodily injury, birth defect, or illness, and includes, but is not limited to:
  - 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*; (“handicap”).

## **Accessibility Legislation**

### The Accessibility for Ontarians with Disabilities Act

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). Its goal is to make Ontario accessible for people with disabilities by 2025 by creating, implementing and enforcing accessibility standards. These standards are rules that businesses and organizations in Ontario must follow to identify, remove and prevent barriers so that people living with disabilities will have more opportunities to participate in everyday life. The AODA will be discussed in greater detail throughout this plan.

### The AODA and the Ontario Human Rights Code

The AODA and the Ontario Human Rights Code (the Code) work together to promote equality and accessibility. The Code states that people living with disabilities must be free from discrimination where they work, live and receive services, and that their needs must be accommodated.

Under the Code, the Township of South Stormont has a legal obligation to accommodate any person with a disability regardless of whether they are an employee, volunteer, resident or visitor. The duty to accommodate means that wherever unequal treatment or discrimination exists, it must be remedied unless the remedy would cause undue hardship. The Code has primacy over the Accessibility for Ontarians with Disabilities Act legislation.

### Federal Accessibility Legislation – Accessible Canada Act (Bill C-81)

On June 20, 2018, the Federal Government introduced Bill C-81 the Accessible Canada Act: An Act to Ensure a Barrier-Free Canada. The Act's stated purpose is to identify, remove and prevent accessibility barriers in areas that fall under federal jurisdiction. Under this legislation, organizations under federal jurisdiction will be required to follow accessibility regulations, develop accessibility plans and will be required to establish processes for receiving and dealing with feedback about their accessibility plan and barriers that a person may have encountered in dealing with the organization.

Although this legislation does not directly impact municipal operations, it does highlight the Government's commitment to improve accessibility for all Canadians in all levels of government.

## **Jurisdiction of the Plan**

The Plan referred to in this document is under the jurisdiction of the Council of the Corporation of the Township of South Stormont, facilitated by the Corporate Services Department. The Municipal contract is the Director of Corporate Service/Clerk with contact information provided below:

Township of South Stormont,  
2 Mille Roches Road,  
PO Box 84,  
Long Sault, ON K0C 1P0

Telephone: 613-534-8889

Fax: 613-534-2280

Email: [info@southstormont.ca](mailto:info@southstormont.ca)

Website: [southstormont.ca](http://southstormont.ca)

## **Executive Summary**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was enacted to develop, implement, and enforce Accessibility Standards to achieve accessibility for Ontarians with disabilities.

Under the Integrated Accessibility Standards Regulation (IASR), the Township of South Stormont is required to establish, implement, maintain, and document a Multi-Year Accessibility Plan. This plan outlines the Township's strategy to identify, prevent, and remove accessibility barriers, and meet its requirements under the IASR. Currently, the ISAR contains standards in the following five (5) areas:

1. Customer Service;
2. Information and Communications;
3. Employment;
4. Transportation;
5. Design of Public Spaces.

Transportation will be excluded from this Multi-Year Plan due to the relatively small size of the Township and the lack of transportation services provided in South Stormont.

### Customer Service

The Customer Service Standard was designed to address business practices and training needed to provide better customer service to people with disabilities.

The Township will continue to focus on providing policy training support and continue to improve services and programs to meet these regulations.

### Information and Communications

The Information and Communications Standard was designed to assist organizations in making their information accessible to persons with disabilities. It addresses accessible formats, communication support, and websites.

### Employment

The Employment Standard was designed to ensure organizations make accessibility a regular part of all aspects of an employment cycle, from recruiting, to hiring, to supporting employees. Incorporating accessibility into all facets of the employment process benefits everyone by broadening the talent pool and assisting employers in supporting and maintaining a skilled workforce.

### Design of Public Spaces

The Design of Public Spaces Standard was designed to help organizations make new and redeveloped public spaces and buildings accessible to persons with disabilities. The *Ontario Building Code* covers most requirements for making buildings accessible, including requirements for ramps, washrooms, power door operators, signs, and pools. Accessibility requirements under the *Ontario Building Code* only apply to new construction or if any existing building has plans for extensive renovations.

The Standard requires municipalities to consult with people with disabilities in certain circumstances to develop solutions that reflect local conditions and meet the needs of all users. Consultation is required when an organization plans to construct or redevelop:

- Recreational trails
- Beach access routes
- Outdoor public use eating areas
- Playgrounds and outdoor play spaces
- Exterior paths of travel
- Service counters
- Waiting areas with fixed seating
- Sidewalks
- Parking lots

Under the Standard, municipalities must consult with the public and persons with disabilities in addition to consulting with their municipal Accessibility Committee. This consultation should occur as early as possible in the

construction or redevelopment process so that the Township can weigh all considerations before decisions are made and design plans are finalized. Consultations may be combined on varying projects to allow for efficient and effective decision-making.

### **Identifying, Removing, and Preventing Barriers**

A “barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an informational or communications barrier, and attitudinal barrier, a technological barrier, a policy, or a practice.

The following are examples of types of barriers that may exist in South Stormont:

<b>Barrier Type</b>	<b>Examples</b>
<u>Physical</u>	A doorknob that cannot be operated by any person with limited upper mobility.
<u>Architectural</u>	A hallway or door that is too narrow for a wheelchair or scooter or a lack of ramps or ramps with improper grade for access.
<u>Informational</u>	Typefaces that are too small to be read by people with low vision.
<u>Communications</u>	An employee who talks loudly when addressing a person with a hearing disability or lack of sensitivity training for front counter staff to identify persons with disabilities.
<u>Attitudinal</u>	A recreation program which can inadvertently discriminate and/or discourage persons with disabilities from participating.
<u>Technological</u>	Information on a municipal website, which cannot be accessed by a person who is blind who has reading software for a computer.
<u>Policy</u>	Lack of Human Resources policy with respect to hiring persons with disabilities.
<u>Practice</u>	Announcing important messages over an intercom that persons with hearing impairments cannot hear clearly.



## **Monitoring Progress**

In order to ensure that the targets established to address the removal of barriers are completed, annual reviews will be conducted by Municipal staff.

The Multi-Year Accessibility Plan for the Township of South Stormont shall be for a five (5) year period beginning January 1, 2025 to December 31, 2029. In accordance with the legislation, the Plan will be updated biennially. Any outstanding and new issues will be brought forward prior to the annual Budget Review.

Appendix 'A' highlights recent accomplishments of the municipality and may include items previously identified on the plan as completed.

Appendix 'B' includes program requirements identified within the Legislation and Regulations or initiatives that can further promote accessibility within the Township.

Appendix 'C' summarizes the results of the review of the municipal facilities undertaken by the municipal staff to date.

The Appendices to this plan will be reviewed and updated as work is undertaken, projects at facilities are completed, or additional information is obtained.

## Appendix "A" Recent Accomplishments

- Completed training for all employees on the AODA, the Ontario Human Rights code, the IASR, and Accessible Customer Service training in 2024
- Adoption of a new Employment Accessibility Policy to provide clear direction on providing employment related accommodations, including individualized emergency response information
- Completion of a full review of the Township's website to ensure that it meets accessibility standards and can be utilized by a person using assistive technology (i.e. screen reader)
- Remediation of select website documents (PDFs) to ensure that digital content can be read using assistive technology
- Live streaming and recording of Council and Committee meetings through the Township our website to enhance public participation for those who are unable to attend meetings in person
- Replacement and upgrade to exterior walkways at the Township office and OPP Building
- Installation of new play structures in eight (8) parks throughout the municipality since 2022. Upgrades include the replacement of pea stone for accessible mulch, accessible structures, and swing sets. All structures meet Annex H for accessibility standards.
- Construction of four (4) park pavilions 40' x 20' placed on concrete slabs built throughout the municipality
- Construction of multi-use recreational trails in Long Sault (approximately 3000 metres total)
- Construction of new barrier-free ramp to the building located at Lloyd Hawn Park (Newington)

## Appendix "B" Multi-Year Plan

### Customer Service

<b>PROGRESS</b>		<b>TIME FRAME</b>
1.	Accessible Customer Service Policy	Completed
2.	Establish policies, practices and procedures on providing goods and services to people with disabilities.	Completed/ Ongoing
3.	Communicating with a person in a way that respects their disability	Ongoing
4.	Allowing people with disabilities to bring their support person or service animal with them	Ongoing
5.	Recreational Master Plan – The Township has adopted a Recreation Master Plan. This plan incorporates objectives for improving access, availability and accessibility of parks, recreation facilities and delivery of services.	Completed/ Ongoing
<b>FUTURE ACTIVITIES</b>		
1.	Review of Fees and Charges By-law; no charge for support person, pursuant to Customer Service Policy	Completed Annually
2.	Update accessibility training program for staff, Council and volunteers on how to serve people with disabilities.	2-3 years
3.	Review and update Accessible Customer Service Policy	1-3 years
4.	Review policies to ensure up to date and for compliance.	Ongoing
5.	Investigate social and cultural program opportunities for persons with disabilities	Ongoing
6.	Investigate fitness and recreational programs for persons with disabilities	Ongoing

### Information and Communication

<b>PROGRESS</b>		<b>TIME FRAME</b>
1.	Communication and Information Policy	Completed
2.	Establish standard for key words and consistent font on website	Completed
3.	Inclusion of information regarding AODA and disability issues in orientation information prepared for new Council	Completed

4.	Review and update the Municipal Multi-Year Accessibility Plan	Completed Annually
5.	Website redesign in accordance with WCAG 2.1 and meets accessibility standards (i.e. text-to-speech, adjust font size, screen masker, simplify web pages, translate page)	Completed
6.	Accessibility Feedback Form created for website to receive feedback from the public.	Completed
7.	Accessible fillable forms have been created for the website to allow more services to be accessed online. Residents can also submit complaints, inquiries, requests for service, and compliments through the website, and receive email confirmation of their submission	Completed/ Ongoing
8.	Website review to ensure that it meets accessibility standards and can be utilized by a person using assistive technology (i.e. screen reader)	Completed/ Ongoing
9.	Review and remediation of website documents to ensure that digital content can be read using assistive technology	Completed/ Ongoing
10.	Visual and audio recording of Council meetings to provide greater accessibility to meetings	Completed/ Ongoing
<b>FUTURE ACTIVITIES</b>		
1.	Review current processes on how public can request an alternate format	Ongoing
2.	Complete an Accessibility Plan that establishes risk-based accessibility priorities and an implementation strategy	1-3 years
3.	Review Communication and Information Policy	1-3 years
4.	Review current processes on how the public is notified of temporary disruptions to services or facilities	1-3 years
5.	Visual and audio recording of Council meetings to provide greater accessibility to meetings	Ongoing
6.	Investigate and install assistive listening device(s) in Council Chambers and Township Community Hall	1-5 years
7.	Investigate and install assistive listening device(s) at Township reception counter	1-5 years
8.	Additional staff training for forms of social media, i.e. Facebook and Twitter when posting to be provided	1-2 years

9.	Develop a training strategy to ensure that staff has the knowledge, tools and technical advice to create accessible materials	1-2 years
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**Employment**

<b>PROGRESS</b>		<b>TIME FRAME</b>
1.	Orientation for new staff includes training on the AODA and the Ontario Human Rights Code, as well as training on the Integrated Accessible Standards and Regulations and Accessible Customer Service training	Completed as Necessary
2.	Staff Education on Accessible Customer Service Policy and Communication and Information Policy	Ongoing
3.	Train relevant staff on the AODA and Human Rights Code as it pertains to persons with disabilities.	Ongoing
4.	Ensure job advertisements specify that accommodation is available for job applicants with disabilities, if applicable.	Ongoing
5.	Identifying and removing barriers in the workplace	Ongoing
6.	Training for all employees on the AODA and the Ontario Human Rights Code, as well as training on the Integrated Accessible Standards and Regulations and Accessible Customer Service training	Completed Annually
<b>FUTURE ACTIVITIES</b>		
1.	Keep employees abreast of changes to policies	Ongoing
2.	Identifying and removing barriers in the workplace	Ongoing
3.	Enhancing individualized workplace emergency response information and assistance to employees requiring accommodation, as required.	Completed/ Ongoing
4.	Review policies for employees returning to work after being away with a disability.	Completed/ Ongoing
5.	Review policies that take into account the accessibility needs of employees with disabilities during the performance process.	Completed/ Ongoing
6.	Develop employee individual accommodation plan template for employees with disabilities, as required.	Completed/ Ongoing
7.	Update training program on the AODA and the Ontario Human Rights Code, as well as training on	2-4 years

	the Integrated Accessible Standards and Regulations and Accessible Customer Service training	
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### Design of Public Spaces

PROGRESS		TIME FRAME
1.	Accessible parking requirements to be reviewed with respect to site plan guidelines.	Ongoing
2.	Review potential locations for the addition of street/park furniture. These can be a resting area people who find it hard to walk long distances.	Ongoing
3.	Construct accessible path of travel/walkway to new park pavilion in Ault Park (Lost Villages).	Completed
FUTURE ACTIVITIES		
1.	Investigate further opportunities for exterior paths of travel to improve trail connectivity	Ongoing
2.	Investigate resting locations and install benches along exterior paths of travel for Arnold Bethune Park and Mille Roches corridor	Ongoing
3.	Investigate further opportunities for community pavilions for resting spots and community events	Ongoing
4.	Investigate further opportunities for upgrading and replacing park equipment	Ongoing
5.	Line painting at both Long Sault and Ingleside Shopping Plazas reflecting current requirements.	Maintained Annually
6.	Signage installed at both the Long Sault and Ingleside Plazas to reflect current requirements.	Maintained Annually
7.	Upgrade benches, bleachers, and eating areas throughout Township to make them more accessible	Ongoing
8.	Ensure all future accessible washrooms have enough room for the implementation of adult changing tables	Ongoing

9.	Upgrade and designate power outlets at facilities for charging accessibility devices (i.e. mobility scooters, power wheelchairs)	1-5 years
10.	Installation of tactile attention indicators at top of all stairs and landings within Township facilities	1-5 years
11.	Ensure all replacement drinking fountains in facilities comply with current accessible mounting provisions	5-10 years
12.	Construct accessible paths of travel/walkways to new park pavilions in Simon Fraser Park, Arnold Bethune Park, Ingleside Community Park, and Ault Park (Lost Villages)	1-5 years

## Appendix "C" Municipal Facilities

### **Targets and Actions and Review Dates**

Municipal staff members undertook site inspections of the following facilities and by applying requirements from both the Building Code and the AODA, the Staff members identified a number of potential accessibility barriers. It is recognized that until the Built Environment Standard and the *Building Code Act* is amended, the barriers identified are only suggestions as the facilities need only to comply with the current *Building Code Act*. The municipal staff's audit highlights the existing barriers that warrant further review.

Targets need to be set to help establish when these barriers will be addressed or actions taken to address preventative measures. Under the following headings there may be numerous barriers and the corrective measures may be grouped together into one section.

An internal tracking system will be kept for status of each of the Actions identified in The Plan and will be reviewed by the corresponding departments. Targets are to be completed based on priorities and budget allocations and the target time frames are approximations, not exact dates.

### **Note: barrier-free/universal washroom(s)**

The washroom(s) in some Township facilities do comply with current (barrier-free) accessibility requirements, and it is not feasible to renovate the building to comply with the standards. Full compliance will be implemented when an extensive renovation occurs within the facility. In the meantime, washrooms will be renovated to meet the minimum (ambulatory) requirements of the Building Code to include instillation of items such as, grab bars, shelves, hooks, door pulls, audio alarms for washrooms that are fully enclosed, proper mounting height compliance for sinks, paper towel dispensers, soap dispensers, mirrors etc.

### **Facility: Station No. 1 Long Sault Fire Hall - 50 Mille Roches Road\***

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Physical/ Informational	No accessible parking spaces	Implement accessible parking space with accompanying vertical sign, markings on pavement and access aisle close to entrance	Complete



Physical	Entrance does not have an automatic door opener	Install automatic door opener	Completed
Informational	Entrance is not clearly marked with international symbol of access	Install appropriate signage	Completed
Architectural	Washroom is not wheelchair accessible	See note: barrier-free/universal washroom(s)	Meets ambulatory requirements
Informational	No plans for emergency evacuation	Establish plan for emergency evacuation	Completed

**Facility: Station No. 2 Ingleside Fire Hall - 1 Maple Avenue\***

This facility does not meet current accessibility requirements. The design and construction of a new facility is anticipated to commence within the next 2-4 years and will comply with all accessibility requirements at that time. Currently, there is no public access to this building.

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Physical/ Informational	There is no access aisle adjacent to the accessible parking space and no accessible vertical signage identifying the accessible space	Implement an access aisle and appropriate signage	Completed
Informational	No plans for emergency evacuation	Establish plan for emergency evacuation	Completed
Architectural	Building not accessible	Renovate or relocate	2-4 years

**Facility: Station No. 3 Newington Fire Hall – 3931 County Rd 12\*\***

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Physical	No access aisle adjacent to accessible parking spaces	Install access aisle	Completed
Informational	No vertical accessibility sign demarking accessible parking spot	Install vertical accessibility sign	Completed
Physical	Entrance does not have an automatic door opener	Install automatic door opener	Completed
Informational	Entrance to building is not clearly marked with international symbol of access	Install appropriate signage	Completed
Architectural	Entrance is not accessible due to inch and a half drop	Install concrete lip to allow for accessible entrance	1-2 years
Informational	Washroom does not have accessible signage	Install appropriate signage	Completed
Architectural	Washroom does not meet minimum requirements of 60" for wheelchair access	Remove storage cabinet located in room to achieve turning radius	2025
Informational	No visual alarm system for visually impaired persons	Install visual alarm system	Completed
Informational	No emergency evacuation plan	Establish plan for emergency evacuation	Completed

**Facility: Station No. 4 St. Andrews West Fire Hall – 5205 Highway 138\*\***

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Informational	No plans for emergency evacuation	Establish plan for emergency evacuation	Completed
Informational	Entrance is not clearly marked with international symbol of access	Install appropriate signage	Completed
Informational	Washroom does not have accessible signage	Install appropriate signage	Completed

**Facility: Arnold Bethune Park – 75 Simcoe Street**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Physical	Accessible parking spaces are not located near park walkway	Move accessible parking spaces to park walkway entrance	Completed
Physical	Ground is not firm and level as grass and gravel are intermixed	Pave or grade surface	Maintained Annually
Architectural	The threshold of the washroom entrance is not ½" or less	Repair issue	2025
Physical	Washroom entrance does not have an automatic door opener	Install automatic door opener	1-3 years
Informational	Washroom does not have accessible signage	Install appropriate signage	Completed
Architectural	Washroom does not meet minimum requirements of 60" of clearance for	See note: barrier-free/universal washroom(s)	Meets ambulatory requirements

	wheelchair access within		
Physical	No grab bars, hanger, and shelf in accessible washroom	Install grab bars, hanger, and shelf in washroom	Completed

**Facility: South Stormont Community Hall/ Municipal Office – 2 Mille Roches Road**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Physical	An accessible parking space does not have an access aisle	Implement an access aisle	Completed
Informational	Entrance to building is not clearly marked with international symbol of access	Install appropriate signage	Completed
Informational	No visual alarm system for visually impaired persons	Install visual alarm system	Completed

**Facility: Long Sault Arena – 60 Mille Roches Road**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Informational	An accessible parking space is missing a vertical accessibility sign	Install a vertical accessibility sign	Completed
Informational	Entrance to building is not clearly marked with international symbol of access as it is only on the automatic door opener	Install appropriate signage	Completed
Architectural	Washroom does not meet minimum requirements of 60" of clearance for wheelchair access within	See note: barrier-free/universal washroom(s)	Meets ambulatory requirements

Informational	No visual alarm system for visually impaired persons	Install visual alarm system	Completed
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**Facility: Ingleside Community Park**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Physical/ Informational	No accessible parking spaces	Implement accessible parking spaces with access aisles near park entrance and appropriate signage and markings	Completed

**Facility: St. Andrews Pool/Pool House**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Physical	Entrance does not have an automatic door opener	Install automatic door opener	1-2 years
Informational	Entrance to building is not clearly marked with international symbol of access	Install appropriate signage	Completed
Architectural	Washroom does not meet minimum requirements of 60" of clearance for wheelchair access within	See note: barrier-free/universal washroom(s)	Meets ambulatory requirements
Physical	No shelf within washroom	Install shelf	Completed
Architectural	Grab bar in washroom is 35" away from toilet making it difficult to reach	Install grab bars that fold up to allow for proper accessibility	Completed

**Facility: Lloyd Hawn Park – 4 Fairground Drive**

Due to the natural ground surface slope, the parking lot at this location is not level. Although consideration of potential ways to make the parking lot level will be undertaken, it is unlikely that a feasible solution will be obtained due to the grade.

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Physical/ Informational	No accessible parking spaces	Implement accessible parking spaces with access aisles near park entrance and appropriate signage and markings	1-5 years
Physical	Parking is not located on level surface	Review potential ways to make parking lot level due to location	See note above
Architectural	The deck and ramp to building do not meet accessibility requirements making it difficult to enter and depart the building	Construct new barrier-free ramp	Completed
Informational	Entrance to building is not clearly marked with international symbol of access	Install appropriate signage	Completed
Physical	Entrance does not have an automatic door opener	Install automatic door opener	1-3 years
Architectural	Washrooms are not accessible	See note: barrier-free/universal washroom(s)	Completed - renovated to meet ambulatory requirements
Informational	No visual alarm system for hearing impaired persons	Install visual alarm system	1-3 years

**Facility: Ingleside Library – 32 Memorial Square**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Physical	No access aisle adjacent to accessible parking space	Implement access aisle Implement access aisle that has a minimum width of 60"	Completed

**Facility: Long Sault Library – 50 Mille Roches Road**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Architectural	There is a 1" drop from the walkway to the parking	Extend walkway to reduce drop	2024/2025

**Facility: Lost Villages Museum – Ault Park**

Due to the historical nature of the Lost Villages Museum, many of the buildings are not accessible. Where structurally feasible, automatic door openers will be installed to promote accessibility; however, interior areas of the building will not be fully accessible.

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Physical/ Informational	No accessible parking spaces	Implement accessible parking spaces with access aisles near park entrance and appropriate signage and markings	Completed
Architectural	Slope of the walkways throughout the Lost Villages Museum is steeper than 1:20	Renovate walkway to establish a slope less than 1:20	Partially completed in 2024 – reconstruction of some

			walkways deferred 1-3 years
Informational	Entrances to all buildings are not clearly marked with international symbol of access	Install appropriate signage	1-5 years
Physical	None of the buildings have automatic door openers	Install automatic door openers (see note above)	1-5 years

**Facility: Grocery Store – Lost Villages Museum**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Architectural	The slope of the ramp is greater than 1:12 making it difficult for wheelchairs to climb the ramp	Renovate ramp to establish a slope of less than 1:12	Completed
Architectural	The threshold from the ramp to entrance is greater than ½” making it difficult to enter and depart the building	Renovate ramp to meet threshold minimum	Completed
Physical	Entrance does not have an automatic door opener	Install automatic door opener	1-2 years
Informational	Entrance to building is not clearly marked with international symbol of access	Install appropriate signage	Completed

**Facility: Railway Museum – Lost Villages Museum**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Architectural	The slope of the ramp is greater than 1:12 making it difficult for wheelchairs to climb the ramp	Renovate ramp to establish a slope of less than 1:12	2025



Physical	No walkway to reach Railway Museum making it to difficult to reach by wheelchair	Install walkway to reach Railway Museum	1-3 years
Architectural	Deck Boards are loose making them potentially hazardous and difficult to manoeuvre	Repair boards	Completed
Architectural	Guard rail is missing which could be hazardous to visually impaired or wheelchair bound persons	Install guard rail	2025

### **Facility: Log Cabin – Lost Villages Museum**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Architectural	Building not accessible as there is a big gap from walkway to entrance	Implement ramp or further the walkway to entrance of building	1-5 years

### **Facility: Washroom – Lost Villages Museum**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Physical	Washrooms do not have automatic door openers	Install automatic door openers	Completed
Informational	Entrance to washroom is not clearly marked with international symbol of access	Install appropriate signage	Completed
Physical	Soap and paper towel dispenser mounted too high	Lower soap and paper towel dispenser	Completed
Physical	No shelf or hooks in washroom	Install a shelf and hooks	Completed

**Facility: School House – Lost Villages Museum**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Architectural	Currently only stairs to entrance of school making it inaccessible	Install ramp or pathway to entrance of building	Completed

**Facility: Forbes Building – Lost Villages Museum**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Physical	Vegetation is growing onto the ramp making it difficult to access	Clear out vegetation	Completed
Architectural	The landings of the ramps are not 5' x 5' which could make them difficult to manoeuvre	Renovate to repair this issue	Completed
Architectural	The top of the ramp has unsafe space in between ramp and deck fence near door	Renovate ramp to fix issue	Completed
Physical	Entrance does not have an automatic door opener	Install automatic door opener	1-2 years
Informational	Entrance to building is not clearly marked with international symbol of access	Install appropriate signage	Completed

**Facility: Stewart House – Lost Villages Museum**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Architectural	The threshold from the ramp to entrance is greater than 1/2" making it difficult to enter and depart the building	Renovate ramp to meet threshold minimum	Completed

Physical	Entrance does not have an automatic door opener	Install automatic door opener	1-2 years
Informational	Entrance to building is not clearly marked with international symbol of access	Install appropriate signage	Completed

**Facility: Church – Lost Villages Museum**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Architectural	The slope of the ramp is greater than 1:12 making it difficult for wheelchairs to climb the ramp	Renovate ramp to establish a slope of less than 1:12	1-5 years
Physical	Guard rail and hand rails are missing which could be hazardous to visually impaired or wheelchair bound persons	Install guard and hand rails	1-5 years
Architectural	The threshold from the ramp to entrance is greater than 1/2" making it difficult to enter and depart the building	Renovate to meet requirements for threshold	1-5 years

**Facility: South Stormont Seniors’ Support Centre – 34 Memorial Square**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Informational	The accessible parking space on site does not have the required markings and painted lines on the pavement	Paint markings and lines as needed	Completed
Architectural	The second automatic door opener in between the primary entrance and secondary entrance is not functioning	Repair secondary automatic door opener to allow for proper function	Completed

Informational	Entrance to building is not clearly marked with international symbol of access	Install appropriate signage	Completed
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**Facility: Ingleside Wastewater Treatment\* – Long Sault Parkway**

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Physical	No access aisle adjacent to accessible parking spaces	Implement access aisle with minimum width of 60"	Completed
Informational	No lines or accessible marking denoting the accessible parking space	Paint lines and accessible markings	Completed
Architectural	There is a slight drop-off from parking to walkway	Brick should be lifted and re-laid near landing	1-2 years
Architectural	The threshold from the ramp to entrance is 1.5" making it difficult to enter and depart the building	Install rubber or concrete lip/ lift brick to meet minimum requirements for threshold	1-2 years
Informational	Entrance to building is not clearly marked with international symbol of access	Install appropriate signage	Completed
Physical	Entrance does not have an automatic door opener	Install automatic door opener	1-2 years
Physical	No shelf or hooks in washroom	Install a shelf and hooks	Completed
Architectural	Washroom does not meet minimum requirements of 60" clearance for wheelchair access within	See note: barrier-free/universal washroom(s)	Meets ambulatory requirements
Informational	No visual alarm systems within building	Install visual alarm systems	1-3 years

	for those who are hearing impaired		
Informational	No emergency evacuation plan	Establish plan for emergency evacuation	Completed

**Facility: Long Sault-Ingleside Regional Water Treatment Plant – Moulinette Island\***

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Physical	No access aisle adjacent to accessible parking space	Implement access aisle that has a minimum width of 60"	Completed
Informational	No vertical accessibility sign denoting accessible parking space	Install vertical accessible signage	Completed
Physical	No shelves within washroom	Install shelves	Completed
Informational	No emergency evacuation plan	Establish plan for emergency evacuation	Completed

**Facility: Long Sault Sewage Treatment Plant – Robin Rd\***

Due to the general construction of the facility, navigation within the facility is not accessible and it is not feasible to renovate the building to comply with the standards. Full compliance will be implemented when an extensive renovation occurs within the facility. In the meantime, upgrades will be made to comply with as many standards as practical given the nature of construction.

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Physical	No access aisle adjacent to accessible parking space	Implement access aisle that has a minimum width of 60"	Completed
Physical	Accessible parking space is covered by small mounds of dirt	Clean accessible parking space	Completed

	which could make it difficult to enter or depart vehicle		
Informational	Accessible parking space markings need repainting as they are faded	Repaint accessible parking space markings	Completed
Physical	Entrance does not have an automatic door opener	Install automatic door opener	1-3 years
Informational	Entrance to building and washroom is not clearly marked with international symbol of access	Install appropriate signage	Completed
Physical	No tilted mirror, hanger, lever taps and pipes under sink are not insulated within washroom	Install tilted mirror, hanger, lever taps and insulate the pipes under the sink	Completed
Architectural	Washroom does not meet minimum requirements of 60" of clearance for wheelchair access within	See note: barrier-free/universal washroom(s)	Meets ambulatory requirements

**Facility: Public Works Garage\***

<b>Type of Barrier</b>	<b>Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Target Time Frame</b>
Physical/ Informational	No accessible parking spaces	Implement accessible parking spaces with access aisles near park entrance and appropriate signage and markings	1-2 years
Architectural	The entrance is not accessible due to 7" step	Implement walkway and/or concrete lip that	1-5 years

		eliminates 7" drop allowing for accessible entry	
Physical	Entrance does not have an automatic door opener	Install automatic door opener	1-2 years
Informational	Entrance to building is not clearly marked with international symbol of access	Install appropriate signage	1-2 years
Architectural	Washroom is not wheelchair accessible due to the width of the door being only 30"	See note: barrier-free/universal washroom(s)	Meets ambulatory requirements
Architectural	Washroom does not meet minimum requirements of 60" of clearance for wheelchair access within	See note: barrier-free/universal washroom(s)	Meets ambulatory requirements
Physical	No grab bars within washroom	Install grab bars to assist those with physical disabilities	Completed
Informational	No emergency evacuation plans	Establish emergency evacuation plans	Completed

**\*Not open to public**

**\*\* Meeting rooms only available for rental**