



## KEY INFORMATION REPORT Corporate Services

Date: November 25, 2024

---

**Prepared For:** SDG Accessibility Committee

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

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

---

### **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
----------------	----------------------------	------	----------

#### 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.

Barrier	Strategies for Removal or Prevention	Projected Completion Date	2024 Update
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		