



# **ANNUAL ACCESSIBILITY STATUS REPORT**

**2023**

## **EXECUTIVE SUMMARY**

In 2005, the *Accessibility for Ontarians with Disabilities Act, 2005*, (AODA) was enacted. Through the AODA, Ontario is working to make the province fully accessible for people with disabilities by 2025. Under the Act, standards have been developed that must be followed to identify, remove and prevent barriers so that people with disabilities have more opportunities to participate in everyday life.

The Accessibility Standard for Customer Service was the first standard to become law. The next four standards – Information and Communications, Employment, Transportation and the Built Environment (buildings and outdoor spaces) – have been combined under one regulation, the Integrated Accessibility Standards Regulation (IASR).

The Integrated Accessibility Standard requires the Municipality to develop a multi-year plan every five years and report on an annual basis on the progress towards meeting the requirements of the Integrated Accessibility Standards Regulation.

### **Statement of Commitment**

The Municipality is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and shall do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

## STATUS UPDATE

### 2019 to 2023 ACCESSIBILITY PLAN

The Township created a new Community Services Coordinator position who has taken on the task of implementing the Accessibility Plan. Multiple factors are affecting the implementation of the Plan, including the ongoing effects of the pandemic, inflation of the cost of materials, and supply chain issues. Regardless, the Township remains committed to continuous improvements and implementing meaningful improvements to accessibility.

| 2020 - ACTION                                                                                                                                                                                                             | RESPONSIBILITY                               | COSTS      | TARGET DATE |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|------------|-------------|
| Develop Plan for Removing Barriers <ul style="list-style-type: none"><li>• Municipal Office</li><li>• Community Hall – Burgess Hall</li><li>• Community Hall – Maberly</li><li>• Fire Hall – South Sherbrooke</li></ul>   | Public Works<br>Manager<br>Senior Management | Staff Time | Ongoing     |
| Implement Plan for Removing Barriers <ul style="list-style-type: none"><li>• Municipal Office</li><li>• Community Hall – Burgess Hall</li><li>• Community Hall – Maberly</li><li>• Fire Hall – South Sherbrooke</li></ul> | Public Works<br>Manager<br>Senior Management | Staff Time | Ongoing     |

| <b>2021 - ACTION</b>                                                                                                                                                                                                 | <b>RESPONSIBILITY</b>                     | <b>COSTS</b> | <b>TARGET DATE</b> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|--------------|--------------------|
| Develop Plan for Removing Barriers <ul style="list-style-type: none"> <li>• Waste Site – Glen Tay</li> <li>• Glen Tay ReUse Centre</li> <li>• Waste Site – Maberly</li> <li>• Waste Site – Stanleyville</li> </ul>   | Public Works Manager<br>Senior Management | Staff Time   | Ongoing            |
| Implement Plan for Removing Barriers <ul style="list-style-type: none"> <li>• Waste Site – Glen Tay</li> <li>• Glen Tay ReUse Centre</li> <li>• Waste Site – Maberly</li> <li>• Waste Site – Stanleyville</li> </ul> | Public Works Manager<br>Senior Management | Staff Time   | Ongoing            |
| File an Accessibility Compliance Report to Province                                                                                                                                                                  | Clerk                                     | Staff Time   | Completed          |
| Annual Status Report <ul style="list-style-type: none"> <li>• Complete Form</li> <li>• Post on Website and at Municipal Office</li> </ul>                                                                            | Clerk                                     | Staff Time   | Completed          |

| <b>2022 - ACTION</b>                                                                                                                                                                                                                                                     | <b>RESPONSIBILITY</b>                     | <b>COSTS</b> | <b>TARGET DATE</b> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|--------------|--------------------|
| Develop Plan for Removing Barriers <ul style="list-style-type: none"> <li>• Playground/Park – Maberly</li> <li>• Playground/Park – Fallbrook</li> <li>• Playground/Park - O'Neill Park</li> <li>• Ball Park – Burgess</li> <li>• Outdoor Ice Rink - Maberly</li> </ul>   | Public Works Manager<br>Senior Management | Staff Time   | Ongoing            |
| Implement Plan for Removing Barriers <ul style="list-style-type: none"> <li>• Playground/Park – Maberly</li> <li>• Playground/Park – Fallbrook</li> <li>• Playground/Park - O'Neill Park</li> <li>• Ball Park – Burgess</li> <li>• Outdoor Ice Rink - Maberly</li> </ul> | Public Works Manager<br>Senior Management | Staff Time   | Ongoing            |
| Annual Status Report <ul style="list-style-type: none"> <li>• Complete Form</li> <li>• Post on Website and at Municipal Office</li> </ul>                                                                                                                                | Clerk                                     | Staff Time   | Completed          |

| <b>2023 - ACTION</b>                                                                                                                                                                                                                                                                                               | <b>RESPONSIBILITY</b>                     | <b>COSTS</b> | <b>TARGET DATE</b> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|--------------|--------------------|
| Develop Plan for Removing Barriers <ul style="list-style-type: none"> <li>• Public Access Point – Fall River</li> <li>• Public Access Point – Glen Tay</li> <li>• Public Access Point – Little Silver Lake</li> <li>• Public Access Point – Mississippi River</li> <li>• Public Access Point – Noonan</li> </ul>   | Public Works Manager<br>Senior Management | Staff Time   | Ongoing            |
| Implement Plan for Removing Barriers <ul style="list-style-type: none"> <li>• Public Access Point – Fall River</li> <li>• Public Access Point – Glen Tay</li> <li>• Public Access Point – Little Silver Lake</li> <li>• Public Access Point – Mississippi River</li> <li>• Public Access Point – Noonan</li> </ul> | Public Works Manager<br>Senior Management | Staff Time   | Ongoing            |
| Multi-Year Accessibility Plan – 2024 to 2028 <ul style="list-style-type: none"> <li>• Develop Plan</li> <li>• Adopt Plan</li> <li>• Post Plan on Website</li> </ul>                                                                                                                                                | Clerk<br>Council                          | Staff Time   | September 1, 2023  |
| File an Accessibility Compliance Report to Province                                                                                                                                                                                                                                                                | Clerk                                     | Staff Time   | December 31, 2023  |
| Annual Status Report <ul style="list-style-type: none"> <li>• Complete Form</li> <li>• Post on Website and at Municipal Office</li> </ul>                                                                                                                                                                          | Clerk                                     | Staff Time   | December 31, 2023  |

## PAST ACHIEVEMENTS

This section outlines the Municipality's accomplishments with regards to the measures implemented to identify, remove and prevent barriers.

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| <b>2004 ACHIEVEMENT</b> <ul style="list-style-type: none"> <li>Reviewed all programs and existing documents to identify potential barriers (systemic and specific)</li> </ul>                                                                                                                                                                                                                                         |
| <b>2005 ACHIEVEMENT</b> <ul style="list-style-type: none"> <li>Educated employees and Council about the barriers and work with the County Committee on the establishment of practices/forms for use in evaluation of buildings</li> </ul>                                                                                                                                                                             |
| <b>2006 ACHIEVEMENTS</b> <ul style="list-style-type: none"> <li>Worked with County Committee on the establishment of standards and application of those standards during joint site visit of 3 Municipal Halls</li> <li>Established handicapped parking spaces (line paint/signage) at 3 Municipal Halls</li> <li>Considered accessibility issues for municipal election – electronic voting</li> </ul>               |
| <b>2007 ACHIEVEMENTS</b> <ul style="list-style-type: none"> <li>Improved accessibility to Municipal Halls by implementing corrective actions suggested by the County of Lanark – Inspection Sub-Committee</li> <li>Established a reserve in anticipation of mandatory standards for accessibility and the cost of implementation over time</li> </ul>                                                                 |
| <b>2008 ACHIEVEMENTS</b> <ul style="list-style-type: none"> <li>Monitoring of documents and decisions to identify inherent, systemic, culture insensitivities or barriers</li> </ul>                                                                                                                                                                                                                                  |
| <b>2009 ACHIEVEMENTS</b> <ul style="list-style-type: none"> <li>Renovated the BBDE Fire Hall incorporating accessibility features throughout</li> <li>Hired a full-time in-house Planner to improve education and one-on-one consultation with applicants of development proposals</li> <li>Provided Customer Service training to all Employees and Members of Council</li> </ul>                                     |
| <b>2010 ACHIEVEMENTS</b> <ul style="list-style-type: none"> <li>Rebuilt Municipal Office, incorporating accessibility features throughout</li> <li>Revamped Municipal Website using plain language and intuitive design</li> <li>Designed new South Sherbrooke Fire Hall with accommodations for the mobility challenged</li> <li>Offered on-line and telephone voting services for the municipal election</li> </ul> |
| <b>2011 ACHIEVEMENTS</b> <ul style="list-style-type: none"> <li>Built new South Sherbrooke Fire Hall and included accessibility features</li> <li>Increased access to Municipal Information - in addition to the website, developed a Facebook page, developed a "Municipal Matters" bi-weekly newspaper column</li> </ul>                                                                                            |
| <b>2012 ACHIEVEMENTS</b> <ul style="list-style-type: none"> <li>Installed an audio visual system in the Council Chambers at the Municipal Office, consisting of microphones and projector screens</li> <li>Posted Emergency Plan on Municipal Website</li> </ul>                                                                                                                                                      |

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| <p><b>2013 ACHIEVEMENTS</b></p> <ul style="list-style-type: none"> <li>• Adoption of an “Accessibility Policy” (consolidated Customer Service Standard &amp; Integrated Standards)</li> <li>• Adoption of a Multi-Year Accessibility Plan</li> <li>• Amended Procurement Policy to incorporate Accessibility provisions</li> <li>• Developed Template for Job Postings</li> <li>• Developed Telephone Script for Scheduling Interviews</li> <li>• Developed a Template for Letters of Offer and Employment Contracts</li> </ul>                                                                                                  |
| <p><b>2014 ACHIEVEMENTS</b></p> <ul style="list-style-type: none"> <li>• Completed Accessibility Assessments of Municipal Office, Maberly Community Hall and Burgess Community Hall</li> <li>• Launched an Accessible Website</li> <li>• Completed Annual Status Report and Posted to Website and at the Municipal Office</li> </ul>                                                                                                                                                                                                                                                                                             |
| <p><b>2015 ACHIEVEMENTS</b></p> <ul style="list-style-type: none"> <li>• Developed Annual Status Report Template for Multi-Year Accessibility Plan</li> <li>• Provided Training to Council, Staff and Volunteers on Policies and Procedures that relate to Accessibility</li> <li>• Completed Annual Status Report and Posted to Website and at the Municipal Office</li> </ul>                                                                                                                                                                                                                                                  |
| <p><b>2016 ACHIEVEMENTS</b></p> <ul style="list-style-type: none"> <li>• Reviewed current documents to ensure compliance</li> <li>• Completed Accessibility Assessments of Little Silver Lake, Noonan, Mississippi, Glen Tay and Fall River public access points.</li> <li>• Completed Annual Status Report and Posted to Website and at the Municipal Office</li> </ul>                                                                                                                                                                                                                                                         |
| <p><b>2017 ACHIEVEMENTS</b></p> <ul style="list-style-type: none"> <li>• Adoption of Individual Accommodation Plan – Policy</li> <li>• Developed Individual Accommodation Plan - Functional Abilities Form</li> <li>• Developed Individual Accommodation Plan - Template</li> <li>• Adoption of Return to Work – Policy</li> <li>• Developed Return to Work - Attending Physician's Report</li> <li>• Developed Return to Work – Meeting Form</li> <li>• Developed Return to Work – Plan</li> <li>• Completed 2015 and 2016 Annual Status Reports and posted them on the Township website and at the Municipal Office</li> </ul> |
| <p><b>2018 ACHIEVEMENTS</b></p> <ul style="list-style-type: none"> <li>• Completed Accessibility Assessments of Glen Tay Outdoor Ice Rink, Maberly Outdoor Ice Rink, O'Neill Park/Playground, Burgess Ball Park, Fallbrook Ball Park/Playground, Maberly Playground, Maberly Tennis Court and Otty Lake Boat Launch</li> <li>• Completed Annual Status Report and Posted to Website and at the Municipal Office</li> </ul>                                                                                                                                                                                                       |
| <p><b>2019 ACHIEVEMENTS</b></p> <ul style="list-style-type: none"> <li>• Developed and Adopted the Multi-Year Accessibility Plan – 2019 to 2023; posted on Township website</li> <li>• Completed the Outstanding Accessibility Assessments for Glen Tay ReUse Centre, Glen Tay Waste Site, Maberly Waste Site, Stanleyville Waste Site, and South Sherbrooke Fire Hall</li> <li>• Updated Training on Policies and Procedures that relate to Accessibility</li> <li>• Filed an Accessibility Compliance Report to Province</li> </ul>                                                                                            |

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| <ul style="list-style-type: none"> <li>Completed Annual Status Report and Posted to Website and at the Municipal Office</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>2020 ACHIEVEMENTS*</b> <ul style="list-style-type: none"> <li>Updated the Multi-Year Accessibility Plan – 2019 to 2023; posted on Township website</li> <li>Installed accessible amenities (bench, garbage receptacle) and an accessible picnic table in a newly created park - John Miller Park</li> <li>Completed Annual Status Report and Posted to Website and at the Municipal Office</li> </ul>                                                                                                                                                                                                                                                                                                                           |
| <b>2021 ACHIEVEMENTS*</b> <ul style="list-style-type: none"> <li>Redeveloped Website; more services and available online</li> <li>Filed an Accessibility Compliance Report to Province</li> <li>Completed Annual Status Report and Posted to Website and at the Municipal Office</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>2022 ACHIEVEMENTS</b> <ul style="list-style-type: none"> <li>Installed accessible amenities (bench, picnic table) - Maberly Fall River Park</li> <li>Installed an accessible swing and accessible amenities (bench, picnic table) – Maberly Community Park</li> <li>Development of the primary accessible trail, and secondary accessible trail, installation of accessible exercise equipment, accessible amenities (picnic tables, benches) and accessible parking lot - Solar Farm/Forest Trail Park</li> <li>Completed Annual Status Report and Posted to Website and at the Municipal Office</li> </ul>                                                                                                                    |
| <b>2023 ACHIEVEMENTS</b> <ul style="list-style-type: none"> <li>Implemented MyAccount which allows property owners to view, store and print current and previous tax bills, pay taxes and sign up for pre-authorized payments online</li> <li>Installed Community Notice Boards at all three waste sites and the Maberly Hall</li> <li>Redeveloped Glen Tay Swimming Area – seasonal accessible washroom, signage, accessible picnic tables, new pathways</li> <li>Redeveloped Otty Lake Boat Launch – seasonal accessible washroom, signage, accessible picnic table, dock, parking area</li> <li>Redeveloped Maberly Hall – accessible ramp, front and washroom doors</li> <li>Forest Trail Park opened to the public</li> </ul> |

\*Pandemic