



**THE CORPORATION OF NORTH ALGONA  
WILBERFORCE TOWNSHIP**

**Multi –Year  
ACCESSIBILITY PLAN**

**2023-2028**

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## **FEEDBACK**

Your comments will help us improve future accessibility plans. Please let us know what you think about North Algona Wilberforce Township's 2023-2028 Accessibility Plan.

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## **EXECUTIVE SUMMARY**

The purpose of the Ontarians with Disabilities Act, 2001, (ODA) is to improve opportunities for people with disabilities and to provide for the involvement in the identification, removal, and prevention of barriers. To this end, the ODA mandates that each Municipality prepare an annual accessibility plan.

In 2005, a second piece of legislation, 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 Integrated Accessibility Standard requires the Municipality to develop a multi-year plan every five (5) years.

### **Aim:**

Through its multi-year accessibility plan, the Municipality aims to become barrier free. This includes complying with the following accessibility standards:

- Customer Service
- Information and Communication
- Employment
- Transportation
- The Built Environment

This plan describes the measures that the Township may undertake to identify, remove, and prevent barriers so that goods, services, facilities, accommodation, employment, buildings, structures and premises are accessible to persons with disabilities.

### **Statement of Commitment:**

The Township 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.

## **GUIDING LEGISLATION**

The *Ontarians with Disabilities Act, 2001* (ODA) ensures that public organizations incorporate accessibility planning into their operations and facilities and document such actions within an accessibility plan. In 2005, a second piece of legislation, the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was enacted to further qualify the ODA and serve as a framework for the establishment of accessibility standards in five areas: customer service, information & communications, transportation, employment, and the built environment. The standards support the principles of the AODA to ensure dignity, integration, independence, and equal opportunity and each has specific timelines for implementation. Compliance with the AODA is required by both public and private sector organizations.

The ODA and AODA are in place for the purpose of ensuring that people with disabilities are not discriminated against. Implementation for both public and private sectors will be phased in over time to achieve the Provincial government objective of a fully accessible province by 2025.

### **Customer Service – Ontario Regulation 429/07:**

This standard was the first under the AODA to become law. It ensures that people with disabilities can receive goods and services in a manner that considers one's disability.

### **Integrated Accessibility Standards – Ontario Regulation 191/11:**

Three of the five accessibility standards comprise the IASR. These standards will ensure accessibility in the areas of information & communications, employment and transportation. Development of accessibility implementation strategies is currently underway to reach compliance and provide for accessibility across the organization. The North Algona Wilberforce Township Multi-Year Accessibility Plan identifies the implementation schedule and actions to be taken.

### **Accessibility Standards for the Built Environment:**

The Design of Public Spaces will ensure that accessibility is included within all new construction and extensive renovations. Technical requirements are being proposed relative to recreational trails, beach access, outdoor public use seating areas, outdoor play spaces, exterior paths of travel, obtaining service and maintenance. Understanding a wide variety of barriers for persons with disabilities in the physical environment is essential to implementation of the standards.

## **MUNICIPAL HIGHLIGHTS**

### **Township Owned Facilities**

1. Shaw Woods Road Municipal Office
2. Golden Lake Municipal Office
3. Golden Lake Hall
4. Melissa Bishop Park
5. Lake Dore Lodge
6. Deacon Park
7. Sno - Drifters facility
8. Shaw Road Waste Transfer site
9. Berndt Road Waste Transfer site

## **CONSULTATION ACTIVITIES**

### **Council Commitment to Accessibility Planning**

The Council of the Corporation of the North Algona Wilberforce Township is committed to recognizing the diverse needs of all people by implementing the necessary policies and providing the necessary resources so that goods, services, facilities, accommodation, employment, buildings, structures, and premises of the Municipality are accessible to person with disabilities.

The accessibility plan has been prepared to enable Council to meet these commitments.

### **Staff**

Township Staff are encouraged to comment on and recommend improvements to policies and practices regarding accessibility. Staff were consulted during the preparation of this plan providing insight regarding facility and site assessments, styles and types of accessible implementation tools required and training options.

## **2023 – 2028 ACCESSIBILITY PLAN**

The Municipality's accessibility plan focuses on three (3) areas. These initiatives will support compliance with the existing Accessibility Standards for Customer Service, as well as Integrated Accessibility Standards of Information and Communication and Employment. The Municipality does not provide public transportation and therefore the requirement of the Transportation Standard does not apply.

## **BARRIER IDENTIFICATION**

The intent of the Multi -Year Accessibility Plan is to prevent, identify and remove barriers that stand in the way of people with disabilities from being able to do many of the day-to-day activities that most people take for granted. A barrier is defined as anything that prevents a person with a disability from fully participating in all aspects of society because of a disability. The traditional definition of a barrier used in the context of accessibility has been expanded to include obstacles beyond physical boundaries. There are several other categories of barriers to consider, such as:

**Environmental Barriers:** features, buildings or spaces that restrict or impede physical access. For example, a doorway that is too narrow to accommodate entry of a motorized scooter.

**Communication Barriers:** obstacles with processing, transmitting or interpreting information. For example, documents not available in alternative formats.

**Attitudinal Barriers:** prejudgments or assumptions that directly or indirectly discriminate. For example, if all visually impaired persons can read Braille.

**Technological Barriers:** when technology cannot be or is not modified to support various assistive devices and/or software. For example, a website that does not provide for increased text size or contrast options.

**Systemic Barriers:** barriers within an organization’s policies, practices and procedures that do not consider accessibility. For example, listing a driver’s license as an employment qualification for an office position may prohibit persons with visual impairments from applying.

North Algona Wilberforce Township Staff will develop a plan to address the barriers that have been identified upon completion of the Accessibility Assessments and will implement such plan, to ensure that every person will have an equal opportunity to access and utilize the Township owned facilities.

## **MULTI-YEAR IMPLEMENTATION PLAN (2023 – 2028)**

Most of the work of the North Algona Wilberforce Township moving forward will be with the objective of complying with the Integrated Accessibility Standard Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The multi-year plan will also have a continued focus on the sustainment of the Accessibility Standards for Customer Service in the day-to-day operations of the Township.

The Strategic Actions for Barrier Prevention or Removal for the multi-year plan are being developed around the following initiatives:

- **General Requirements** – Policy and Procedure – Identification of accessibility barriers and implementation of solutions to prevent and remove.
- **Customer Service** – Provision of accessible customer service in response to the diverse needs of the North Algona Wilberforce Township residents.
- **Information and Communications** – Provision of North Algona Wilberforce Township information and communications in accessible and alternate formats.
- **Employment** – Full participation of persons with disabilities in North Algona Wilberforce Township employment.
- **Built Environment** – Enhanced aspects of accessibility encompassing North Algona Wilberforce Township facilities, parks, trails, and public spaces.

### **General Requirements – Policy and Procedure**

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

- Outline the North Algona Wilberforce Township's strategy to prevent, identify and remove barriers and meet the requirements of the AODA and accompanying accessibility standards
- Provide an annual status report on the progress of the plan's implementation
- Conduct a comprehensive review of the plan at least every five years

#### **Policy Review and Development**

- Develop and maintain policy documents relative to how the North Algona Wilberforce Township will achieve to meet the accessibility requirements of the AODA and accompanying accessibility standards
- Annual review of existing accessibility related documents.

#### **Training on the Integrated Accessibility Standards Regulation and Ontario Human Rights Code (2015)**

- Develop and deliver mandatory accessibility training applicable to all employees. Provide training in multiple formats (i.e., face-to face training sessions, electronic format) tailor to employee duties.



## **Customer Service**

### **Customer Feedback Mechanisms**

- Monitor current customer feedback mechanisms in consideration of increasing feedback/engagement with persons with disabilities ensuring feedback processes are accessible to persons with disabilities.

### **Accessible Customer Service Standard Regulation Implementation (Ongoing)**

- Continue to conduct, assess, and review accessible customer service training for staff and volunteers.

### **Procurement**

- Review/revise procurement process and guiding documents to incorporate accessibility criteria and features when procuring and acquiring goods, services, or facilities.

## **Municipal Election Accessibility**

It is the goal of North Algona Wilberforce to ensure that electors who require accessible services are provided the best opportunity to vote as independently as possible. North Algona Wilberforce Township will implement measures to ensure equal opportunity for all electors and candidates. These measures include:

- That persons with disabilities are able to independently cast their vote and verify their selection.
- That persons with disabilities have full and equal access to all information on where and when to vote and on eligible candidates.
- That persons with disabilities can fully participate in the Municipal Election as an elector, candidate, or election official.
- That efforts are made to ensure that electors with disabilities are aware of the accessibility measures available via channels such as the newspaper, media launches, the Township's website, and social media, and
- That all voting assistance locations are accessible.

## **Information and Communications**

### **Continued Communications and Awareness of Accessibility Issues for the Public and Staff**

- Implement communications initiatives such as news releases, and website information.

### **Review, update and develop corporate policies, practices, and procedures in relation to AODA accessibility requirements**

- Develop and maintain the Integrated Accessibility Standards Policy.

### **Emergency Procedures and Public Safety Information**

- Commitment to providing public emergency and safety information in accessible formats.

### **Accessible Formats and Communication Supports**

- Review and develop relevant policy/procedure documents pertaining to the provision of accessible formats and communication supports for persons with disabilities, taking into consideration accessibility format/communication support requirements.
- Develop guidelines and resources for creating accessible documents for common workplace desktop applications: Word, Excel, PDF, PowerPoint.

### **Accessible Website & Web Content**

Provide ongoing staff training on how to create accessible online documents

- Develop tip sheets and staff resources.
- Include accessibility considerations in site upgrades.

### **Website Design**

- Coordinate comprehensive website design, providing the opportunity to incorporate new technologies and accessibility tools.
- WCAG Level 2.0 AA compliance.

## **Employment**

### **Employee Employment Accommodations**

- Ensure that recruitment planning, screening and selection processes provide and notify availability of accommodations.
- Ensure appropriate accommodations are provided to current employees as required.
- Ensure a return-to-work process with related accommodation support is in place.
- Ensure that performance management, career development and redeployment practices take into consideration the accessibility and accommodation need of employees with disabilities.
- Ensure that workplace emergency response information is provided in an accessible format or with accommodation upon request.
- Review and revise where necessary, policy and work processes for recruitment, workplace emergency response, employee accommodations, return to work processes, performance management, career development and employee redeployment.
- Develop targeted staff training on policy and process changes.
- Communicate employment policies and processes to all staff.

## **Transportation**

The Transportation Standard does not apply to the Township of North Algona Wilberforce. In the event, that the Transportation Standards became applicable the township will take the necessary steps to provide accessibility.

## **Built Environment**

### **Maintenance, Renovations and Retrofits**

- Barrier free upgrades and design work to North Algona Wilberforce public facilities.

### **Trails, Parks, and Public Spaces – Continued consideration for accessibility elements in capital projects relative to parks, trails and public spaces**

- Consider accessibility elements in natural play spaces.

### **Facility Accessibility Design Standards (FADS)**

- Include accessibility considerations of the Design of Public Spaces Standards for new or redeveloped North Algona Wilberforce Township building projects relative to public spaces (recreational trails, beach access routes, outdoor public eating areas, outdoor play spaces, exterior paths of travel, accessible parking, obtaining services).
- Review and provide comments on accessibility on selected Site Plan applications.

## **REVIEW AND MONITORING OF THE PROCESS**

Council is committed to following through with this plan. This plan will be reviewed and updated at least once every five (5) years, allowing Council, Staff, and the public to assess its effectiveness and reflect changing community requirements.

## **COMMUNICATION OF THE PLAN**

This plan will be available on the Township Website at [nalgonawil.com](http://nalgonawil.com) as well as at the Municipal Office. The information contained in this plan will be communicated to council and committees to make informed choices on budget priorities and issuing tenders, RFPs and RFQs for construction of buildings and structures. Every effort will be made to make the plan available to those with disabilities for the perusal and review. They will be provided in an accessible format upon request.

## SCHEDULE “A”

### 2023-2028 ACCESSIBILITY PLAN – BARRIERS IDENTIFIED

#### Facility – Sno-Drifters

TYPE OF BARRIER	BARRIER	REMOVAL ACTION	TARGET YEAR	COMPLETED DATE
Environmental	Accessible parking	Create spaces and erect signage	2023	
Environmental	Entrance Door opener	Install automatic opener	2028	
Environmental	Lighting	Improve exterior lighting	2024	
Environmental	Accessible ramp	Accessible ramp repairs/replacement	2028	
Environmental	Entrance stairs	Install warning strips	2023	
Environmental	Doors and frames colour contrast	Paint contrasting colours	2027	
Communication	Washroom signage	Install accessibility signage	2024	
Environment	Washroom dispensers	Install dispensers within easy reach	2024	
Communication	Audio and Visual Fire Alarms	Install audio/visual fire alarms	2023	
Communication	Exterior facility identification signage	Install identification signage	2023	
Communication	Accessibility entrance signage	Install signage	2024	
Environmental	Washroom doors	Install automatic door opener	2026	

#### Facility – Golden Lake Hall

TYPE OF BARRIER	BARRIER	REMOVAL ACTION	TARGET YEAR	COMPLETED DATE
Environmental	Audio/Visual fire alarms	Install audio/visual fire alarms	2023	
Communication	Accessibility entrance signage	Install signage	2023	
Communication	Washroom signage	Install signage	2023	
Environmental	Washroom access	Install automatic openers	2028	
Environmental	Washroom grab bars	Install grab bars	2024	

## Facility – Shaw Woods Municipal Office

TYPE OF BARRIER	BARRIER	REMOVAL ACTION	TARGET YEAR	COMPLETED DATE
Environmental	Vestibule door	Remove door/install automatic opener	2027	
Environmental	Doors and frames colour contrast	Paint contrasting colours	2026	
Environmental	Floor gradient change	Install marking	2026	
Communication	Audio/Visual Fire Alarms	Install audio/visual fire alarms	2026	
Communication	Facility ID	Install civic address signage	2024	
Communication	Accessible entrance signage	Install signage	2023	
Communications	Washroom signage	Install accessible signage	2023	

## Facility – Lake Dore Lodge

TYPE OF BARRIER	BARRIER	REMOVAL ACTION	TARGET YEAR	COMPLETED DATE
Environmental	Accessible Parking	Install signage	2023	
Environmental	Exterior Lighting	Install exterior lighting	2024	
Environmental	Entrance stairs	Install warning strips	2024	
Communication	Audio/Visual Fire Alarms	Install audio/visual fire alarms	2023	
Communication	Accessible entrance signage	Install accessible signage	2024	
Communication	Accessible signage	Install accessible signage	2024	

## Facility – Melissa Bishop Park

TYPE OF BARRIER	BARRIER	REMOVAL ACTION	TARGET YEAR	COMPLETED DATE
Environmental	Change room doors	Install automatic door openers	2028	
Environmental	Washroom grab bars	Install grab bars	2027	
Communication	Accessible signage	Install accessible signage	2028	

## Facility – Shaw Woods Road Waste Transfer Site

TYPE OF BARRIER	BARRIER	REMOVAL ACTION	TARGET YEAR	COMPLETED DATE
Environmental	Location of bin opening for disposal	Install stairs with marking strips, railings and landing adjacent to disposal openings	2023	

## Facility – Berndt Road Waste Transfer Site

TYPE OF BARRIER	BARRIER	REMOVAL ACTION	TARGET YEAR	COMPLETED DATE

## Customer Service

TYPE OF BARRIER	BARRIER	REMOVAL ACTION	TARGET YEAR	COMPLETED DATE
Attitudinal	Service delivery	Training of employees/volunteers	2024	
Systemic	Policies	Review and update	2028	
Communication	Customer feedback	Review and take action	2028	
Communication	Accessible documents	Ensure documents can be made accessible	2024	
Technological	Assistive device support	Install technology	2028	

## Information and Communications

TYPE OF BARRIER	BARRIER	REMOVAL ACTION	TARGET YEAR	COMPLETED DATE
Systemic	Procurement	Incorporate accessibility criteria	2024	
Systemic	Multi-Year accessibility plan	Review and upgrade regularly	2023-2028	
Communication	Website	Update to become website accessible	2025	
Communication	Accessible document	Ensure documents can be made accessible	2024	

## Employment

TYPE OF BARRIER	BARRIER	REMOVAL ACTION	TARGET YEAR	COMPLETED DATE
Systemic	Employment qualifications	Incorporate accessibility criteria	2023	

## Built Environment

TYPE OF BARRIER	BARRIER	REMOVAL ACTION	TARGET YEAR	COMPLETED DATE
Environmental	Physical, visual, communications, structural, architectural	Barrier free upgrades, designs, accessibility elements considerations, review, and comment on accessibility site plan applications.	As required	