



2024-2028

MULTI-YEAR ACCESSIBILITY PLAN

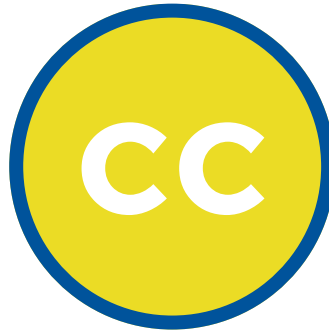


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Message from the Mayor

On behalf of the Council of the Township of Adjala-Tosorontio, I am pleased to share with you the Township's 2024-2028 Multi-Year Accessibility Plan. The Township of Adjala-Tosorontio, is committed to an inclusive municipality which endorses independence and opportunity for all persons. We strive to make accessibility a part of our everyday interactions in our facilities, services, employment practices and procedures. The Township is pleased with the many improvements and past successes, however we recognize there is more work to be done.

As Mayor, I endeavor to work with Council, Staff and the Joint Accessibility Advisory Committee to establish and maintain policies, practices and procedures that align with the accessibility standards established under the *Accessibility for Ontarians with Disabilities Act (AODA)*.

Together, we will continue to make every effort to ensure that we meet the needs of all persons of all abilities within Adjala-Tosorontio.



Scott W. Anderson

Mayor of the Township of Adjala-Tosorontio

1.0 Introduction

The Integrated Accessibility Standards Regulation under the *Accessibility for Ontarians with Disability Act, 2005* (AODA), requires the Township of Adjala-Tosorontio to develop a Multi-Year Accessibility Plan and to conduct a review at a minimum every five (5) years.

The purpose of an accessibility plan is to outline what measures the Township will implement to identify, prevent, and remove barriers to accessibility.

2.0 Legislative Background

In 2005, the province of Ontario introduced the *Accessibility for Ontarians with Disabilities Act, 2005*. The Act is intended to assist organizations in the public and private sectors in identifying barriers to accessibility. The purpose of the AODA is to develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities in respect to goods, services, facilities, accommodation, employment, building, structures and premises on or before January 1, 2025.

Standards under this legislation were established with the assistance of various working committees and include the following specific areas:

- Accessible Customer Service
- Accessible Transportation
- Information and Communication
- Employment Accessibility
- Built Environment

3.0 Adjala-Tosorontio at a Glance

The Township of Adjala-Tosorontio is a rural community that proudly boasts strong agricultural roots, in a picturesque rural setting featuring Earl Rowe Provincial Park, offering a premier quality of life and safe communities. Located in the south-west portion of Simcoe County a short drive west on Highway 89 from Highway 400, north of the Greater Toronto Area, bordered by Highway 9. The Township is comprised of seven settlement areas of Everett, Lisle, Loretto, Hockley, Tioga, Glencairn and Colgan, in addition to hamlets with a current population of 10,989 residents.

The Township of Adjala-Tosorontio provides services and programs that are delivered across the municipality, including road and facility maintenance, fire services, water and stormwater management, municipal law enforcement, licensing, and parks.

4.0 Our Commitment to Accessibility Planning

The Township of Adjala-Tosorontio supports the vision of a more inclusive municipality which endorses independence and opportunity for all persons. The Township reinforces this vision through the commitment to increasing and enhancing accessibility to its programs, services, and facilities. The goal is to incorporate accessibility as a part of everyday life and maintain it as a core element of Township services.

The Township of Adjala-Tosorontio will continue to review and develop new Township policies and procedures in relation to the AODA requirements and will utilize the Joint Accessibility Advisory Committee (“JAAC”) for consultation.

Municipal governments play a crucial role in the planning and development of our communities. Responsibilities, which include enforcing the barrier-free access requirements of the Ontario Building Code and implementing accessibility considerations under legislation are crucial to realizing the vision of an inclusive community.

The Township of Adjala-Tosorontio, as an employer and service provider is committed to:

- Continually improving access to all municipally owned facilities, premises, and services for those with disabilities.
- Ensuring the delivery of accessible goods and services in compliance with the Ontario Accessible Customer Service Standards.
- The completion of annual status reports.

5.0 Joint Accessibility Advisory Committee

The AODA states that every municipality having a population of not less than 10,000 shall establish an Accessibility Advisory Committee (“AAC”) and that a majority of the members shall be persons with disabilities.

In 2011 the Township of Adjala-Tosorontio established an AAC, which was an active committee until it was dissolved in 2019. In 2019 the Township joined the County of Simcoe’s Joint Accessibility Advisory Committee. The Township remains an active participating member of the JAAC. The current participating member municipalities include:

- County of Simcoe
- Township of Adjala-Tosorontio
- Township of Oro-Medonte
- Township of Springwater
- Township of Tay
- Town of Midland

5.1 Composition & Responsibilities

The JAAC is composed of 10 to 12 members as follows:

- a) Five (5) non-elected members who are persons with disabilities, with preference given to appoint at least one eligible resident from each the participating municipalities.
- b) Five (5) elected officials as appointed by each participating municipalities' Council.

The County may, at their discretion also authorize the appointment of:

- a) One citizen at large who may not be a person with a disability but who has special interest or expertise in the identification or removal of barriers or has specific expertise as a care giver to a person(s) with disabilities,
- b) A representative of an organization representing persons with disabilities.

The responsibilities of the JAAC are as outlined in Section 29(4) of the AODA.

Additionally, the JAAC Terms of Reference outlines the committee also provides:

- a) Input on the preparation of multi-year accessibility plans.
- b) Advice on opportunities with respect to the identification and removal of barriers at facilities owned or operated by the municipalities.
- c) Advice on ways to improve opportunities for persons with disabilities with respect to programs and services offered by the municipalities.

6.0 Barriers

A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of the disability. The categories of barriers include:

- **Attitudinal:** Prejudgments or assumptions that directly or indirectly discriminate. For example, assuming that a person with a speech impairment can't understand you.
- **Communication or Information:** Obstacles with processing, transmitting, or interpreting information. For example, print on a brochure that is too small to read or documents not available in alternate formats.
- **Physical:** Features, buildings or spaces that restrict or impede physical access. For example, a doorway that is too narrow to accommodate entry by a person in a wheelchair or motorized scooter.
- **Systemic:** Barriers within an organization's policies and procedures that do not consider accessibility. For example, a practice of announcing important messages over an intercom that people with hearing impairments cannot hear clearly.
- **Technological:** Occurs when technology cannot or is not modified to support various assistive devices and/or software. For example, a website that does not allow for increased text size of contrast options.

7.0 Integrated Accessibility Standards (IASR)

In 2011, the Integrated Accessibility Standards Regulation was created under the AODA. These standards are requirements that organizations within Ontario must follow to identify, prevent, and remove barriers, so that persons with disabilities have more opportunities to participate in everyday life.

The IASR states that the municipality shall have procedures for preventive and emergency maintenance of the accessible elements in public spaces.

To minimize interruptions to accessible services and features, due to events such as system failure, maintenance, vandalism or a natural event, the Township will conduct monthly inspections to assess the state of all accessible features, and perform preventative maintenance, as required, at all facilities. This would include accessible washrooms, automatic doors, parking areas, playground equipment and trails. If during an inspection a defect is detected, repairs will be undertaken immediately to maintain the continuity of service. When a disruption occurs, the Township will ensure an alternative temporary solution is provided and communicated.

7.1 Customer Service

The Accessible Customer Service Standard requires the Township to provide accessible public services and ensure that policies and procedures are in place to support this requirement.

The Township has developed an Accessibility Standards Policy in accordance with the IASR. The policy outlines the process of providing notice in the event of a service disruption and ways in which persons may provide feedback.

- **Notice of Service Interruptions:** In instances of disruptions, Staff will immediately close the feature and prepare a Notice of Service Disruption. The Notice will state the reason for the disruption, the expected period of the disruption and the alternative temporary solution(s).
- **Feedback:** The Township welcomes the submission of feedback related to the accessibility of its services. Received feedback will be acknowledged, reviewed and if required brought forward to the JAAC for recommendations.

7.2 Transportation

The Transportation Standard sets out the requirements to prevent and remove barriers to public transportation, including buses and taxis. Currently, The Township of Adjala-Tosorontio does not have any public transportation systems, or licensed taxi services. In the event these services become available within the Township, all requirements under this Standard will be adhered to.

7.3 Information and Communication

The Information and Communication Standard requires the Township to communicate and provide information in ways that are accessible to persons with disabilities.

Practices and procedures the Township has implemented to meet these requirements are:

- Providing documents in alternative formats upon request;
- Training Staff on how to create accessible documents; and
- Maintaining and regularly reviewing the Township website to be compliant with the Web Content Accessibility Guidelines (WCAG 2.0).

7.4 Employment

The Employment Standard outlines the requirements the Township must follow to support the recruitment and accommodation of employees with disabilities. Several aspects of this Standard are outlined in the Township's Accessibility Standards Policy including:

- Recruitment, Assessment and Selection;
- Accessible Formats and Communication Support for Employees;
- Workplace Emergency Response Information;
- Individual Accommodation Plans;
- Return to Work Process and
- Performance Management and Career Development.

7.5 Built Environment

The Built Environment Standard, often referred to as the Design of Public Spaces Standard focuses on removing barriers in public spaces and buildings that are newly constructed or developed. Examples of Public Spaces include:

- Recreational Trails;
- Outdoor Public Use Seating Areas;
- Outdoor Play Spaces;
- Exterior Paths of Travel;
- Accessible Parking;
- Obtaining Services; and
- Maintenance.

The Standard includes technical requirements such as the surface types and width sizing of public trails, the slope of ramps, the number of required accessible parking spaces and the number of required accessible service counters. When required, the Township consults with the Joint Accessibility Advisory Committee prior to the design and construction of new or redeveloped public spaces. Facility inspections will be conducted by the JAAC once per term or as required.

The Township also complies with the Ontario Building Code's requirements for accessibility in the built environment. The Township ensures that municipal facilities that are newly built or undergo significant renovations, including outdoor spaces such as

parks and playgrounds conform to all required specifications of the Ontario Building Code and the IASR.

8.0 Annual Status Reports

As required by the AODA, annual status reports must be prepared, presented to Council, and made available to the public. The status reports will outline and communicate the past year's achievements in regards to accessibility, and how the Township is implementing its Multi-Year Accessibility Plan.

9.0 Accessibility Initiatives

Schedule A of this plan identifies and outlines the accessibility initiatives the Township will look to implement and complete as part of this plan. Updates on projects that are not yet complete will be provided in the annual status reports.

The initiatives outlined in Schedule A, are pre-identified projects the Township will undertake. Over the course of this plan situations and opportunities may occur, requiring the need for additional projects and initiatives. Reporting on all accessibility initiatives, including those not listed in Schedule A will form part of each Annual Status Report. The Township will incorporate a Comprehensive Completion Schedule into the 2028-2032 Multi-Year Accessibility plan outlining the successes achieved throughout 2024-2028.

10.0 Feedback and Communication

Members of the public are encouraged to make comments on the Township of Adjala-Tosorontio's Multi-Year Accessibility Plan and accessibility matters in general. Obtaining feedback is an integral part of the evaluation process and the Township is committed to reviewing and expanding strategies to ensure engagement with key stakeholders.

The Township's Multi-Year Accessibility Plan is available on the Township website. Alternate formats and hard copies of this plan are available upon request.

To submit feedback or request a copy of this plan, please contact:

Robin Reid, Clerk
Township of Adjala-Tosorontio
7855 Sideroad 30, Alliston ON L9R 1V1
Phone: 705-434-5055 ext. 263
Email: clerk@adjitos.ca

Schedule A

Proposed and Ongoing Accessibility Initiatives

Barrier	Barrier Type	Strategy	Proposed or Expected Completion	Status
Township Website	Technological	Conduct regular audit of the Township website to ensure compliance with WCAG 2.0.	Continued throughout Multi-Year Accessibility Plan timelines.	Ongoing
Accessible Documents	Communication or Information	Conduct training with Staff on how to create and check the accessibility status of a document.	Included as part of onboarding of new employees, and as required with current Staff.	Ongoing
Age-Friendly Municipal Champions Participant	Communication or Information, Physical, Attitudinal	Complete the Age-Friendly Organization self-assessment for information and to help make the Township safer and more comfortable for older adults and others who would benefit.	Continued participation in Simcoe County's Age-Friendly Municipal Champion Committee.	Ongoing
Council Chambers Technology	Technological	Complete retrofit of Council Chambers Technology to utilize assistive hearing devices.	December 2023	
Optical Character Recognition (OCR) scanning	Technological	Modify Township photocopiers to use OCR as the default method for scanning documents.	February 2024	
Accessibility Standards Policy	Systemic	Update the Accessibility Standards Policy to ensure compliance with latest regulations.	June 2024	
Accessible Customer Service Policy and associated policies review	Systemic	Review and assess all current Township policies that consider accessibility. Update policies identified through the assessment findings	To be completed within two (2) years upon approval of Plan.	
Facility Review by the JAAC	Physical	A minimum of one facility review by the JAAC will be completed at a Township facility.	To be completed within each term of Council.	