



Multi-Year Accessibility Plan 2023 - 2027

This document is available in alternate formats upon request. Please contact the Clerk's Department at 705-738-3800 or clerk@trentlakes.ca.

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Introduction

The Municipality of Trent Lakes (the “Municipality”) is pleased to present its 2023-2027 Multi-Year Accessibility Plan. This plan was developed in consultation with persons with disabilities and builds on the accomplishments of the 2018-2022 Plan. Thank you to the County of Peterborough and Township of Selwyn Joint Accessibility Advisory Committee (AAC) for undertaking a review of the draft Plan and providing feedback to support its development. The draft Plan was also made available on the Municipality of Trent Lakes website for public comment.

The 2023-2027 Multi-Year Accessibility Plan acts as our accessibility road map, outlining the Municipality’s strategy and key actions to continue to meet, and where possible exceed, our requirements under Ontario’s accessibility legislation. The Plan is intended to support and strengthen the Municipality’s commitment to the identification, removal and prevention of barriers to ensure that people of all ages and abilities enjoy the same opportunities as they live, work, visit and invest in our community. The Plan was developed to align with the core principles of independence, dignity, integration and equality of opportunity in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and other applicable accessibility legislation.

This Plan may be amended from time to time as best practices are identified and opportunities for improvement arise.

Accessibility Statement of Commitment

“The Municipality of Trent Lakes is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

The Municipality believes in integration and is committed to meeting the needs of people with disabilities in a timely manner. This will be accomplished by removing and preventing barriers to accessibility and by meeting the accessibility requirements under Ontario’s accessibility laws.”

About the Municipality

The Municipality of Trent Lakes is a lower-tier municipality in the County of Peterborough with a population of approximately 6,439 (2021 Statistics Canada Census) residents and a total area of 833.72 square kilometers. The Municipality is located on the Treaty 20 Michi Saagiig territory and in the traditional territory of the Michi Saagiig and Chippewa Nations, collectively known as the Williams Treaties First Nations, which include Alderville, Beausoleil, Curve Lake, Georgina Island, Hiawatha, Rama, and Scugog Island First Nations.

The area is primarily rural and recreational. With its many lakes, rivers and the Trent-Severn Waterway, the Municipality is home to numerous cottages and tourism resorts. In the heart of the Kawartha Lakes Tourism District, the Municipality offers abundant natural beauty and many outdoor activities and draws a large seasonal and tourist population.

While the Municipality's geography offers an appealing lifestyle to many, it can also pose considerable barriers to residents and visitors with disabilities. Mobility, especially for persons with disabilities, is affected due to the distance between communities combined with a lack of sidewalks and public transportation. The Municipality remains undaunted and encourages responsible development that will provide ongoing improvements and inclusion for all.

The median age for Trent Lakes is 58 years old. As the Municipality's population continues to age, the prevalence of disabilities increases due to deteriorating health and other factors. Proactively identifying and removing barriers will help the Municipality prepare for the future.

Accessibility Legislation

Ontarians with Disabilities Act, 2001 (ODA)

The Ontarians with Disabilities Act (ODA), was enacted in 2001 to improve opportunities and access for persons with disabilities. This Act applies to all provincial and municipal governments, school boards, colleges and universities, and hospitals.

Accessibility for Ontarians with Disabilities Act, S.O. 2005, C.11 (AODA)

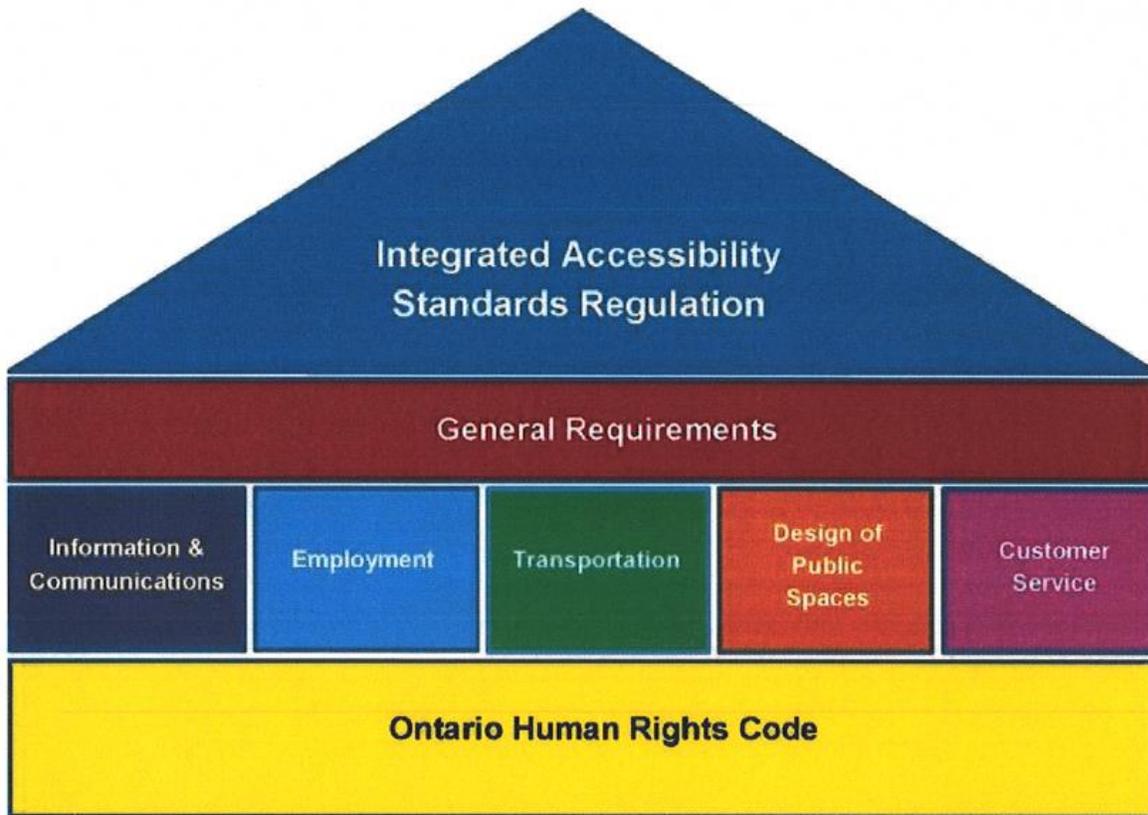
The Accessibility for Ontarians with Disabilities Act (AODA) was enacted in 2005 and builds on the progress made under the ODA. The overall goal of the AODA is to provide for the development of minimum standards to achieve accessibility for Ontarians with disabilities by January 1, 2025.

Integrated Accessibility Standards Regulation (IASR)

The Integrated Accessibility Standards Regulation (IASR), under the AODA, came into effect in 2011 and provides the standards that businesses and organizations in Ontario must follow to identify, remove and prevent barriers.

In addition to the General Requirements, the IASR contains mandatory and enforceable standards in five key areas:

- Information and Communications
- Employment
- Transportation
- Design of Public Spaces
- Customer Service



Ontario Human Rights Code

The Ontario Human Rights Code is foundational to accessibility and prohibits actions that discriminate against people based on a protected ground in a protected social area. Disability is one of the 14 protected grounds. Protected social areas are housing, contracts, employment, goods, services and facilities and memberships in unions, professional associations or other vocational associations.

The Ontario Building Code

The Ontario Building Code (OBC) regulates the minimum building standards for the construction of all new buildings and buildings that undergo an extensive renovation. The OBC includes requirements for minimum accessibility within buildings.

Accessibility Achievements

The 2023-2027 Multi-Year Accessibility Plan builds on the Municipality's past efforts and accomplishments in improving accessibility.

Some highlights of the progress achieved under the Municipality's 2018-2022 Plan include:

- ✓ Renewed and added parking lot lines at various municipal facilities.
- ✓ Paved the Lakehurst Hall parking lot.
- ✓ Completed parking lot repairs/paving at the Cavendish Library entrance.
- ✓ Additional lighting installed and/or lights replaced with LED bulbs to improve visibility at various municipal facilities, including Galway Hall and Lakehurst Hall parking areas and ramps.
- ✓ Resurfaced Cavendish playground with the addition of new engineered wood fibre.
- ✓ Replacement of boards and new concrete access ramp at Cavendish Outdoor (King) Sports Pad.
- ✓ Installation of at least one (1) accessible portable toilet at Crowe's Line Beach, Sandy Lake Beach, White's Beach and Ode'Naang Park.
- ✓ Installation of accessible picnic tables at Crowe's Line Beach, Sandy Lake Beach, White's Beach and Ode'Naang Park.
- ✓ Development of Ode'Naang Park including:
 - Addition of accessible parking spaces.
 - Installation of LED parking lot lighting.
 - Construction of accessible playground structure.
 - Construction of accessible viewing platform.
- ✓ Construction of a walkway in the Hamlet of Buckhorn to provide access to the downtown core.
- ✓ Construction of pedestrian crosswalks in the Hamlet of Buckhorn with the crosswalk at the Buckhorn Public School having accessible pedestrian crossing controls/signals.
- ✓ Update of job postings and offers of employment to include notice regarding availability of accommodation for applicants with disabilities and policies regarding availability.
- ✓ Implemented a new accessible Municipal website in 2021 which conforms to WCAG Level 2.0 AA. An online form to receive accessibility feedback is available on the Municipal website.
- ✓ Conducted both the 2018 and 2022 Municipal Elections in an accessible manner, including internet and telephone voting. Accessibility Plans were prepared for both elections.

In addition, Appendix A to this Plan provides an overview of the Municipality's AODA and IASR compliance to date.

2023-2027 Accessibility Objectives and Action Plan

The 2023-2027 Multi-Year Accessibility Plan identifies objectives and proposed actions, both new and ongoing, within each of the Standards of the IASR.

Appendix B to this Plan provides a list of all identified Proposed Actions including lead department and anticipated timelines.

General Requirements

The General Requirements of the IASR require the Municipality to have accessibility policies, a statement of commitment and a multi-year accessibility plan. They also include provisions regarding the procurement of goods, services and facilities, self-service kiosks and training requirements in regards to accessibility.

Objective:

To foster a culture of accessibility and inclusivity with employees, residents and visitors. Clear policies, plans and training to support accessibility in municipal service delivery.

Proposed Action(s):

- Review the Municipality's Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards Policy periodically during the term of this Plan.
- Submit Provincial Accessibility Report as prescribed (every two years for designated public sector organizations).
- Prepare, and post on the Municipal website, an Annual Status Report identifying the progress of measures taken to implement this Plan.
- Give consideration to accessibility requirements when procuring or acquiring goods and/or services and, to use accessibility criteria and features where practicable.
- Provide training to all Council members, employees and other staff members on the requirements of the accessibility standards in the IASR and on the Human Rights Code as it pertains to persons with disabilities. Training will be provided in a way that best suits the duties of Council, employees, or other staff members.
- Review and update this Plan prior to end of 2027.

Information and Communication Standard

The Information and Communication Standard under the IASR requires the Municipality to communicate and provide information in ways that are accessible to the public.

Objective:

To provide enhanced accessibility as it relates to communication supports, formats, websites and web content.

Proposed Action(s):

- Provide or arrange for accessible formats and communication supports in a timely manner, upon request.
- Provide emergency procedures, plans or public safety information to the public in an accessible format or with appropriate communication supports, as soon as practicable, upon request.
- Establish a process and accountability framework to monitor the Municipality's website and web content to ensure continued compliance with WCAG 2.0 Level AA.
- Explore opportunities to expand closed captioning of video recordings to Committee meetings and opportunities to provide real-time captioning for Council and/or Committee Meetings.
- Provide training and resources to staff on creating documents, information and communications in accessible document format.

Employment Standard

The Employment Standard under the IASR sets out accessibility requirements that the Municipality must follow to support the recruitment and accommodation of employees. This includes making employment practices and workplaces more accessible, and safe for new and existing employees with disabilities.

Objective:

Accommodation practices that ensure people of all abilities are able to participate fully in recruitment and employment at the Municipality.

Proposed Action(s):

- Continue to provide information on accommodation in the recruitment process on all job postings
- Explore opportunities to engage with applicants and new hires to obtain feedback on how to make the recruitment and selection process more accessible and inclusive.
- Continue to notify new hires of policies for accommodating employees with disabilities.
- Review existing individual accommodation plans for employees with disabilities to ensure they are reflective of current needs periodically during the term of this Plan.

Transportation Standard

The Transportation Standard under the IASR sets out the requirement to prevent and remove barriers to public transportation and was developed to make travel easier for everyone in the province.

The Municipality does not currently provide public transit or license taxi services. Accessible transportation in Trent Lakes is available through community service organizations such as Community Care Peterborough. The Municipality acknowledges the vital role these organizations play in supporting accessible transportation within our communities.

Objective:

Continue to seek opportunities to promote barrier free transportation and active transportation.

Proposed Action(s):

- Give consideration to accessibility requirements in development of active transportation routes and features where practicable.
- Review design standards for directional, street name and information signs to improve accessibility, giving consideration to visibility, legibility, consistency, colour contrast, surface (glare) and positioning.

Design of Public Spaces Standard

The Design of Public Spaces Standard under the IASR requires the Municipality to ensure that newly constructed or significantly renovated public spaces are accessible. It focuses on removing barriers in areas not covered by the Ontario Building Code such as exterior paths of travel, on- and off-street parking, recreational trails, pedestrian crossings and service counters.

Objective:

Greater accessibility into, out of and around municipal facilities and public spaces. This includes incorporating accessibility retrofits where possible during renovations.

Proposed Action(s):

- Establish a process for consultation with the public and persons with disabilities when constructing new or redeveloping existing recreational trails, outdoor play spaces, exterior paths of travel (rest areas) and on-street parking, as required under the IASR.
- Review accessibility legislation and this Plan when creating new public spaces, making renovations to Municipal property and when designing and building new

- infrastructure and seek opportunities to enhance accessibility and remove barriers.
- Review and give consideration to the accessibility analysis findings of the Facilities Master Plan with the implementation of that Plan.
 - Give consideration to accessibility in the development of open spaces, including trails, with the implementation of the Open Spaces Master Plan.
 - Develop procedures for the preventative and emergency maintenance of the accessible elements required in the Design of Public Spaces Standards, such as curbs and ramps, handrails and tactile indicators on stairs.
 - Develop pamphlets/information that may be shared during the residential permitting process to raise awareness and encourage the inclusion of accessible features in residential development.

Customer Service Standard

The Customer Service Standard under the IASR requires the Municipality to provide accessible public services for people with disabilities and to ensure that policies and procedures are in place to facilitate this. It is intended to support Municipalities in improving access to goods, services and facilities by removing barriers for people with disabilities.

Objective:

To ensure that people of all abilities receive quality programs and services in a timely manner, supported by inclusive policies, procedures, tools and resources that promote accessible customer service.

Proposed Action(s):

- Review the Municipality's Accessibility: Customer Service Standard Policy periodically during the term of this Plan.
- Expand on process for receiving and responding to feedback in regard to accessibility to specifically include actions that will be taken if a complaint is received.
- Develop and implement a training program for volunteers on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities.
- Develop an Election Accessibility Plan to support the Municipality's commitment to the identification, removal and prevention of barriers in regard to the 2026 Municipal Election.
- Explore assistive technologies that could make municipal programs and services more accessible including, but no limited to, assistive listening devices, assistive devices and charging stations for mobility devices.

Review and Monitoring

Staff will monitor the progress made on the proposed actions contained within the Plan and provide an annual status report to Council. Appendix B – 2023-2027 Accessibility Action Plan includes a list of proposed actions and will be updated annually to identify progress/completion status as part of the annual status report. Some actions may be subject to Council approval of respective budgets.

The Municipality will review and update this Plan at least once every five (5) years with the understanding, as legislative requirements change, that the priorities contained within the Plan may also change. Any necessary changes shall be identified through the annual status report.

Communication

The Multi-Year Accessibility Plan will be posted on the Municipality's website. The Plan will be made available in alternate formats upon request.

Feedback and Contact Information

The Municipality of Trent Lakes acknowledges and recognizes the diversity in our community. We strive to provide accessible, user-friendly, and inclusive customer service to everyone.

Please tell us about your experience with our services and [report any accessibility issues](#). We are always looking for ways to remove barriers and make sure that our programs and services are accessible.

For more information, please contact the Director of Corporate Services/Clerk by telephone at 1-800-374-4009 Ext. 219 or by e-mail at clerk@trentlakes.ca.

Or visit our website at <https://www.trentlakes.ca/en/government/accessibility.aspx>.

Appendix A - AODA and IASR Compliance Overview

General Requirements

IASR Requirement	Compliance Status
Establishment of Accessibility Policies	<p>The Municipality has established Policy 1.04 Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards, outlining how the Municipality will achieve accessibility through meeting its requirements under the IASR. The Policy includes a statement of organization commitment and is available on the Municipal website.</p>
Accessibility Plans	<p>The Municipality has established a Multi-Year Accessibility Plan, outlining the Municipality’s strategy to prevent and remove barriers and meet its requirements under the IASR. The 2023-2027 Multi-Year Accessibility Plan was established in consultation with persons with disabilities. It builds on the Municipality’s past efforts and accomplishments in improving accessibility and replaces the previous 2018-2022 Multi-Year Accessibility Plan.</p> <p>The Municipality’s Multi-Year Accessibility Plan, and annual status reports. Will be made available on the Municipal website.</p> <p>The Municipality will review and update the Accessibility Plan at least once every (5) years.</p>

IASR Requirement	Compliance Status
<p>Procuring or Acquiring Goods, Services or Facilities</p>	<p>Policy 1.04 Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions that the Municipality will use accessibility criteria and features when procuring or acquiring goods, service or facilities except where not practicable to do so.</p> <p>Policy 5.27 Purchasing Policy includes provisions that consideration shall be given to accessibility requirements when procuring or acquiring goods and/or services and, to use accessibility criteria and features where practicable.</p>
<p>Self-service Kiosks</p>	<p>The Municipality does not currently have any Self-service Kiosks. Any future design, procurement or acquisition of Self-service Kiosks by the Municipality shall have regard to the accessibility for persons with disabilities.</p>
<p>Training</p>	<p>Policy 1.04 Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding training.</p> <p>Training is provided to all Council members, employees and other staff members on the requirements of the IASR and the Ontario Human Rights Code as it pertains to persons with disabilities. Training is provided as soon as practicable and is appropriate to the duties of the person.</p> <p>The development and implementation of a training program for volunteers on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities is included in this Plan as a Proposed Action. The training shall be appropriate to the duties of the volunteers.</p>

Information and Communication Standard

IASR Requirement	Compliance Status
Feedback	<p>An Accessibility Feedback Form is available on the Municipal website. The form can be submitted electronically, and form submissions are directed to the Clerk. Alternate methods of providing feedback are also available. Persons submitting feedback can expect to receive a response within five (5) business days.</p>
Accessible Formats and Communication Supports	<p>Policy 1.04 Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding accessible formats and communication supports.</p> <p>The Municipality will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner.</p> <p>The Municipal website Accessibility page includes information on how to request a document in an alternate format and publicly posted corporate documents, including but not limited to, Council and Committee Agendas and Minutes also include a statement advising that accessible formats and communication supports are available upon request.</p>
Emergency Procedure, Plans or Public Safety Information	<p>The Municipality includes notification of the availability of accessible formats and communication supports to the public with respect to emergency procedures, plans and public safety information by including a statement advising that accessible formats and communication supports are available upon request.</p>

IASR Requirement	Compliance Status
Accessible Website and Web Content	<p>Policy 1.04 Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding website accessibility.</p> <p>The Municipal website (implemented in 2021) conforms to WCAG 2.0 Level AA. The Municipality will endeavour to ensure that publicly posted documents are made available in accessible document format.</p> <p>Video recordings of regular Council meetings are made available on YouTube with Closed Captions post-meeting.</p>
Accessibility Reports (Compliance)	The Municipality submits a Provincial Accessibility Report as prescribed (every two years for designated public sector organizations).

Employment Standard

IASR Requirement	Compliance Status
Recruitment, Assessment or Selection Process	<p>Policy 1.04 Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding the availability of accommodation for applicants with disabilities in its recruitment process.</p> <p>All Municipal job postings include a notice about the availability of accommodation for applicants with disabilities. When arrangements for an interview are being made, staff advise applicants about the availability of accommodations.</p>

IASR Requirement	Compliance Status
Notice to successful applicants	Policy 1.04 Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding notifying successful applicants of the policies for accommodating employees with disabilities. Notification is provided in the offers of employment.
Informing Employees of Supports	Policy 1.04 Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding employee notification of policies to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability. This information is provided as part of an employee's orientation and whenever there is a change in policies on the provision of job accommodations.
Accessible Formats and Communication Supports for Employees	Policy 1.04 Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding the provision of accessible formats and communication supports for employees with disabilities.
Workplace Emergency Response Information	Policy 1.04 Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards outlines a process for providing individualized workplace emergency response information to employees who have a disability, if necessary. Individualized emergency response plans are reviewed annually or when an employee moves to a different location in the organization.
Documented Individualized Accommodation Plans	Policy 1.04 Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes a written process for the development of documented individual accommodation plans for employees with disabilities. Individualized accommodation plans are reviewed annually or when an employee with a disability is deployed to a new role.

IASR Requirement	Compliance Status
Return to Work Process	Policy 1.04 Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes a written return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.
Performance Management	<p>Policy 1.04 Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards provides that the Municipality will take into account the accommodation needs of employees when using performance management processes.</p> <p>Policy 2.03 Performance Management includes provisions that the accessibility needs of employees with disabilities, as well as individual accommodation plans, will be taken into account when using the Municipality's performance management process.</p>
Career Development and Advancement	Policy 1.04 Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards provides that the Municipality will take into account the accommodation needs of employees when providing career development and advancement information.
Redeployment	Policy 1.04 Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions that if deploying an employee with a disability to a new role, the Municipality will ensure that the accommodations are adjusted to fit the new role prior to moving the employee and that any individual accommodation plan will be reviewed in relation to the requirements of the new job.

Transportation Standard

IASR Requirement	Compliance Status
Transportation	The transportation standards requirements under the IASR currently do not apply to the Municipality as it does not currently provide conventional, specialized or other transportation services and does not license taxicabs. Any future provision of such transportation services by the Municipality shall have regard to the accessibility for persons with disabilities and be subject to the requirements of the IASR.

Design of Public Spaces Standard

IASR Requirement	Compliance Status
Meet the accessibility requirements when constructing and maintaining new or redevelopment elements of public spaces	Staff review the requirements of the Design of Public Spaces Standard when undertaking new construction or redevelopment of areas for recreational trails, outdoor play spaces, exterior paths, on street parking and service-related elements.

Customer Service Standard

IASR Requirement	Compliance Status
Establishment of Customer Service Policies and Procedures	The Municipality has established Policy 1.03 Accessibility: Customer Service Standard, outlining the Municipality's strategy to prevent and remove barriers and improve opportunities for persons with disabilities in the provision of goods, services or facilities by the Municipality. The Policy is available on the Municipal website.
Use of Service Animals and Support Persons	Policy 1.03 Accessibility: Customer Service Standard, includes provisions with respect to the use of service animals and support persons for persons with disabilities when accessing Municipal goods, services or facilities.
Notice of Temporary Disruptions	Policy 1.03 Accessibility: Customer Service Standard, includes provisions with respect to how the Municipality will provide notice of temporary service disruptions to facilities or services.
Training for Staff	<p>Policy 1.03 Accessibility: Customer Service Standard, includes provisions with respect to providing training to employees. Accessible Customer Service Training is provided to all Council members, and staff as part of the training provided on the IASR and the Ontario Human Rights Code as it pertains to persons with disabilities. This training as provided through the orientation process.</p> <p>The development and implementation of a training program for volunteers on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities is included in this Plan as a Proposed Action. The training shall be appropriate to the duties of the volunteers.</p>

IASR Requirement	Compliance Status
Feedback Process	<p>An Accessibility Feedback Form is available on the Municipal website. The form can be submitted electronically, and form submissions are directed to the Clerk. Alternate methods of providing feedback are also available. Persons submitting feedback can expect to receive a response within five (5) business days.</p> <p>Expanding the process for receiving and responding to feedback in regard to accessibility to specifically include actions that will be taken if a complaint is received is included in this Plan as a Proposed Action.</p>
Format of Documents	<p>The Municipality will, upon request, provide or arrange for the provision of a document required under this Standard of the IASR, or the information contained in the document, in an accessible format or with communication supports for persons with disabilities, in a timely manner.</p>

Appendix B – 2023 – 2027 Accessibility Action Plan

Appendix B includes planned projects and tasks throughout the life of the Plan. It will be updated annually to identify and monitor progress.

General Requirements

Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Review the Municipality’s Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards Policy periodically during the term of this Plan	Administration	2023 2025 & 2027	
Submit Provincial Accessibility Report as prescribed (every two years for designated public sector organizations)	Administration	2023 2025 & 2027	
Prepare, and post on the Municipal website, an Annual Status Report identifying the progress of measures taken to implement this Plan.	Corporate Services	Annually	
Give consideration to accessibility requirements when procuring or acquiring goods and/or services and, to use accessibility criteria and features where practicable.	All	Ongoing	

Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Provide training to all Council members, employees and other staff members on the requirements of the accessibility standards in the IASR and on the Human Rights Code as it pertains to persons with disabilities. Training will be provided in a way that best suits the duties of Council, employees, or other staff members.	Administration	Ongoing	
Review and update this Plan prior to end of 2027.	Corporate Services	2027	

Information and Communication Standard

Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Provide or arrange for accessible formats and communication supports in a timely manner, upon request.	Corporate Services (All)	Ongoing	
Provide emergency procedures, plans of public safety information to the public in accessible format or with appropriate communication supports, as soon as practicable, upon request.	Emergency Services	Ongoing	

Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Establish a process and accountability framework to monitor the Municipality's website and web content to ensure continued compliance with WCAG 2.0 Level AA.	Administration	2024	
Explore opportunities to expand closed captioning of video recordings to Committee meetings and opportunities to provide real-time captioning for Council and/or Committee Meetings.	Corporate Services	2023	
Provide training and resources to staff on creating documents, information and communications in accessible document format.	Administration Corporate Services	Develop in 2023 then ongoing	

Employment Standard

Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Continue to provide information on accommodation in the recruitment process on all job postings	Administration	Ongoing	
Explore opportunities to engage with applicants and new hires to obtain feedback on how to make the recruitment and selection process more accessible and inclusive.	Administration	2023	

Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Continue to notify new hires of policies for accommodating employees with disabilities.	Administration	Ongoing	
Review existing individual accommodation plans for employees with disabilities to ensure they are reflective of current needs periodically during the term of this Plan.	Administration	Annually	

Transportation Standard

Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Give consideration to accessibility requirements in development of active transportation routes and features where practicable.	Recreation and Facilities Public Works	Ongoing	
Review design standards for directional, street name and information signs to improve accessibility, giving consideration to visibility, legibility, consistency, colour contrast, surface (glare) and positioning.	Public Works	2023-2024	

Design of Public Spaces Standard

Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Establish a process for consultation with the public and persons with disabilities when constructing new or redeveloping existing recreational trails, outdoor play spaces, exterior paths of travel (rest areas) and on-street parking, as required under the IASR.	Corporate Services	2024-2025	
Review accessibility legislation and this Plan when creating new public spaces, making renovations to Municipal property and when designing and building new infrastructure and seek opportunities to enhance accessibility and remove barriers	Recreation and Facilities Public Works Emergency Services (All)	Ongoing	
Review and give consideration to the accessibility analysis findings of the Facilities Master Plan with the implementation of that Plan.	All	Ongoing	
Give consideration to accessibility in the development of open spaces, including trails, with the implementation of the Open Spaces Master Plan	Recreation and Facilities	Ongoing	

Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Develop procedures for the preventative and emergency maintenance of the accessible elements required in the Design of Public Spaces Standards, such as curbs and ramps, handrails and tactile indicators on stairs.	Recreation and Facilities Public Works	2024-2026	
Develop pamphlets/information that may be shared during the residential permitting process to raise awareness and encourage the inclusion of accessible features in residential development.	Building and Planning	2024-2026	

Customer Service Standard

Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Review the Municipality's Accessibility: Customer Service Standard Policy periodically during the term of this Plan.	Administration	2023 2025 & 2027	
Expand on process for receiving and responding to feedback in regard to accessibility to specifically include actions that will be taken if a complaint is received.	Corporate Services	2023	

Develop and implement a training program for volunteers on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities.	Administration	2023	
Develop an Election Accessibility Plan to support the Municipality's commitment to the identification, removal and prevention of barriers in regard to the 2026 Municipal Election.	Corporate Services	2026	
Explore assistive technologies that could make municipal programs and services more accessible including, but no limited to, assistive listening devices, assistive devices and charging stations for mobility devices.	Corporate Services	2024-2025	