

## 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	2023: Reviewed. No changes required. Changes will be coming July 2024 and the policy will be reviewed again to ensure compliance. 2025: Policy is currently being reviewed.
Submit Provincial Accessibility Report as prescribed (every two years for designated public sector organizations)	Corporate Services	2023 2025 & 2027	2023: Completed. 2025: Completed.
Prepare, and post on the Municipal website, an Annual Status Report identifying the progress of measures taken to implement this Plan.	Corporate Services	Annually	2023 Update: Completed. 2024 Update: Completed.
Give consideration to accessibility requirements when procuring or acquiring goods and/or services and, to use accessibility criteria and features where practicable.	All	Ongoing	2023: Included as part of pre-procurement checklist. Recreation and Facilities – ongoing for renovations and new installs.

<b>Proposed Action</b>	<b>Lead Department(s)</b>	<b>Timeline</b>	<b>Progress/Completion Status</b> (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	2023: All employees and Council members are trained. 2024: Training continued in 2024 as required. 2025: All employees and Council members are trained. Training continued as required.
Review and update this Plan prior to end of 2027.	Corporate Services	2027	

### **Information and Communication Standard**

<b>Proposed Action</b>	<b>Lead Department(s)</b>	<b>Timeline</b>	<b>Progress/Completion Status</b> (To be updated annually)
Provide or arrange for accessible formats and communication supports in a timely manner, upon request.	Corporate Services (All)	Ongoing	No requests received.
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	Disclaimer included in Emergency Procedures plans or public safety information. No requests received.

<b>Proposed Action</b>	<b>Lead Department(s)</b>	<b>Timeline</b>	<b>Progress/Completion Status</b> (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	2024: New website platform to be launched in March will be compliant/have accessibility features enabled. Throughout 2025, each web page will be audited to ensure page content follows accessibility best practices. 2025: Website is compliant and has accessibility features enabled. Web pages continue to be audited to ensure page content follows accessibility best practices.
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	2024: In progress. 2025: Staff explored new platforms to provide real-time captioning for open meetings. At this time, a platform change would take significant resources to implement. Staff will continue to monitor the need for this service and will revisit if circumstances change. The existing platform is migrating to a new version which includes real-time captioning.
Provide training and resources to staff on creating documents, information and communications in accessible document format.	Administration Corporate Services	Develop in 2023 then ongoing	2023: Development in progress. Scheduled for completion April 2024. 2024: Training module and resources completed.

## Employment Standard

<b>Proposed Action</b>	<b>Lead Department(s)</b>	<b>Timeline</b>	<b>Progress/Completion Status</b> (To be updated annually)
Continue to provide information on accommodation in the recruitment process on all job postings	Administration	Ongoing	Included in job postings, job descriptions and employment agreements.
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	2023: Will be adding a feedback section on “job board” page of the website in 2024. Survey for new hires planned for 2024. 2024: To be completed in 2025. 2025: New hires complete a survey regarding the recruitment process.
Continue to notify new hires of policies for accommodating employees with disabilities.	Administration	Ongoing	Included in onboarding packages.
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	2023: No existing plans. Researched accommodation plans and processes. 2024: No existing plans. 2025: No existing plans.

### **Transportation Standard**

<b>Proposed Action</b>	<b>Lead Department(s)</b>	<b>Timeline</b>	<b>Progress/Completion Status</b> (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	Recreation and Facilities – Ongoing with Open Spaces Master Plan.

<b>Proposed Action</b>	<b>Lead Department(s)</b>	<b>Timeline</b>	<b>Progress/Completion Status</b> (To be updated annually)
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	2023: Inventory of sign names has been completed. Work ongoing for updating signs to improve accessibility, giving consideration to visibility, legibility, consistency, colour contrast, surface (glare) and positioning. 2024: Complete.

## 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	2024: Included in 2025 Work Plan.
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	Recreation and Facilities – Ongoing Building – Building Department reviews all new build applications for the OBC mandated accessibility requirements.
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	Recreation and Facilities – Ongoing

<b>Proposed Action</b>	<b>Lead Department(s)</b>	<b>Timeline</b>	<b>Progress/Completion Status</b> (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	2024: Included in 2025 work plan. 2025: 250+ residents/contractors/designers and Council have been advised of the new Building Code changes related to accessibility for 2025. Building Department has created an online pamphlet for our website describing re blocking in washroom.

### **Customer Service Standard**

<b>Proposed Action</b>	<b>Lead Department(s)</b>	<b>Timeline</b>	<b>Progress/Completion Status</b> (To be updated annually)
Review the Municipality's Accessibility: Customer Service Standard Policy periodically during the term of this Plan.	Administration	2023 2025 & 2027	2023: Reviewed. No changes required. 2025: Policy is currently being reviewed.
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	2023: In progress. 2024: Included in 2025 Work Plan.

<b>Proposed Action</b>	<b>Lead Department(s)</b>	<b>Timeline</b>	<b>Progress/Completion Status</b> (To be updated annually)
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	2023: 50% complete. Working with volunteers and accommodating their schedules to complete the training. 2024: more training completed but need to ensure communications with Hall Boards is ongoing. 2025: Working with volunteers and accommodating their schedules to complete the training. Communications with Hall Boards is ongoing.
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	Review of Accessibility Plan in progress for 2026 Municipal Election.
Explore assistive technologies that could make municipal programs and services more accessible including, but not limited to, assistive listening devices, assistive devices and charging stations for mobility devices.	Corporate Services	2024-2025	2024: Included in 2025 Work Plan. 2025: Staff explored options for providing assistive technologies during open meetings. Due to significant costs and resources, staff did not proceed with implementation of technologies at this time. Staff will continue to monitor accessibility needs and revisit in the future if required.