

**Township of North Kawartha Multi-Year
Accessibility Plan 2020-2025**

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Legislation

Ontarians with Disabilities Act, 2001 (ODA)

The Ontarians with Disabilities Act, 2001 (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, 2005 (AODA) was enacted in 2005 and is a law intended to set out a process for developing and enforcing accessibility standards. 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.

The Five Accessibility Standards

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

The general requirements are:

- Procurement
- Training

A “Disability” is

- a) Any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness, and includes, but is not limited to: diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal, or on a wheelchair or other remedial appliance or device.
- b) A condition of mental impairment or a developmental disability;
- c) A learning disability, or a dysfunction
- d) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- e) A mental disorder; or
- f) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

The Accessibility for Ontarians with Disabilities Act, 2005 defines a “barrier” as anything that stops a person with a disability from fully taking part in society because of that disability. Some barriers include:

- Physical barriers, e.g. a step at the entrance to a store;
- Architectural barriers, e.g. no elevators in a building of more than one floor;
- Information or communications barriers, e.g. a publication that is not available in large print;
- Attitudinal barriers, e.g. assuming people with a disability cannot perform a certain task when in fact they can;
- technological barriers such as traffic lights that change too quickly before a person with a disability has time to get through the intersection; and
- Barriers created by policies or practices, for instance not offering different ways to complete a test as part of an employment process.

Township of North Kawartha

The Township of North Kawartha is a municipal government comprised of the former municipalities of Burleigh-Anstruther and Chandos providing services to a population of approximately 2,479 year round residents (Statistics Canada 2016). The Township estimates a seasonal population of approximately 12,000.

North Kawartha is located midway between the City of Peterborough and the Town of Bancroft which both offer all the amenities of larger urban centers. Within the Township are smaller urbanized areas such as Apsley and the hamlets of Big Cedar, Burleigh Falls, Glen Alda, Mount Julian, Stoneyridge and Woodview. North Kawartha offers medical facilities, an ambulance base, a pharmacy, a school, larger grocery outlets and smaller general stores, libraries, retail and commercial operations including restaurants, real estate, building supplies, legal services, a legion, two golf courses, and a post office. The Township provides a full range of parks and year round recreational facilities and programs including an indoor ice surface.

North Kawartha is a very popular tourist destination. There are two Provincial Parks within our boundaries; Petroglyphs Provincial Park displaying the largest known concentration of aboriginal rock carvings in Canada and the recently designated 34,000 hectares set aside for long-term preservation as the Kawartha Highlands Signature Site Provincial Park, due to the fragile ecosystem.

Today many cottagers have become permanent residents, contributing year-round to the recreational and cultural activities that enrich community life.

Municipal Structure

The Township of North Kawartha is composed of a Mayor, Deputy Mayor and three Councilors representing two wards and one Councilor-at-large. The Municipality provides a wide range of services for its citizens.

5 Year Action Plan

As part of the Integrated Accessibility Standards Regulation (IASR), a multi-year action plan is required for compliance.

This multi-year document will outline the Township's strategy to prevent and remove barriers and meet its requirements under the Regulation. The Accessibility Plan will be posted on the website, and also be available at Township Office, and provided in an accessible format upon request.

The Township is committed to following through with this plan. A staff committee including the Chief Administrative Officer and the Department Managers are assigned to the duties of ensuring compliance with the accessibility requirements and will monitor this plan to ensure targets are achieved, and re-evaluated to adapt to changing circumstances.

The Township will complete and submit Accessibility Compliance Reports.

Projects Completed Prior to the 2020 – 2025 Plan

Customer Service Standard:

- Completed and made available the Customer Service Policy for the Township
- Completed and made available the Procedures required for Accessible Customer Service
- Completed Customer Request and Feedback Procedures and Form
- Completed Procedures for welcoming Service Animals and Support Persons
- Provided notice of temporary service disruptions
- Provided accessible meeting checklist
- Completed the necessary training for Accessible Customer Service
- Maintained a written record of training for Council, Board and Committee Members, employees, volunteers and those providing a service on behalf of the Township

General Requirements:

- Amended Township policy to procure or acquire goods, services or facilities to include accessibility standards
- Completed all mandatory training as required

Employment Standard:

- Provided and collected Workplace Emergency Response information
- Notified employees and the public about accommodation in the recruitment process
- Accommodation provided to employees upon request and in the return to work process
- Provided documents in accessible formats in the workplace
- Changes to workstations to accommodate employees with disabilities
- Ergonomic Office Equipment to accommodate employees upon Return to Work

Information and Communication Standard:

- Updated the Township website, WCAG 2.0 Level AA
- Updated the Library website, WCAG 2.0 Level AA
- Provided a mobile friendly version of the websites
- Closed captioning available on YouTube for recorded Council meetings
- Provided accessible documents upon request
- Provided interpreters upon request
- Libraries have access to accessible materials that can be made available to the public when requested

- Updated existing emergency information
- Customer Service and Feedback tabs are available on the Township Website

Transportation Standard:

- Not Applicable in the Township of North Kawartha.

Design of Public Spaces Standard:

- There are no municipal trails in the Township of North Kawartha
- The Township did meet certain technical requirements such as minimum height and width requirements and maximum slope requirements when redesigning existing or designing new beach access routes
- Installed automatic doors at the Township office, Council Chambers, Medical Centre, North Kawartha Community Centre, Libraries, Fire Halls and Roads Garage
- Installed and replaced all street lights for improved lighting
- Installed and maintained concrete ramp at Municipal Office based on public suggestions
- Accessibility signage for Municipal Office washrooms
- Glen Alda Community Centre: added accessible equipment to meet the needs of persons with disabilities and seniors, redesign of outdoor park area to include concrete slabs for the paths between areas, accessible rear door ramp
- All facilities have main floor entrances with power assist doors
- North Kawartha Community Centre has an elevator to access upper level
- Accessible washroom provided at Chandos Beach
- North Kawartha Community Centre is designed and accessible for sledge hockey
- Spectator seating and barrier-free viewing

Other

- Through the annual budget, funds were provided to meet accessibility requirements
- Applications were made for available grants and funding opportunities
- The Township Chief Administrative Officer and Department Managers met bi-monthly and at these meetings discussed any accessibility needs within the Township, and ensured the compliance deadlines were being met
- Completed and submitted Accessibility Compliance Reports

Accessibility Requirements / Projects 2020 – 2025

Integrated Accessibility Standards (Customer Service, Information and Communications, Employment, Transportation and Design of Public Spaces)

Continue to ensure compliance with the Integrated Accessibility Standards by:

Customer Service:

- Completing mandatory training in a variety of formats, including e-learning, on the Integrated Accessibility Standard Regulation requirements and disability-related obligations under the Ontario Human Rights Code
- Training about the provisions of its goods, services and facilities to all employees and volunteers, all persons who participate in developing the organization's policies; and all other persons who provide goods, services or facilities on behalf of the organization
- Continue to record the training provided, dates of training and names of individuals trained
- Ensure that procurement processes take into consideration accessibility requirements
- Review existing policies and procedures to update any changes
- The Township will review the Multi-year accessibility plan to identify the goals met as well as new project goals, short-term and long-term
- Continue to consider supports for aging in place

Employment Standard:

- Ensure the Employment Standard under the Integrated Accessibility Standard Regulation is complied with to support recruitment and accommodation of employees
- Inform new employees of emergency response information and available supports
- Update the Return to Work Policy for employees who have a disability when returning to work
- Ensure policies regarding performance management, career development and advancement and redeployment provide equal opportunity for persons with disabilities

Information and Communication Standard:

- Continue to provide communication supports as well as accessible formats for Township documents that are circulated to the public or be able to describe in an accessible manner when requested

- Review the feedback system and make changes, if necessary
- Provide any other feedback system developed by Township in an accessible manner
- Review the Township website to maintain WCAG 2.0 Level AA compliance
- Township staff will continue to consult with individuals about their specific need for accommodation when providing information in an accessible formats
- Participation in Wayfinding Signage

Transportation Standard:

- Not Applicable in the Township of North Kawartha.

Design of Public Spaces Standard:

The Township does not currently have any recreational trails

- Ensure any newly constructed / developed recreation trails comply with technical requirements
- Comply with Township accessibility policies and procedures for preventative and emergency maintenance of accessible elements
- Comply with procedures for notice of temporary service disruptions
- Purchase accessible benches for the hamlet of Apsley **(2020)**
- Purchase mobi-mats for Chandos Beach **(2020)**
- Improve lighting to accessible entrance at Glen Alda Community Centre **(2020)**
- Review the need for a charging station for mobility scooters / electric wheelchairs at Township facilities **(2020)**
- Provide accessible ramp for the Library Boardroom door to address the four (4) inch ledge to enter the building (moveable ramp to facilitate snowplowing in winter) **(2021)**
- Power assist doors for three (3) washrooms at the Library **(2021)**
- Accessible washrooms at Glen Alda Community Centre **(2022)**
- Front entrance accessible entrance/ramp at Glen Alda Community Centre **(2022)**

Multi-Year 2020 – 2025 Accessibility Plan

The Township will file Accessibility Compliance Reports annually.

Review the Accessibility Plan Annually and make any updates to the Plan including any new requirements released by the Province.

This multi-year plan will be made available on the website for public viewing at:
<https://www.northkawartha.ca/en/our-council/strategic-and-other-plans.aspx>

Information on Accessibility Policies and Procedures will be made available on the website for public viewing at:

<https://www.northkawartha.ca/en/our-services/accessibility.aspx>

Alternate formats of this Plan will be available upon request by contacting the Township office.

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