



The Corporation of the Township of North Kawartha
2026-2030 Multi-Year Accessibility Plan



This document is available in alternate formats upon request.
Please contact the Clerk at 705-656-5187 or email reception@northkawartha.ca

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Chief Administrative Officer's Message

The Township of North Kawartha shares a vision of supporting a united and healthy community connected to our natural heritage. Accessibility is essential to the Township of North Kawartha. North Kawartha is committed to fostering a barrier-free environment and services for employees, residents, and visitors to North Kawartha.

North Kawartha promotes an inclusive Community by incorporating accessibility features in new Township branding and signage, providing barrier-free facilities and public spaces and training staff to provide accessible customer service including making available accessible formats and a website that is compliant with the Accessibility for Ontarians with Disabilities Act.

The Township is particularly proud of its accessible community centres, ice surface, and Mobi-mats at our beaches. The Mobi-Mat® walkways provide a firm, safe, cool, and stable surface for a wide range of users, including people with disabilities or mobility challenges, the elderly, those using wheelchairs, mobility scooters or strollers and other groups with exceptional access needs.

Alana Solman
Chief Administrative Officer



Introduction

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 2,877 year-round residents (Statistics Canada 2021). The Township estimates a seasonal population of approximately 12,000.

The Township of North Kawartha strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

The Township of North Kawartha is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed annually and updated at least once every 5 years.

The Chief Administrative Officer and 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 during Manager's Meetings to adapt to changing circumstances.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

The North Kawartha Community Centre is equipped with an elevator and viewing area for the ice pad. The ice pad is suitable for sledge hockey.

Legislative Background

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, 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.

Accessibility Standards

To achieve this vision, the Government has issued a set of five (5) accessibility standards under the A.O.D.A. that will help organizations identify and remove barriers to improve accessibility for persons with disabilities. The accessibility standards are Customer Service, Information and Communication, Transportation, Employment and Design of Public Spaces.

Ontario Building Code

The [2024 Building Code](#) defines the accessibility requirements for most new construction and extensive renovations of buildings.

Ontario Human Rights Code

The Ontario Human Rights Code prohibits discrimination based on disability. The Ontario Human Rights Code's [Policy and Guidelines on Disability and the Duty to Accommodate](#) clearly states that “services and facilities must be built or adapted to accommodate individuals with disabilities in a way that promotes their integration and full participation. When constructing new buildings, undertaking renovations, setting up new policies and procedures, and offering new services, design choices should be made that do not create barriers for persons with disabilities. Where barriers exist, whether physical, attitudinal, or systemic, organizations should actively identify and remove them. Where immediate barrier removal would cause undue hardship, interim or next-best measures should be put in place until more ideal solutions can be attained or phased-in, where possible.” (Ontario Human Rights Commission; The Code, Disability,

and Accessibility [The Code, Disability, and Accessibility | Ontario Human Rights Commission](#))

Section 1. Past Achievements to Remove and Prevent Barriers

Projects Completed Prior to the 2025-2030 Plan

Customer Service

- 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
- Visited Senior Group Residence to assist residents registering on the voters' list in the 2022 Municipal Election
- Visitors are greeted at the municipal office and provided the option to complete any necessary forms themselves or have a staff member assist them to complete the form
- Amended the Township policy to procure or acquire goods, services, or facilities to include accessibility standards

Information and Communication

- 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

- Microphones are utilized in the Council Chambers for meetings
- Documents created in-house are made accessible via accessibility tools during preparation
- Forms created for our website are fully accessible
- Policies and Procedures for Conducting an Accessible Election for the Municipal Election 2022 was made available to staff, candidates, and electors
- New Township branding and signage that meets accessibility requirements
- Accessible fonts utilized on documents provided to the public
- Updated the accessibility brochure that is made available to the public
- New online Virtual Town Hall portal made available on the Township website to enable the public to easily access information about their property taxes, payments, receivables update mailing addresses and contact information, sign up for electronic billing etc.
- New online Citizen Request portal made available on the Township website to provide an easy and convenient way for the public to access services and submit requests for a municipal service or to report a concern.

Employment

- 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

Training

- 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

Design of Public Spaces

- The Township met technical requirements such as minimum height and width requirements and maximum slope requirements when redesigning existing or designing new beach access routes
- Installed automatic entry doors at the Township office, Council Chambers, Health Centre, North Kawartha Community Centre, and Library
- Installed automatic entry doors and washroom doors at the Wilson Park Community Centre and Library
- Installed new accessible washroom at the Health Centre
- Installed and replaced all streetlights 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
- Installed mobility mats at Chandos and Quarry Bay Beaches
- 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

- The 2018 and 2022 Municipal Elections were held by Internet/Telephone voting which allowed electors to vote from home over a 2-week period. This eliminated the need to travel to a voting location to help with removing potential barriers

Transportation

- Not Applicable in the Township of North Kawartha.

Section 2. Strategies and Actions

North Kawartha is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others.

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
- Create a new “Understanding Accessible Customer Service” brochure and make available to the public
- Ensure that Bid/Tenders 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 support for aging in place

Information and Communication

North Kawartha is committed to making our information and communications accessible to people with disabilities.

- Continue to provide communication support as well as accessible formats for Township documents that are circulated to the public or are able to provide 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 format
- Ensure wayfinding signage complies with technical requirements for accessibility

Employment

North Kawartha is committed to fair and accessible employment practices.

- 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

Procurement

North Kawartha is committed to fair and accessible procurement practices.

- Ensure that procurement processes take into consideration accessibility requirements
- Continue to review Township policy to procure or acquire goods, services, or facilities to include accessibility standards

Self-Service Kiosks

North Kawartha is committed to incorporating accessibility features and considering accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks.

The Township utilizes self-service kiosks to utilize surveys and during municipal elections for Voting and Voter Registration. The kiosks are mobile and can be moved to provide an accessible height for users.



Training

North Kawartha is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- Provide the new "Understanding Accessible Customer Service" brochure to Township Council / Board and Committee members, Township employees, volunteers, and contractors providing services on behalf of the Township
- Training in 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

Design of Public Spaces:

North Kawartha will meet accessibility laws when building or making major changes to public spaces.

- Ensure any newly constructed / developed / upgraded Township owned facilities, roads, sidewalks, recreation trails, playgrounds, and parking lots comply with technical requirements for accessibility (Note: New parking lot at 143 Burleigh Street and new trails at Riverview Park.
- Comply with Township accessibility policies and procedures for preventative and emergency maintenance of accessible elements (process of promptly addressing unexpected functions or features like ramps, walkways, elevators to ensure public safety and restore accessibility involving taking element out of service, securing area with barriers and signage, assessing damage and performing immediate repairs or replacement to eliminate hazard)
- Comply with procedures for notice of temporary and planned service disruptions
- Install accessible washroom and automatic doors in the Township owned space at 135 Burleigh Street
- Upgrade to the occupancy sensors at the North Kawartha Library to automate lighting
- Include accessible ramps in the North Kawartha Health Centre Renovations
- When purchasing chairs for Council, staff or for public seating, select chairs that support accessibility. For example: ergonomic chairs for staff and chairs with armrests that fall within a standard height range to accommodate seniors.

Transportation:

- Not Applicable in the Township of North Kawartha.

For More Information

For more information on this accessibility plan, please contact

Connie Parent, Clerk

705-656-5187

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This multi-year plan will be made available on the website for public viewing at:

<https://www.northkawartha.ca/your-local-government/administration/accessibility/#AccessibilityPlan>

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

<https://www.northkawartha.ca/your-local-government/administration/accessibility/>

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

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