

# **Township of North Kawartha 2022 – 2023 Accessibility Status Report**

The Council of the Township of North Kawartha passed By-Law 2019-134 on the 17<sup>th</sup> day of December, 2019 to adopt the 2020-2025 Multi-Year Accessibility Plan for the Township of North Kawartha. The Township is committed to monitoring the Plan to ensure targets are achieved and re-evaluated to adapt to changing circumstances.

Creating a welcoming and inclusive community benefits everyone and provides an equal opportunity for persons with disabilities to participate fully in the community.

The Township of North Kawartha provides an annual update on the actions taken by the Township and the North Kawartha Public Library to improve accessibility and implement the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

## **2022 – 2023 Accessibility Status Report**

### **Customer Service Standard:**

- Completed the required Customer Service training and maintained records of training for Council, Board and Committee Members, employees, volunteers and those providing a service on behalf of the Township as applicable
- Posted notice of Temporary and Planned Service Disruptions as required
- Made available a Customer Service Feedback form for accessing Township goods and services
- Utilized the Human Resources Services Site, offered by SHRP Limited and its affiliates (HR Live) to offer Accessibility and Human Rights training and to maintain a record of training for Township employees
- One on one training provided for Parks and Recreation Volunteers
- Parks and Recreation Department permitted support persons at no charge and service animals
- Made available an 2022 Municipal Election Accessibility Plan and created an Election Accessibility page on the Township website with information for electors
- Assisted electors with use of technology in-person and over the phone during the 2022 Election
- Prepared a Post-election Accessibility Report for Council
- Staff provided assistance to persons with low vision, loss of hearing, mobility issues, learning disabilities by using appropriate communication and assisting with completion of forms where requested

## **General Requirements:**

- Completed the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act training ( <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda> ) and maintained records of training for Council, Board and Committee Members, employees, volunteers and those providing a service on behalf of the Township as applicable.

## **Employment Standard:**

- Provided and collected Workplace Emergency Response information
- Notified employees and the public about accommodation in the recruitment process

## **Information and Communication Standard**

- Every North Kawartha document created in-house is made accessible prior to publishing on the website
- Documents added to the Township website are reviewed for accessibility
- The Form Builder Module is used to provide accessible, fillable forms on the Township website
- Public meetings of Council are uploaded to the Township You Tube channel where captioning is available to viewers who are deaf / hard of hearing
- Made available a Request for Accessible Documents form
- A new LED Information Sign installed at the North Kawartha Community Centre
- Subscribed to Abledocs software for accessible documents as a pilot project

## **Transportation Standard:**

- Not Applicable in the Township of North Kawartha.

## **Design of Public Spaces**

- Barrier free washroom on lower level of Municipal Office
- Riverview Park trail currently being developed to meet angle of descent standards
- Mobi-mats installed at Municipal Beaches (Chandos and Quarry Bay)

- Glen Alda Community Centre renovation included accessible washrooms, accessible entrance and reconfiguration of the rear entrance sidewalk slope
- Sidewalk replacement at the North Kawartha Community Centre included elimination of curbs with full front slopes to improve accessibility including installation of tactile plates
- Power assist doors on the washrooms at the North Kawartha Library
- Portable Ramp installed and available at the North Kawartha Library for accessible access to the Boardroom
- Consideration given at Manager's meeting to include in the next multi-year plan that the five (5) year plan should include tactile plates in sidewalk upgrades for improved accessibility for persons with low vision

## Other

- Through the annual budget, funds were provided to meet accessibility requirements
- Applications were submitted for available grants and funding opportunities
- The Township Chief Administrative Officer and Department Managers discussed accessibility needs at Manager's meetings to ensure compliance deadlines were being met
- Updated the 2020-2025 Multi-Year Accessibility Plan with new projects
- Provided an annual donation of \$2,500 Community Care to support services for seniors and those with disabilities
- Completed and submitted 2023 Accessibility Compliance Report
- Successfully completed a desktop audit conducted by the Senior Compliance Analyst at the Ministry for Seniors and Accessibility

We welcome your feedback. Please let us know if you have any questions or feedback about the Annual Accessibility Status Report or the North Kawartha 2020-2025 Multi-Year [Accessibility Plan](#).

Feedback Form: [https://forms.northkawartha.ca/Administration-Clerk-Department/Customer-Feedback-Form\\_11\\_4](https://forms.northkawartha.ca/Administration-Clerk-Department/Customer-Feedback-Form_11_4)

To request a copy of this report in another format, please contact the [Clerk](#) for the Township of North Kawartha.