

Township of North Kawartha Accessibility Status Reports (2020 and 2021)

The Council of the Township of North Kawartha passed By-Law 2019-134 on the 17th 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).

2020 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 Service Disruptions as required
- Made available a Customer Service Feedback form for accessing Township goods and services

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
- Engaged and paid for the services of a sign language interpreter to remove a communication barrier for a customer who is deaf / hard of hearing
- Made available a Request for Accessible Documents form

Transportation Standard:

- Not Applicable in the Township of North Kawartha.

Design of Public Spaces

- Purchased accessible benches for the hamlet of Apsley through a mainstream revitalization grant
- Made available exterior / interior electrical outlets at Township buildings for persons using mobility scooters / electric wheelchairs to use for charging stations

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 Caremobile services for seniors and those with disabilities

2021 Accessibility Status Report

Customer Service Standard:

- 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
- 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 Service Disruptions as required
- Made available a Customer Service Feedback form for accessing Township goods and services

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

- Engaged the Township website provider (eSolutions Group) to complete an accessibility scan of the Township website for WCAG 2.0 Level AA compliance
- 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
- Financial Forms on the website were updated 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
- Installed a new bulletin board with Township information and Services in the village of Apsley at 135 Burleigh Street with a QR code that provides instant access to the posted information on the Township website
- Installed a new bulletin board with Township information and Services at the Anstruther Transfer Station with a QR code that provides instant access to the posted information on the Township website
- Added a QR code to the existing bulletin board at the Wilson Park Community Centre to provide instant access to the posted information on the Township website page
- A new LED Information Sign has been ordered for installation at the North Kawartha Community Centre in 2021
- Engaged and paid for the services of a sign language interpreter to remove a communication barrier for a customer who is deaf / hard of hearing
- Made available a Request for Accessible Documents form

Transportation Standard:

- Not Applicable in the Township of North Kawartha.

Design of Public Spaces

- Accessible washroom provided at Quarry Bay Beach
- New Lighting in front of NKCC to illuminate pathways better
- New Dyson Hand Dryers for Municipal Washrooms were placed at an accessible height for all Community Centres, the Library and Municipal Office.
- Investigated mobi-mats for Chandos and Quarry Bay Beach and funds included in the 2022 budget (OMPF Funds)
- Made available exterior / interior electrical outlets at Township buildings for persons using mobility scooters / electric wheelchairs to use for charging stations
- The parking lot at the Glen Alda Community Centre has been enlarged and relocated with signage for accessible parking spaces. Application has been submitted for funds to pave the parking lot for improved accessibility.

Other

- Letter of Support for Federal Government to restore full funding to the Centre for Equitable Library Access (CELA) to provide necessary reading material for people with print disabilities, vision loss, learning and physical disabilities

- 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 to the local Community Care organization to support Caremobile services for seniors and those with disabilities
- Completed and submitted 2021 Accessibility Compliance Report

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://www.northkawartha.ca/en/our-services/feedback-form.aspx>

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