



# THE CORPORATION OF THE TOWNSHIP OF MANITOUWADGE

## Annual Accessibility Status Report

---

December 18, 2019

### Objectives and Purpose

This is the first Annual Accessibility Status Report update for the Township of Manitouwadge's Multi-Year Accessibility Plan. In 2016, the Township released its Multi-Year Accessibility Plan in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11). The plan outlined the Township's strategy to prevent and remove barriers to accessibility, which included how phased-in requirements under the AODA will be met.

This status report is to make the public aware of the Township's progress with regards to the 2016-2021 Multi-Year Accessibility Plan to prevent and remove barriers and meet the requirements under the AODA.

### Compliance Reporting

The Township of Manitouwadge filed its first Accessibility Compliance Report in 2017 with the Accessibility Directorate of Ontario under the Ministry for Seniors and Accessibility.

## **Township of Manitowadge’s Commitment Statement**

The Township’s Accessible Customer Service, Multi-Year Accessibility Plan, Integrated Accessibility Standards Regulation Policy, and policy statement of commitment establishes the vision and goals for the Township to meet the legislated accessibility requirements. The Township’s policy is publicly available on the Township’s website.

The Township of Manitowadge is committed to eliminating barriers and improving accessibility for people with disabilities in a manner that respects dignity, independence, integration and equal opportunity.

The Township of Manitowadge recognizes the diverse needs of all our residents and customers and will respond by striving to provide goods, services and facilities that are accessible to all.

The Township of Manitowadge is committed to being responsive to the needs of all residents and employees. In order to meet the needs of people with disabilities the Township will:

- Ensure policies address dignity, independence, integration and provide for equal opportunity for people with disabilities.
- All people with disabilities to use their own personal devices to obtain, use or benefit from the services offered by the Township.
- Accommodate the accessibility needs of people with disabilities to ensure they can obtain, use or benefit from the Township’s goods, services, programs and facilities.
- Communicate with people with disabilities in a manner that takes into account the person’s disability.

The Township will promote accessibility by ensuring that compliance is met for all regulations made under the Accessibility for Ontarians with Disabilities Act, 2005. Timelines for compliance vary. In order to ensure that timelines are met, the Township will establish, implement and maintain a Multi-Year Accessibility Plan. The Plan will outline the Township’s strategy to prevent and remove barriers to people with disabilities.

## **Continuous Achievements in Accessibility**

- The Township focuses on removing barriers which may exist in our buildings and facilities, while ensuring that new building, leases and renovations do not create any new barriers.
  - The Township adopted an Accessible Customer Service Policy which outlines what the Township will do to comply with the regulations and what our customers and employees can expect.
- The Township continues to meet and review accessibility initiatives.

- The Township continues to comply with the requirements of Integrated Accessibility Standards Regulation including continuing to train staff and volunteers who interact on behalf of the Township on an ongoing basis.
- Notifying the public of accommodations for applicants with disabilities in its recruitment process.
- Continue to review customer feedback and take appropriate action.

### **Highlights of 2016, 2017, 2018 and 2019**

- Implemented the Township's Multi-Year Accessibility Plan and Integrated Accessibility Standards Regulation Policy, May 25, 2016.
- Trained all Council Members and Staff on accessibility, including:
  - Accessible Customer Service Policy
  - Accessibility training, including Ontario Human Rights Code, is provided on an ongoing basis when new employees are hired.
- Submitted compliance report to Accessibility Directorate of Ontario in 2017.
- Accessible website launched in 2018.
- Identified barriers at Municipal Office Reception area. Received grant funding and removed barriers, including:
  - Lowering of reception service counter for wheelchair accessibility;
  - Installation of power door to access offices on main floor of Municipal Office.
- Identified barriers at the township-owned building, 40 Manitou Rd. West. Received grant funding and removed barriers, including:
  - Main Entrance – power operated doors, increased vestibule size and widening of corridors;
  - Universal washroom – power operated door and accessible features;
  - Side entrance – power operated doors, increased vestibule size and power door to Service Ontario suite.
- Municipal building - removed door barriers by installing lever-type door handles, over round.
- Included allowance for service animals on Township property and in Township buildings in the updated Animal Control By-law 2019-17.
- Identified barriers at the Manitouwadge Community Recreation Centre. An application to obtain a grant for funding has been submitted.

### **Availability of the Plan and Status Report**

The Multi-Year Accessibility Plan and Annual Accessibility Status Report can be accessed through the Township's website.

**Accessible formats and communication supports available upon request.**