



THE CORPORATION OF THE TOWNSHIP OF MANITOUWADGE

**ACCESSIBILITY PLAN**  
**2022-2027**

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If this information is required in another format, please contact the Clerk at [clerk@manitouwadge.ca](mailto:clerk@manitouwadge.ca) or (807) 826-3227 x223

## **ACCESSIBILITY PLANS**

As part of the Accessibility for Ontarians with Disabilities Act (AODA), municipalities with 50 or more employees must create a written multi-year accessibility plan and update them at least once every five years. An accessibility plan outlines what steps a municipality will take to prevent and remove barriers to accessibility and when it will do so.

The Township of Manitouwadge Multi-Year Accessibility Plan is designed to complement and to be an extension of past plans and accessibility updates. It will be implemented within the provisions mandated by the AODA and the Integrated Accessibility Standard Regulation (IASR); specifically, under the Customer Service, Information and Communication, Transportation, Employment, and Design of Public Spaces Standards.

This document also includes strategies that are not directed by the standards but will make the Township of Manitouwadge more accessible to all its citizens and visitors. Furthermore, the strategies within this document will ensure that accessibility is at a high standard for all programs, services, facilities, and outdoor spaces.

## **COMMITMENT**

### **Working Towards an Accessible Community**

The Corporation of the Township of Manitouwadge is committed to creating an inclusive environment for persons of all ages and abilities by providing services and facilities that are accessible to everyone. The Accessibility Plan is consistent with the principles of integration, independence, dignity and equal opportunity for all person in this community.

To facilitate this commitment, the Township of Manitouwadge has established, maintained and documented a multi-year accessibility plan, that will be reviewed and updated at least once every five years to identify progress made in addressing barriers and will be posted on the Township of Manitouwadge's website and be made available in accessible formats upon request.

## **LEGISLATION**

### **Bill C-81 Accessibility Canada Act**

The Government of Canada consulted with Canadians to find out what an accessible Canada means to them. On June 20, 2018, the Government introduced Bill C-81, an Act to ensure a barrier-free Canada (the Accessible Canada Act) in Parliament. The Accessible Canada Act received Royal Assent on June 21, 2019, and came into force on July 11, 2019. It is important to note that Bill C-81's purpose is to identify, remove and prevent accessibility barriers in areas that fall under federal jurisdiction.

### **Ontario with Disabilities Act (ODA)**

The ODA was established and became law in 2001. The purpose of the Act is to achieve a barrier-free Ontario for people with disabilities. The Act called for all municipalities to assist in the identification, removal, and prevention of accessibility barriers.

### **Accessibility for Ontarians with Disabilities Act (AODA)**

The AODA was established in 2005 and was created to compliment the ODA and address discrimination against persons with disabilities in Ontario. The purpose of the Act is to “develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities in respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises on or before January 1, 2025.” (Service Ontario, 2006)

### **Integrated Accessibility Standards Regulation (IASR)**

The IASR standards were created as part of the AODA. These standards are rules that businesses and organizations in Ontario have to follow to identify, remove and prevent barriers so that people with disabilities have more opportunity to participate in every day life.

The IASR is broken down into five standards:

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

## GENERAL REQUIREMENTS FOR A MUNICIPALITY UNDER THE IASR

This section is organized under the five standards identified in the IASR for municipalities and includes strategies outside of the standards meant to create a more accessible community.

WHAT IS REQUIRED/PLANNED	WHAT WAS ACCOMPLISHED
The IASR requires municipalities to :	
Develop a Multi-Year Accessibility Plan and policy on how the Township of Manitouwadge will achieve accessibility and a statement of the commitment.	<ul style="list-style-type: none"> <li>• Complete in 2016.</li> <li>• Review and update Plan in 2022.</li> </ul>
Post annual Accessibility Status reports on the Township’s website.	<ul style="list-style-type: none"> <li>• Annual Accessibility Status Reports were completed for years 2019, 2020 and 2021 and posted on the Township of Manitouwadge website</li> </ul>
Organizations shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so	<ul style="list-style-type: none"> <li>• The Township has incorporated language into the Procurement Policy and any agreements between the Township and third-party contractors that goods and services acquired by the Township must be accessible</li> </ul>
Train staff on the IASR and the Ontario Human Rights Code as it pertains to people with disabilities	<ul style="list-style-type: none"> <li>• All current employees have completed the training, and all new employees are required to take the training as part of their employment with the Township of Manitouwadge. To accomplish this, the Township uses on-line modules in AODA and Human Rights.</li> <li>• The Township commits to training employees and volunteers on AODA and associated accessibility standards as is appropriate to their duties and roles.</li> </ul>

Report compliance to the Accessibility Directorate of Ontario	<ul style="list-style-type: none"> <li>• Successful reports to the Province were filed in 2017 and 2020 with no issues.</li> </ul>
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## CUSTOMER SERVICE STANDARD ACCOMPLISHMENTS

WHAT IS REQUIRED/PLANNED	WHAT WAS ACCOMPLISHED
Develop a Corporate Customer Service Policy for people with disabilities	<ul style="list-style-type: none"> <li>• The Customer Service Policy was created in 2010 and is due to be revised in 2022. The updated policy will be named the “Corporate Accessibility Policy.” This policy will incorporate the changes made by the Province in the areas of website requirements, support persons, service animals and will amalgamate the two current separate policies of Customer Service and IASR.</li> </ul>
Provide customer service training to all staff, applicable volunteers and representatives that make decisions on behalf of the Township.	<ul style="list-style-type: none"> <li>• All current staff, applicable volunteers and decision-makers have received training. Training is ongoing for new representatives and staff members of the Township of Manitouwadge as part of the orientation process.</li> </ul>
Incorporate accessibility and the needs of people with disabilities when procuring or acquiring goods, services and facilities	<ul style="list-style-type: none"> <li>• Ongoing. The procurement policy was updated in 2016 and includes a statement that will ensure third party contractors are familiar with the Township of Manitouwadge’s Accessibility Policy.</li> </ul>
Provide feedback process in an accessible format and accommodate individuals needs upon request	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>
Provide emergency information in formats that are accessible and take into account the disabilities of members of the public requesting information	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>
Give notice of temporary disruptions that include the reason and duration to the public to provide information in alternative formats	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>

Permit all service animals in Township of Manitouwadge premises unless the animal is excluded by law	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>
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## INFORMATION AND COMMUNICATION

WHAT IS REQUIRED/PLANNED	WHAT WAS ACCOMPLISHED
Provide information that is produced and controlled by the Township of Manitouwadge in alternate formats and take into account the disability of the member of the public requesting information	<ul style="list-style-type: none"> <li>• Ongoing and upon request from the public</li> </ul>
Achieve compliance with the Web Content Accessibility Guidelines (WCAG 2.0) Level AA (excluding captioning and pre-recording audio descriptions) to ensure the website is accessible to people with disabilities	<ul style="list-style-type: none"> <li>• The Township of Manitouwadge website is in compliance with WCAG 2.0 Level AA requirements and is reviewed by staff regularly.</li> </ul>
Creating accessible documents and contents to ensure documents posted to the website and available to the public are accessible	<ul style="list-style-type: none"> <li>• Staff have been trained on developing content for the Township of Manitouwadge website and all public information detailed job-specific employee training.</li> </ul>
Emergency plans and related procedures are available in alternative formats and take into account visitors with disabilities	<ul style="list-style-type: none"> <li>• All emergency plans are available in alternate formats upon request.</li> </ul>

## EMPLOYMENT

WHAT IS REQUIRED/PLANNED	WHAT WAS ACCOMPLISHED
<p>Ensure that the recruitment, selection, and notification processes are as inclusive and accommodating as possible to build a diverse and effective workforce.</p>	<ul style="list-style-type: none"> <li>The Township of Manitouwadge has developed the Employment Accommodation Policy that outlines the inclusion of people with disabilities in the recruitment, selection and notification through personalized accommodation. This policy is made clear when posting jobs and working with new employees who may require accommodation.</li> </ul>
<p>Continue to accommodate current employees who have or acquire a disability</p>	<ul style="list-style-type: none"> <li>Included in the Employment Accommodation Policy is the responsibility to develop individualized Employment Accommodation Plan (EAP) for each employee who comes forward with a disability, and develop a Workplace Emergency Plan for each employee who develops an EAP.</li> </ul>
<p>Retain current employees with disabilities</p>	<ul style="list-style-type: none"> <li>All EAPs will be considered in the performance management process when the employee advances, is redeployed or changes positions</li> </ul>



## TRANSPORTATION

WHAT IS REQUIRED/PLANNED	WHAT WAS ACCOMPLISHED
Provide taxi registration and identification in accessible formats	<ul style="list-style-type: none"> <li>The Township's Taxi Bylaw was updated in 2020 to ensure this was captured as part of the requirements for Taxis.</li> </ul>
Make available to the public current information on accessibility equipment and features of their vehicles, routes and services	<ul style="list-style-type: none"> <li>The Township of Manitouwadge does license taxi's in the municipality but does not operate a transportation service.</li> <li>The Township did receive a Community Transportation grant through the Ministry of Transportation and the Township has partnered with Santé Manitouwadge Health, for the operation of the myRide program. This partnership will be in place for the duration of the grant. When the grant expires, Santé Manitouwadge Health will become the sole operator.</li> </ul>
If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, riders with disabilities must be accommodated	<ul style="list-style-type: none"> <li>Santé Manitouwadge Health will advise riders with disabilities of any service that cannot be provided.</li> </ul>

Conduct employee and volunteer accessibility training	<ul style="list-style-type: none"> <li>Santé Manitouwadge Health myRide employees and volunteers have taken job-specific training on accessibility training on topics such as customer service, accessible features and equipment in the myRide van and emergency procedures</li> </ul>
Establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities	<ul style="list-style-type: none"> <li>Santé Manitouwadge Health will create policies, and new myRide employees and volunteers will receive training on each policy.</li> </ul>
No fares will be charged to support persons accompanying a person with a disability where the person with a disability has a need for support	<ul style="list-style-type: none"> <li>The Township of Manitouwadge Taxi Bylaw includes that no support person is charged a fare in any service</li> </ul>
Retrofitting conventional van	<ul style="list-style-type: none"> <li>The myRide program van is completely accessible.</li> </ul>

Transportation service providers shall identify the process for managing, evaluating and taking action on customer feedback	<ul style="list-style-type: none"> <li>The Township of Manitouwadge, including Santé Manitouwadge Health, has a process to receive customer feedback</li> </ul>
No provider can charge extra fares for a person with a disability	<ul style="list-style-type: none"> <li>The Township of Manitouwadge Taxi Bylaw does not allow providers to charge more for specialized transportation or for people with disabilities</li> </ul>
Service providers must ensure that people with disabilities can board and deboard at the closest safest location	<ul style="list-style-type: none"> <li>The myRide program is a point-to-point ride service.</li> </ul>
Technical Requirements of all transportation vehicles	<ul style="list-style-type: none"> <li>The myRide van meets the technical requirements of the AODA.</li> </ul>

## DESIGN OF PUBLIC SPACES (DOPS)

\*Implementation of DOPS will occur when adding new or replacing existing infrastructure

WHAT IS REQUIRED/PLANNED	WHAT WAS ACCOMPLISHED
Recreational Trails and Beach Access Routes	<ul style="list-style-type: none"> <li>The Township of Manitouwadge will follow all the technical aspects of the requirements to new trails and beach access routes as outlined in the Design of Public Spaces Requirements. This includes boardwalks and ramps. All major trails not deemed “wilderness” trails will meet the Design of Public Spaces requirements when updated and the Township will continue to apply for all accessible Provincial grants for new or replacing existing infrastructure.</li> <li>All new trail signage will possess information about the technical aspects of the trail at a high tonal contrast. This information will also be included on the Township of Manitouwadge website, when it becomes available.</li> </ul>
Outdoor Public Use Eating Areas	<ul style="list-style-type: none"> <li>A minimum of 20% of new outdoor tables will be accessible to those using mobility aids by having knee and toe clearance underneath the table. The surface leading to and under the tables will be firm and have enough clear space for mobility devices.</li> </ul>

<p>Outdoor Play Spaces</p>	<ul style="list-style-type: none"> <li>• All new and redeveloped outdoor play spaces will consist of an area that includes play equipment that enhances the play opportunities and experiences of children and caregivers with various disabilities.</li> <li>• The Township of Manitouwadge will consult with the public and people with disabilities regarding new and redeveloped outdoor play spaces.</li> </ul>
<p>Exterior Paths of Travel</p>	<ul style="list-style-type: none"> <li>• The Township of Manitouwadge will follow the technical aspect of new paths of travel as outlined in the Design of Public Spaces Standard, including width, surface, slope, the height of overhead obstacles, and tactile walking surface indicators.</li> <li>• The technical requirements of new ramps, stairs, curb ramps, and depressed curbs as outlined in the Design for Public Spaces Standard will be followed by the Township of Manitouwadge when building new or doing a major renovation.</li> <li>• The Township of Manitouwadge will consult with people with disabilities regarding the location of rest areas on new paths of travel.</li> </ul>

<p>Accessible Parking</p>	<ul style="list-style-type: none"> <li>• The Township of Manitouwadge will be updating their Parking Bylaw to include Type A and B accessible spaces for off-street parking that includes access aisles and is on an accessible path of travel.</li> <li>• The Township of Manitouwadge implements the requirement of having 4% of parking lot spaces be accessible, and the ratio outlined in the Design of Public Spaces Standard.</li> <li>• All accessible parking spaces will have signage displayed at each parking space in accordance with the Highway Traffic Act.</li> <li>• The Township of Manitouwadge will take into consideration the need, location, and design of accessible on-street parking spaces with persons with disabilities.</li> </ul>
<p>Obtaining Services</p>	<ul style="list-style-type: none"> <li>• The Township of Manitouwadge will comply with the requirements outlined in the Design of Public Spaces Standards when building or redeveloping service counters, fixed queuing guides, and waiting areas</li> </ul>
<p>Maintenance Planning</p>	<ul style="list-style-type: none"> <li>• The Township of Manitouwadge will be active in keeping existing public spaces and elements in good working order and within their original condition.</li> </ul>

## **ACTION ITEMS OUTSIDE OF THE AODA REQUIREMENTS**

Access to parks, playgrounds, facilities and all outdoor spaces is an integral part of the quality of life of the citizens of Manitowadge. These elements keep people active, healthy and social. That is why the Township of Manitowadge is making it a priority to make changes to these areas to ensure that all residents have access, are included and can participate equally.

## **ACCESSIBILITY REVIEWS**

The following facilities will undergo, or have undergone Accessibility Reviews:

- Manitowadge Community Recreation Centre, including Pool and Arena
- Prospector's Park

- Manitowadge Lake boat launch
- Lion's Beach, Playground and Park Paths
- Manitowadge Skatepark and Playground
- Manitowadge Golf Hut
- Barnett Playground
- Marten Playground
- Township Hall
- Golden Age Center
- Manitowadge Public Library

These accessibility reviews, and future reviews, are created to accompany this Township of Manitowadge

Multi-Year Accessibility Plan and are meant to assess and identify potential barriers to accessibility and make improvements on the recommendations listed in the

reviews. In addition, accessibility issues identified by the public are encouraged in a feedback process on the Township of Manitowadge website or by contacting the Township of Manitowadge.

\*All recommendations listed in the accessibility reviews are a priority for the Township of Manitowadge. However, improving these recommendations is based on funding and Township Council approval. Major renovations are recognized as an accessibility issue based on the recommendations but require significant preparation and are usually part of larger renovations and may not occur until significant planning occurs. The Township continues to apply for federal and provincial accessibility grants as they become available.

## **ACCESSIBILITY IMPROVEMENTS**

The Township of Manitowadge strives to create accessible and inclusive spaces where people of all ages and abilities can enjoy and participate fully.

## **MANITOUWADGE PUBLIC LIBRARY**

The Township of Manitowadge was successful in receiving

a grant for a new accessible door for the Manitowadge Public Library. This will be installed in 2022.

## **GOLDEN AGE CENTER**

A fully accessible washroom and accessible doors were installed in 2019.

## **TOWNSHIP HALL**

A new accessible counter was installed in 2018.

## **ACCESSIBLE POLICIES**

The Township of Manitowadge is working on updating all accessible policies with the intention of being adopted in 2022.

## **ACCESSIBLE EVENTS**

One of the Township of Manitowadge's goals is to

increase education and awareness about the need for inclusion and accessibility in our community. To accomplish this, events conducted through the Township will have regard for accessibility, where possible.

## **ACCESSIBLE ELECTIONS**

The Clerk will conduct an accessible space review prior to every municipal election and will post a Municipal Election Accessibility Plan to the Township’s website before voting day.

On February 9<sup>th</sup>, 2022, Council passed Bylaw 2022-10, to authorize the use of internet and telephone voting as an alternative voting method for the 2022 municipal election which ensures access to voting for all electors.

The Township of Manitouwadge is committed to making municipal elections accessible by working to accommodate the needs of electors by removing barriers to vote for persons with disabilities.

## **MAINTENANCE**

The Township of Manitouwadge will reasonably maintain public spaces as per the “Minimum Maintenance Standards for Municipal Highways” (2001). In addition, playgrounds and beach access will be maintained from May to October unless otherwise stated or posted. Elements such as pedestrian ways and walkways/ sidewalks will be continuously maintained, within reason, by the Township of Manitouwadge to ensure the safety of the citizens of Manitouwadge and to prevent barriers to people with disabilities.

If a public space is temporarily disrupted or not functioning, the public will be notified in a variety of formats to educate about the scope of the disruption.

Members of the public are encouraged to notify the Township of Manitouwadge if a function or maintenance issue occurs in a public space.



## **REVIEW PROCESS**

The Township of Manitouwadge is committed to reviewing the Multi-Year Accessibility Plan at least once every five years, or sooner, to determine the progress and to make changes based on new information and changes to the AODA and/or the IASR.

## **RESPONSIBILITIES**

Township Council, employees, volunteers and those providing a good, service, program or facility on the Township's behalf are responsible for adhering to the parameters of this accessibility plan and for ensuring that the needs of people with disabilities are addressed when accessing the Township's goods, services, programs, and facilities.