

**Township of North Glengarry**

## **2023 Multi-Year Accessibility Plan**

**Revised July 24, 2023**

This document is available in alternative format upon request

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## 1) Introduction

The Accessibility Plan referred to in this document is under the jurisdiction of the Council of the Corporation of the Township of North Glengarry. Council consisting of a Mayor, Deputy Mayor and 5 councillors. The Municipal contact is the Chief Administrative Officer / Clerk.

In compliance with the Integrated Accessibility Standards Regulation 191/11, the Township's Multi-Year Plan will examine customer service, information and communications, employment; and design of public spaces. Transportation will be excluded due to the relatively small size of the Municipality and the lack of transportation services. In accordance with the AODA, all Township of North Glengarry's facilities will be compliant with the relevant requirements by 2025.

Questions, comments or inquiries should be forwarded to:

Sarah Huskinson  
Chief Administrative Officer / Clerk  
Township of North Glengarry  
3720 County Road 34  
Alexandria, Ontario K0C 1A0  
Email: [cao@northglengarry.ca](mailto:cao@northglengarry.ca)  
Telephone: 613-525-1110

## 2) Statement of Commitment to Accessibility Planning

The Township of North Glengarry Council 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 plays an important role in supporting the Township's core principals of integration, independence, dignity, and equal opportunity for persons with disabilities.

The Township of North Glengarry is committed to:

- The continual improvement of access to facilities and services for people with disabilities.
- The participation of people with disabilities in the development and review of its annual accessibility plans.
- The provision of quality services to all members of the community with disabilities.

## 3) Publication of the Accessibility Plan

The Township of North Glengarry's Accessibility Plan will be available on the municipal website. Paper copies of the plan are available in regular font size and large print at the Alexandria Municipal Office and Maxville Library.

## 4) Accessibility Committee

The Township of North Glengarry has representation on the United Counties of Stormont, Dundas & Glengarry Accessibility Committee.

### Members:

Al Lummis (North Dundas)

Brenda Brunt (South Dundas)

Roderick Tyo (North Glengarry)

Ian MacDonald (South Glengarry)

Palmer Douglas (North Stormont)

Jesse Beardsworth (South Stormont)

## 5) Legislation

### Ontarians with Disabilities Act, 2001 (ODA) – December 14, 2001

The ODA dictates that provincial and municipal governments and key broader public sector organizations are to review their policies, programs and services through the development of annual accessibility plans. Under ODA, a municipality with a population of 10,000 or more must have an Accessibility Advisory Committee.

### Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The Accessibility for Ontarians with Disabilities Act, or AODA, aims to identify, remove, and prevent barriers for people with disabilities. The AODA became law on June 13, 2005 and applies to all levels of government, non-profits, and private sector businesses in Ontario that have one or more employees (full-time, part-time, seasonal, or contract).

The AODA includes requirements that all organizations must meet, with deadlines specific to an organization's type and size. The AODA is made up of five parts, or Standards, and deadlines for compliance began as of January 1, 2010.<sup>1</sup>

1. Customer Service Standard
2. Information and Communication Standard
3. Employment Standard
4. Transportation Standard
5. Design of Public Spaces Standard

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<sup>1</sup> Accessibility Ontario – About the OADA - <https://accessontario.com/aoda/>

The AODA standards are part of the Integrated Accessibility Standards Regulation (IASR). The IASR includes, in addition to requirements specific to each standard, the following general requirements:

1. provide training to staff and volunteers
2. develop an accessibility policy
3. create a multi-year accessibility plan and update it every five years
4. consider accessibility in procurement and when designing or purchasing self-service kiosks

## **Integrated Accessibility Standards Regulation 191/11**

On June 3, 2011, the Ontario government passed the Integrated Accessibility Standards Regulation 191/11 which combines accessibility standards in these areas – information & communications, employment, and transportation, design of public spaces and customer service. Compliance is required by all public, private and not-for-profit organizations with at least one employee.

## **Federal Accessibility Legislation – Accessible Canada Act (Bill C-81)**

On June 20, 2018 the Federal Government introduced Bill C-81 the Accessible Canada Act: An Act to Ensure a Barrier-Free Canada. The Act's stated purpose is to identify, remove and prevent accessibility barriers in areas that fall under federal jurisdiction. Under this legislation, organizations under federal jurisdiction will be required to follow accessibility regulations, develop accessibility plans and will be required to establish processes for receiving and dealing with feedback about their accessibility plan and barriers that a person may have encountered in dealing with the organization. Although this legislation does not directly impact municipal operations, it does highlight the Government's commitment to improve accessibility for all Canadians in all levels of government.

## **6) Why Accessibility?**

The 2019 Legislative Review of the Accessibility for Ontarians with Disabilities Act, 2005 identified a broader definition of disability than what was included in *The Accessibility for Ontarians with Disabilities Act, 2005*. Currently, the AODA defines disability broadly. It states that disability can happen at birth, or through illness or injury. Furthermore, the Act also outlines several types of disability. These types are examples, rather than a complete list of all disabilities.

For instance, the Act states that physical disabilities may include diabetes, epilepsy, a brain injury, paralysis, amputation, lack of coordination, visual impairment, hearing impairment, speech impairment, reliance on a guide dog or other service animal, or a wheelchair or other assistive device.

Alternatively, other people have invisible disabilities. Moreover, there are different kinds or degrees of disability. For instance, one person may have one amputated limb, while another person has more than one. Likewise, one person may be totally blind while another person has some sight.

The AODA briefly lists some other types of disability, which include, mental impairment or developmental disability, learning disability, mental health disability, an injury or disability that allows someone to claim or receive benefits under the Workplace Safety and Insurance Act.

Here, the AODA makes Ontarians aware of some other types of disability that people may have. For instance, it mentions mental health disabilities, another broad term that includes many medical conditions. These conditions can affect many different aspects of a person, such as thought processes, emotions, moods, behaviours, sense of self, capacity to connect with others, ability to cope with stress.

Similarly, learning disabilities affect people's ability to take in, understand, or remember information. However, learning disabilities impact people in different ways. For example, some people may have difficulty with writing but understand speech easily. In contrast, other people may not process speech but communicate easily using writing and visual information.<sup>2</sup>

People of all ages and backgrounds live with disabilities. In certain cases, individuals have more than one disability. Many others develop disabilities through illness, injury or aging. The 2017 Canadian Survey on Disability<sup>3</sup> indicates that one (1) in seven (7) individuals aged 15 years and older reported a disability. This represents about 3.8 million Canadians.

Estimates indicated that by 2020, 20% of Ontarians will live with a disability<sup>4</sup>.

- 15.5% of Ontarians reported a disability through the 2006 Participation and Activity Limitation Survey (compared to 13.5% in 2001);
- 1.8% of Ontario's children age 0 to 4 years and around 4.7% of Ontario's 5 to 14 year olds were reported as living with a disability;
- 41.7% of Ontarians with disabilities have severe or very severe disabilities and the proportion with severe or very severe disabilities increases with age;
- Because disability tends to increase with age, it is estimated that 20% of the population will have disabilities by the year 2020;

The Canadian Survey on Disability collected new data between June 3rd to November 30, 2022. According to the website<sup>5</sup>, survey results will be available in the winter of 2023/2024. The Township's plan will be updated with the new information once it becomes available.

## 7) Identifying, Removing and Preventing Barriers

A "barrier" means anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice. People with disabilities may face unnecessary barriers almost everywhere: at home, at work, at school, in parks, in recreational facilities, in the streets, in theatres, in stores and restaurants and in municipalities.

When organizations remove barriers, they make themselves more accessible to people with disabilities. As a result, they can gain more customers or clients. In addition, they become more welcoming to

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<sup>2</sup> Extract from Definition of Disability by Lisa Kovac published February 24, 2020 AODA website:

<https://www.aoda.ca/definition-of-disability/>

<sup>3</sup> Statistics Canada website: <https://www150.statcan.gc.ca/n1/pub/11-627-m/11-627-m2017008-eng.htm>

<sup>4</sup> Statistics Canada website: <http://www.statcan.ca/english/freepub/89-628-XIE/89-628-XIE2007003.htm>

<sup>5</sup> Statistics Canada website: <https://www.statcan.gc.ca/en/survey/household/3251/brochure>

people without disabilities as well. For instance, the families, friends, neighbours, and colleagues of people with disabilities may want to bring their business to accessible companies. Furthermore, people without disabilities may find accessible features, from widened aisles to welcoming staff, useful or enjoyable. Finally, accessible organizations can also start hiring valuable employees with disabilities. Recognizing, preventing, and removing barriers helps the whole province.<sup>6</sup>

The following are examples of types of barriers that may exist in North Glengarry:

<b>Barrier Types</b>	<b>Example</b>
<b>Physical or Architectural</b>	A hallway or door that is too narrow for a wheelchair or scooter or lack of ramps or ramps with improper grade for access.  A doorknob that cannot be operated by any person with limited upper mobility.
<b>Attitudinal</b>	A recreation program which can inadvertently discriminate and/or discourages persons with disabilities from participating.
<b>Informational or Communicational</b>	Typefaces that are too small to be read by persons with low vision.  A staff member who talks loudly when addressing a person with a hearing disability or lack of sensitivity training for front counter Staff to identify persons with disabilities.
<b>Organizational - Policy / Practice</b>	A practice of announcing important messages over an intercom that persons with hearing impairments cannot hear clearly.  Lack of Human Resources policy with respect to hiring persons with disabilities.
<b>Technological</b>	Information on a municipal website, which cannot be accessed by a person who is blind who has reading software for a computer.

### 8) Past Achievements to Remove and Prevent Barriers

As part of its compliance to the above-mentioned regulations, the Township of North Glengarry has taken steps to identify, remove and prevent barriers to persons with disabilities.

**The following actions are a portion of what was completed since the implementation of the Township’s Accessibility Plan in 2013:**

**Customer Service:**

- The Township has adopted Accessibility Standards for Customer Service and continues to remain in compliance with this standard.

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<sup>6</sup> Extract from Disability Barriers by Lisa Kovac published on November 11, 2019 AODA website - <https://www.aoda.ca/disability-barriers/>

- A Feedback feature is included in the Township’s website, allowing individuals to submit feedback through the website. The information on the website also indicates that feedback can be provided in person, in paper format, by telephone or email.
- The Township monitors and updates Accessibility Standards training for Employees, Councillors and Volunteers.
- Existing employees continue to receive Accessibility training for Customer Service.
- All new employees are required to complete the Accessibility training as part of their orientation.
- During the 2022 Municipal Election, an Accessibility Plan was developed and implemented to ensure an accessible election for all eligible voters, including alternate voting methods (internet and telephone).
- The Township continued with the implementation plan as outlined in Appendix A.

**Information and Communications:**

- In 2017 the Township launched a refreshed website. The new website interface is accessible and in compliance with AODA requirements.
- The website also features a built-in accessibility checker function which allows Township staff to maintain accessibility standards as changes are made to the website.
- The Township continues to offer to provide documents in alternative formats on request.
- Accessible signage with braille was installed in the Glengarry Sports Palace indicating change rooms, bathrooms, community hall, and elevator locations. Braille will be included in signage whenever updates or replacements are required.
- The website has a new search function to easily navigate the site.
- Township computers have been upgraded to Windows 10 and beyond.
- E-Scribe software implemented to ensure AODA compliance for agendas & minutes.
- Council, Planning, Committee of Adjustment and the Committee of the Whole meetings are streamed through YouTube with a closed caption option.
- Forms such as the New Dog Adoption and Burn Permit Forms and surveys are available on-line.

**Employment:**

- The Township continues to meet and monitor employment standards.
- Job postings include information on the Township’s ability to accommodate individuals throughout the recruitment process for all employment opportunities.

**Design of Public Spaces:**

- The bathroom at the Alexandria Library was gutted and reconfigured to be fully accessible.
- New tiling was installed in the lobby, change areas and bathrooms at the Glengarry Indoor Sports Complex to prevent trip hazards.
- New push-button hardware was installed at Maxville Library building.
- A new accessible sidewalk bump-out was created on Main Street, south of Mill Square Street to ensure a safer road crossing area.
- In 2018 and 2019 Island Park was outfitted with additional handicap-accessible picnic tables.
- The Township of North Glengarry’s Procurement Policy was updated and includes accessibility information for these processes.
- Playground equipment was installed or replaced at the Glen Robertson Recreation Centre, the Dalkeith Community Centre, the Dunvegan Community Centre, the Maxville & District Sports



Complex Park and Island Park. When purchasing new equipment, accessible play components were included.

- Accessible Outdoor exercise equipment was installed in Island Park in partnership with Glengarry Community Living.
- A new ramp was added to the north side of Glengarry Sports Palace building allowing easier access to the elevator.
- New commercial grade carpet was installed at the Glengarry Sports Palace to replace the old and difficult to manoeuvre carpet that was a barrier for accessibility and general safety.
- New board room tables were purchased that can be reconfigured to meet specific client needs.
- An accessible sidewalk was poured between the entrance to the Glengarry Sports Palace and the entrance to the Alexandria Library.
- Renovations were performed at the Dunvegan Community Centre’s hall entrance and Bathroom to meet accessibility standards.
- Footpaths in Island Park were removed and reinstated with a minimum 9 foot width to accommodate patrons.
- A cement pad was poured under the second gazebo at Island Park with a cement walk way to facilitate access to this space.
- LED lighting was replaced in the Glengarry Indoor Sports Complex to increase illumination.
- Tiles were replaced in the Lobby, Change Areas and Bathrooms in the Glengarry Indoor Sports Complex to create even flooring.
- An uneven Community Hall floor at the Maxville & District Sports Complex was replaced.
- The Township took advantage of the roadwork done in conjunction with the Maxville Water Project to ensure all old sidewalks that were reinstated and newly poured sidewalks included accessible curb ramps. The newly poured sidewalks increase accessibility to locations such as the King George Park, the Maxville Manor, the local elementary school, the curling club, and the fair grounds.
- In accordance with the Township’s sidewalk plan, sidewalks in Glen Robertson were removed and reinstated with accessible curb ramps.
- The Township Office was relocated to a fully accessible building on one level. Staff from multiple locations, including the former non-conforming Public Works building, are now at one location.
- New accessible picnic tables were placed in Centennial Park in Maxville.
- A new access point was created at Island Park to allow for individuals with mobility issues to access the soccer fields from a closer access point/entrance.
- Two additional accessible parking spots were created near the soccer field in Island Park.
- A new push-button slider door was installed at the Glengarry Indoor Sports Complex (Tim Hortons Dome)
- Upgrades at the Glengarry Sports Palace included:
  - Lifting the new arena slab to reduce the step from the arena curb to the slab surface. This eliminates the need for a ramp which will be replaced by a sill;
  - Accessibility to spectator stands by incorporating a platform lift to the south-east portion of the stands and a having dedicate area to accommodate users;
  - Universal bathroom on the ground floor (lobby) with a motorized adult change table;
  - Reconfigure the ladies and men’s bathrooms on the ground floor to add a sight-blocking wall which removes the need for a door at the entrance of each bathroom. Please note that these bathrooms include one accessible stall in each bathroom;

- The installation of push-button hardware on the doors between the lobby and the ice rink.
- The Glengarry County Archives, previously leased space within the Glengarry District High School. In 2019, the group purchased a building in Alexandria that underwent an extensive refurbishment which included accessibility components such as wide corridors and an accessible ramp to enter the facility.
- The parking area at the Glen Robertson Community Centre was enlarged and resurfaced to include the accessible parking area.

## 9) Moving Forward – Projects Identified for 2024 and beyond

The following are commitments and strategies from 2024 onwards that the Municipality intends to take to remove and prevent barriers to persons with disabilities:

### Customer Service:

- Monitor and update Accessibility Standards training for Employees, Councillors and Volunteers.
- Continue to train new employees on Accessibility Standards for Customer Service
- Continue with the implementation plan as outlined in Appendix A.

### Information and Communications:

- The website will be reviewed to ensure continuous compliance with AODA standards.
- All municipal laptops and computers will be continually upgraded to make available built-in accessibility features and assistance technology support to all staff.
- The Township will continue to invest in technology that can accommodate accessibility needs.
- The Township will continue with the implementation plan as outlined in Appendix A.

### Employment:

- The Township will continue to enhance workplace emergency responses through individualized emergency response information and assistance, as required.
- The Township will continue with the implementation plan as outlined in Appendix A.

### Design of Public Spaces:

- The change areas and shower areas will be reconfigured at the Glengarry Sports Palace, upon successful receipt of future grants, to remove barriers.
- The sidewalk rehabilitation will continue to include accessibility standards.
- The Township will continue with the implementation plan as outlined in Appendix A.

## 10) Feedback

Feedback from customers gives the Township of North Glengarry the opportunity to learn and improve. The Municipality encourages individuals to make suggestions on ways to improve our services and recognizes the right of customers to make a complaint.

1. To ensure that the delivery of goods and services to those individuals with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:

In writing, in person, e-mail, telephone, or disk, (or any other agreed upon method) addressed to:

**Clerk, Township of North Glengarry**  
**3720 County Road 34, Alexandria, Ontario, K0C 1A0**  
**Email : [cao@northglengarry.ca](mailto:cao@northglengarry.ca)**  
**Phone : 613-525-1110**  
**Fax : 613-525-1649**

2. The Clerk will respond either in writing, in person, e-mail, telephone, or disk, (or any other agreed upon method) acknowledging receipt of feedback and will set out the action to be taken in response to any complaints or suggestions.
3. Feedback will be encouraged by Township Staff and the process for feedback will be explained to customers and posted on the Township website. Feedback will be used to assist with the revision of policies and procedures to provide accessible customer service.
4. The Municipality is committed to provide accessible formats and offer communication supports for persons with disabilities in a timely manner and at no more than the cost for other persons who ask for the same information.

## **11) Monitoring Process**

To ensure that the targets established to address the removal of barriers are completed, annual reviews will be conducted by Municipal staff. The Multi-Year Accessibility Plan for the Township of North Glengarry was developed in 2011. The revised plan shall be for a 2-year period beginning January 1, 2024 to December 31, 2025. As required by legislation, the Plan will be updated biennially.

Appendix A includes the activities that have been undertaken to date and those that are targeted by municipal staff for the future. Appendix A will be reviewed and amended as work is undertaken or additional regulatory information is obtained.

## Appendix A – Integrated Accessibility Standards Regulation Compliance Workplan

Customer Service Standards	Completed 2020 or prior	2021	2022	2023	2024	Comment
Establish/review policies, practices and procedures on providing goods and services to people with disabilities						Annually
Training for all department staff and Councillors on accessible customer service and new staff annually						Ongoing
Train all department staff and new staff upon hire on the Integrated Accessibility Standards Regulation and the Human Rights Code as it relates to people with disabilities						Ongoing
Monitor changes to legislation and modify materials as required						Ongoing
Post notices of temporary disruptions as per Accessibility Standards for Customer Service policy and notices will be reviewed and modified as required						Ongoing
Make available documents in large print						Ongoing
Review the Municipal Accessibility Standards for Customer Service Policy						Annually

<b>Information and Communications</b>	<b>Completed 2020 or prior</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>Comment</b>
Communication and Information Policy						Annually
Review process for feedback from the public						Annually
Make available documents in large print						Ongoing
Review the Municipal Accessibility Standards for Customer Service Policy						Annually
Post notices of temporary disruptions as per Accessibility Standards for Customer Service policy and notices will be reviewed and modified as required						Ongoing
The Municipality will continue to invest in technology that improves access and accommodates accessibility needs						Ongoing
Monitor changes to legislation and modify materials as required.						Ongoing
Increasing on line availability of forms						Ongoing
Staff training to establish standards for key words and consistent font on website						Ongoing
Staff training for forms of social media when posting on Facebook						Ongoing
Website updated to prescribed Web Content Accessibility Guidelines (WCAG AA)						Ongoing
2022 Municipal Elections conducted via Telephone / internet and composite paper ballot. An Accessibility Plan was prepared to coordinate all accessible elections preparations						
Inclusion of information regarding AODA and disability issues in orientation provided to new Council						
Review and update the Municipal multi-year Accessibility Plan						Annually

<b>Information and Communications (Continued)</b>	<b>Completed 2020 or prior</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>Comment</b>
E–scribe software for the creation of AODA compliant Council and Committee agendas and minutes						
Upgrade computers to Windows 10 and beyond						
Council Meetings can be viewed live through YouTube						
Search tool added to website						

<b>Employment</b>	<b>Completed 2020 or prior</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>Comment</b>
Review the Municipal Employment Practices Policy						Annually
Employment advertisement specifies that accommodation is available for job applicants with disabilities						Ongoing
Develop and review individual employee accommodation plan template for employees with disabilities						Ongoing
Employee Orientation Checklist includes accessibility training						Ongoing
Enhance workplace emergency responses through individualized emergency response information and assistance, as required						Ongoing

<b>Design of Public Spaces</b>	<b>Completed 2020 or prior</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>Comment</b>
<b>1. Fire Station – Alexandria – No public access – not required to be accessible</b>						
<b>2. Fire Station – Apple Hill – No public access – not required to be accessible</b>						
<b>3. Fire Station – Maxville – No public access – not required to be accessible</b>						
<b>4. Glengarry County Archives – No barriers noted</b>						
Moved to new building at 28 Kenyon Street East in Alexandria. Building upgrades addressed accessibility to public spaces						
<b>5. Library – Alexandria</b>						
• Barriers removed						
New automatic doors were installed						
New commercial grade carpet installed						
Signage was added to advise that accessible bathroom is available in another location						
Bathroom demolished and reinstated to meet standards						
New closer installed						
<b>6. Library – Maxville</b>						
• Barriers removed						
Push-button hardware installed on front door						
Door sill was installed to mitigate door lip						
<b>7. Office Building – Municipal Office</b>						
• Office moved to new location in July 2022 which meets all accessibility requirement.						
<b>8. Office Building – Public Works Office</b>						
• Building sold and no longer used by the Municipality						



<b>Design of Public Spaces (Continued)</b>	<b>Completed prior to 2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>Comment</b>
<b>9. Park – Apple Blossom Park – No barriers noted</b>						
Older playground equipment was refurbished and reconfigured to increase accessibility and remove barriers						
<b>10. Park – Clark–MacIntosh Park – No barriers noted</b>						
New playground equipment was installed and old equipment refurbished and reconfigured to increase accessibility and remove barriers						
<b>11. Park – Dalkeith Community Hall Park – No barriers noted</b>						
New playground equipment was installed and configured to increase accessibility and remove barriers						
<b>12. Park – Dunvegan Park – No barriers noted</b>						
New playground equipment was installed and old equipment refurbished and reconfigured to increase accessibility and remove barriers						
<b>13. Park – Glen Robertson Park – No barriers noted</b>						
New playground equipment was installed and old equipment refurbished and reconfigured to increase accessibility and remove barriers						
<b>14. Park – Island Park – No barriers noted</b>						
New sidewalk was installed to increase access to public beach and splash pad						
Cement pads poured to allow wheel chairs to be alongside individuals sitting on park benches						
Cement pad was poured under Gazebo 1						
Accessible outdoor exercise equipment was installed in partnership with Glengarry Community Living						

<b>Design of Public Spaces (Continued)</b>	<b>Completed prior to 2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>Comment</b>
Footpaths were remove and re-asphalted to a width of 3 metres to accommodate users						
Cement pad was poured under Gazebo 2						
Accessible picnic tables were purchased over several years for the Park						
Playground equipment was rehabilitated to remove barriers						
New ramp installed for toddler play structure						
New point to access soccer fields & two accessible parking spots						
<b>15. Park – King George Park – No barriers noted</b>						
Perimeter pathways paved with stone-dust						
Park was leveled to flatten and areas grassed to increase accessibility						
<b>16. Park – Maxville Sports Complex Park – No barriers noted</b>						
New playground equipment was installed and old equipment refurbished and reconfigured to increase accessibility and remove barriers						
New ramp was built which now allows for easier outside access to bleachers and players change rooms						
<b>17. Park – Mill Square Parkette – No barriers noted</b>						
Accessible outdoor furniture						
Crosswalk with audible pedestrian crossing controls on Main Street						
Accessible sidewalk bump-out on north side of Mill Square Street						
Accessible sidewalk bump-out on south side of Mill Square Street						

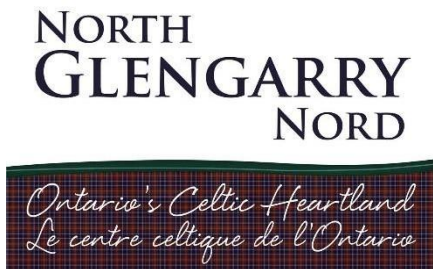
<b>Design of Public Spaces (Continued)</b>	<b>Completed 2020 or prior</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>Comment</b>
<b>18. Park – Centennial Park in Maxville – No barriers noted</b>						
New accessible picnic tables were placed						
<b>19. Public Works – Sewage Lift Stations – No public access – not required to be accessible</b>						
<b>20. Public Works – Shops – No public access – not required to be accessible</b>						
<b>21. Public Works – Water Treatment Plant – No public access – not required to be accessible</b>						
<b>22. Public Works – RARE Recycling Plant - No public access but on occasion public that requires assistance access the building</b>						
Signage was installed in parking area advising patron to call to request vehicle–side assistance from an attendant						
Entrance not equipped with automatic door						T.B.D.
Washroom not conforming						T.B.D.
<b>23. Recreation Building – Apple Hill Community Centre</b>						
• Barriers removed						
Push–button hardware installed on front door						
Door sill was installed to mitigate door lip						
<b>24. Recreation Building – Dalkeith Community Centre</b>						
• Barriers removed						
Ramp was installed						
New automatic doors were installed						
<b>25. Recreation Building – Dunvegan Community Centre</b>						
• Barriers removed						

<b>Design of Public Spaces (Continued)</b>	<b>Completed prior to 2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>Comment</b>
The ramp was rebuilt to meet accessibility requirements						
Bathroom was demolished and rebuilt to meet accessibility standards						
Hall entrance renovated to remove barriers						
<b>26. Recreation Building – Glen Robertson Community Centre</b>						
• Barriers removed						
New automatic doors were installed						
Door sill was installed to mitigate door lip						
Resurface parking area						
<b>27. Recreation Building – Glengarry Sports Palace</b>						
Yellow paint strips added to the edge of stairs in viewing area						
New automatic doors added to the Glengarry Sports Palace Entrance and Lobby						
Directional signage for elevator access was installed						
Ramp on north side of building to facilitate access to elevator						
Accessible signage with braille installed in the Glengarry Sports Palace						
• Elevator						
• 2 <sup>nd</sup> floor Community Hall sign						
• Lobby & washroom signs						
Elevator door decal to clearly identify access						
Accessible outdoor picnic table was installed between the Glengarry Sports Palace and the Alexandria Library						
New commercial grade carpet installed in the Glengarry Sports Palace’s Board Room						

<b>Design of Public Spaces (Continued)</b>	<b>Completed prior to 2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>Comment</b>
New versatile board room tables						
Accessible sidewalk was poured at the front of the Glengarry Sports Palace between the lobby entrance and the Alexandria Library						
Accessibility to spectator stands						
Universal change room with adult and baby change tables						
Sight-blocking walls in lobby bathrooms						
<b>28. Recreation Building – Island Park (Sandfield Centre &amp; Gary Shepherd Hall) – No barriers noted</b>						
Side door parking was created at the Sandfield Centre to create closer accessible parking area						
Asphalted area was widened at North building façade to facilitate entrance into the building						
Sinks were installed that increase clearance area in bathrooms						
Sections of the unistone pathways to Sandfield building were repaired						
<b>29. Recreation Building – Maxville &amp; District Sports Complex</b>						
Uneven flooring in the Community Hall was replaced						
LED lighting was replaced on the track/turf/court area to increase illumination						
New doors leading into the Community Hall to allow for wider mobility devices						
Sinks were installed to increase clearance area in bathrooms						

<b>Design of Public Spaces (Continued)</b>	<b>Completed prior to 2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>Comment</b>
Change rooms and showers do not meet minimum width requirements – Physical – major renovations required						Targeted 2024-2025
<b>30. Recreation Building – Glengarry Indoor Sports Complex (Tim Horton’s Indoor Soccer Dome) – No barriers noted</b>						
New tiling installed in lobby, change areas and bathrooms to prevent trip hazards						
LED lighting was added to bathroom and change areas to increase illumination						
New push button sliding door in front lobby						
<b>31. OTHER INFRASTRUCTURE</b>						
• <b>Sidewalk implementation plan</b>						
In accordance with the Township’s sidewalk plan, old sidewalks were replaced on Glen Robertson’ Main Street and reinstated with accessible curb ramps						
Newly poured sidewalks that include accessible curb ramps as part of the Maxville Water Project at locations such as the King George Park, the Maxville Manor, the local elementary school, the curling club and the fair grounds						
• <b>Review of design guidelines for public spaces</b>						
Review processes for inclusion of accessible elements in public spaces						Ongoing
Monitor changes to legislation and modify materials as required						Ongoing
Review possible locations						Ongoing
Review signage in public locations to include reflective components						Ongoing

## Appendix B – Accessibility Standards for Customer Service



### Accessibility Standards for Customer Service Policy Statement

Revised: fall 2017

Reviewed November 18, 2019

Reviewed October 26, 2021

Reviewed July 24, 2023

In providing good accessible customer service the Township of North Glengarry shall use reasonable efforts to ensure that policies, practices, and procedures are consistent with the following principles:

1. Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
2. The provision of goods or services to persons with disabilities, and others, will be integrated, unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use, or benefit from the goods or services.
3. Persons with disabilities will be given an opportunity equal to that given to others to obtain, use, and benefit from the goods or services.
4. Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
5. That the Township of North Glengarry employees when communicating with a person with a disability shall do so in a manner that takes into account the person's disability.

### APPLICATION

This policy applies to every person who deals with members of the public or other third parties on behalf of the Township of North Glengarry whether the person does so as an employee, agent, volunteer, or otherwise.

### LEGISLATIVE AUTHORITY

The Accessibility Standards for Customer Service, Ontario Regulation 429/07, was created under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). The standard came into effect on January 1, 2008. It sets out obligations for certain persons, businesses, and other organizations to provide goods or services in a way that is accessible to people with disabilities in Ontario.

## **DEFINITIONS**

“Assistive devices” shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids, and medical aids. (i.e. canes, crutches, wheelchairs, or hearing aids)

“Disabilities” shall mean the same as definition of disability found in the Ontario Human Rights Code.

“Employees” shall mean every person who deals with members of the public or other third parties on behalf of the Township of North Glengarry.

“Persons with Disabilities” shall mean those individuals that are afflicted with a disability as defined under the Ontario Human Rights Code.

“Service Animals” shall mean any animal that is of service to a person with a disability.

“Support Person” shall mean any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

## **PRINCIPLES**

Accessible Customer Service follows four basic principles:

1. Dignity – service is provided in a way that allows the person with a disability to maintain self- respect and the respect of other people.
2. Independence – when a person with a disability is allowed to do things on their own without unnecessary help or interference from others.
3. Integration – service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternative measure is necessary to enable a person with a disability to access goods or services.
4. Equal Opportunity - service is provided to a person with a disability in such a way that they have an opportunity to access your goods or services equal to that given to others.

These basic principles will be taken into account when serving individuals with disabilities. Staff will do the following:

1. Question - what can I do to help people with disabilities access our services?
2. Ask the individual how I can help?
3. When communicating with a person with a disability, do so in a manner that takes into account the person’s disability.
4. Offer a variety of methods of communication.
5. Understand the nature and scope of the services you offer.



## **EXISTING POLICIES, PRACTICES, AND PROCEDURES**

Existing policies, practices, and procedures will be reviewed and revised on an ongoing basis as gaps in policies are identified and impact the ability to provide goods or services to customer with disabilities. Feedback from customers will be used to identify policy gaps.

## **ASSISTIVE DEVICES**

Every employee shall use reasonable efforts to allow person with disabilities to use their own assistive devices to access goods and/or services.

## **SERVICE ANIMALS**

Service animals, such as guide dogs, offer independence and security to many people with various disabilities. If it is questionable whether an animal is a service animal, a person may be asked to provide a letter from a physician or nurse confirming that the person requires the animal for reasons related to a disability.

1. Every employee shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained and other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with the disability.
2. The service animal shall be under the care and control of the person with the disability. If a service animal is unruly or disruptive, an employee may ask the person with the disability to remove the animal from the area, and other reasonable arrangements to provide goods or services shall be explored with assistance from the person with a disability.

## **SUPPORT PERSON(S)**

Support person(s) assist people with disabilities in a variety of ways, by assisting with communications such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may also be a friend or relative that will assist and support the customer.

1. If a person with a disability is accompanied by a support person, the Township of North Glengarry shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.
2. In the event that admission fees are charged, there will be no charge to the support person.
3. The Township of North Glengarry may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

**SERVICE DISRUPTION – NOTICE**

It is possible that from time to time there will be disruptions in service, such as an entrance way that is under repair, renovations that limit access to an area, service to an elevator, or technology that is temporarily unavailable. If disruption in service is planned, and expected, it is important to provide reasonable notice.

1. Notice of the disruption must include information about the reason of the disruption, its anticipated duration, and a description of alternative facilities.
2. Notice will be provided on the website, signs posted at appropriate site, and, if suitable, advertised in local newspaper or radio a week in advance of the disruption.

**UNEXPECTED DISRUPTION IN SERVICE – NOTICE**

1. In the event of an unexpected disruption in service, notice may be provided in an appropriate manner and as quickly as possible.
2. Notice will be provided on the website, signs posted at appropriate site, and if suitable advertised on the local radio station.
3. In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

**FORMAT OF DOCUMENTS**

If requested for a copy of a document in a different format than available to accommodate a person with a disability, the Township of North Glengarry will make every attempt to provide the information requested in a format that is useful to the individual.

**DOCUMENTATION**

1. Notice that the Township of North Glengarry has an Accessible Customer Service Standard Policy will be posted at a conspicuous place on premises operated by the Township of North Glengarry and posted on the Township website.
2. A copy of the documents will be given upon request and consideration will be given to format to accommodate a person’s disability.

**TRAINING**

Training on Accessible Customer Service Standards will be as follows:

1. Training will be given to every person who participates in developing the policy, practices, and procedures under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service.
2. Training will be given to every person who deals with the public on behalf of the Township of North Glengarry including 3rd parties i.e. employees, agent volunteers, management.
3. Training will include:

- i) A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
  - ii) How to interact and communicate with persons with various types of disability.
  - iii) How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
  - iv) How to use equipment or assistive devices available on our premises, or that otherwise provide, that may help with the provision of goods or services to people with disabilities.
  - v) What to do if a person with a particular type of disability is having difficulty accessing our goods or services.
  - vi) The Accessibility Customer Service Standard Policy for the Township of North Glengarry.
4. New employees, agents, volunteers, management, etc., shall receive training as soon as “practicable”, after being assigned.
  5. Ongoing training on changes to policies, procedures, and new equipment shall be provided.
  6. The method and amount of training shall be geared to the trainee’s role in terms of accessibility.
  7. Training records shall be kept, including the dates when the training is provided and the names of individuals to whom the training was provided.

## **FEEDBACK**

Feedback from customers gives the Township of North Glengarry the opportunity to learn and improve. The Municipality encourages individuals to make suggestions on ways to improve our services and recognize the right of customers to make a complaint.

To ensure that the delivery of goods and services to those individuals with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:

In writing, in person, e-mail, telephone, or disk, (or any other agreed upon method) addressed to:

Clerk  
 Township of North Glengarry  
 3720 County Road 34, Alexandria, Ontario, K0C 1A0  
 Email: cao@northglengarry.ca  
 Phone: 613-525-1110 Fax: 613-525-1649

1. The Clerk will respond either in writing, in person, e-mail, telephone, or disk, (or any other agreed upon method) acknowledging receipt of feedback and will set out the action to be taken in response to any complaints or suggestions.
2. Feedback will be encouraged by Township Staff and the process for feedback will be explained to customers and posted on the Township website.

Feedback will be used to assist with the revision of policies and procedures to provide accessible customer service.