



Township of North Stormont's Accessibility Update

Creation of a Multi-Year Accessibility Plan



Township of North
Stormont's Multi-Year
Accessibility Plan
2020-2025

Prepared by: Austin Winters, M.P.A.
In Consultation with: Palmer Douglas

- In 2020, the Township hired a Summer Student to curate a multi-year accessibility plan that laid out the priorities in improving the accessibility of municipal facilities while also outlining our approach to being an inclusive and accessible service provider and workplace.
- In collaboration with Department Heads, the student undertook site inspections of all the facilities under the Township's purview and applied the requirements from the Building Code and AODA to identify existing or potential accessible barriers.

Area of Focus for Improving Accessibility: Customer Service

Customer Service

PROGRESS		TIME FRAME
1.	Accessible Customer Service Policy	Completed
2.	Establish policies, practices and procedures on providing goods and services to people with disabilities	Ongoing
3.	Communicating with a person in a way that respects their disability	Ongoing
4.	Allowing people with disabilities to bring their support person or service animal with them	Ongoing
FUTURE ACTIVITIES		
1.	Review Accessible Customer Service Policy	1-3 years
2.	Update training program accessible training for staff, Council and volunteers on how to serve people with disabilities	Ongoing
3.	Investigate social and cultural program opportunities for persons with disabilities	1-5 years
4.	Investigate fitness and recreational programs for persons with disabilities	1-5 years

Area of Focus for Improving Accessibility: Information and Communication

Information and Communication

PROGRESS		TIME FRAME
1.	Establish standard for key words and consistent font on website	1-4 years
2.	Inclusion of information regarding AODA and disability issues in orientation information prepared for new council	1-4 years
3.	Review and update the Municipal Multi-Year Accessibility Plan	Completed annually
FUTURE ACTIVITIES		
1.	Visual and audio recording of Council meetings to provide greater accessibility to meetings	1-4 years
2.	Create Communication and Information Policy	1-3 years
3.	Website redesign in accordance with WCAG 2.1 and meets accessibility standards; follow template established by Loyalist township (i.e. text-to speech, adjust font size, screen masker, simplify web pages, translate page)	1-4 years
4.	Raise awareness about program through the fire department that encourages households with children or residents that are autistic or disabled to register with the fire department. By doing so it will promote the appropriate response by fire fighters during an emergency	1-4 years
5.	Establish processes to receive feedback from the public	1-3 years
6.	Establish processes on how public can request an alternate format	1-3 years
7.	Develop a training strategy to ensure that staff has the knowledge, tools and technical advice to create accessible materials	1-3 years

Area of Focus for Improving Accessibility: Employment

Employment

PROGRESS		TIME FRAME
1.	Orientation for new staff includes Accessible Customer Service training	Completed upon new hiring
2.	Train relevant staff on the Human Rights Code as it pertains to persons with disabilities	Completed upon new hiring
FUTURE ACTIVITIES		
1.	Ensure job advertisements specify that accommodation is available for job applicants	Ongoing
2.	Staff Education on Accessible Customer Service Policy and Communication and Information Policy	1-3 years
3.	Keep employees up to date on any potential changes to policies	Ongoing
4.	Identify and remove barriers in the workplace	1-4 years
5.	Enhance workplace emergency responses through individualized emergency response information and assistance, as required	1 year
6.	Review policies for employees returning to work after being away with a disability	1-2 years
7.	Review policies that consider the accessibility needs of employees with disabilities during the performance process	1-2 years
8.	Develop employee individual accommodation plan template for employees with disabilities	1-2 years

Area of Focus for Improving Accessibility: Design of Public Spaces

Design of Public Spaces

PROGRESS		TIME FRAME
1.	North Stormont Place in Avonmore meets accessibility standards.	Completed
2.	Implementation of an accessible lift at the moose creek pool to allow for those who have limited mobility or disabilities to enjoy the pool as well	Completed
3.	The Municipal Office in Berwick has installed an accessible entrance (ramp) and an accessible washroom.	Completed
FUTURE ACTIVITIES		
1.	Review potential locations for the addition of street/park furniture. These can be a resting area for people who find it hard to walk long distances.	Ongoing
2.	Create a 2 nd service counter on main level of municipal office that is accessible	1-4 years
3.	Resurface all playgrounds in Township to make them accessible	1-4 years
4.	Contact local schools to create accessible picnic tables for parks, pools, and ballparks	1-4 years
5.	Upgrade benches, bleachers, and eating areas throughout Township to make them more accessible.	Ongoing
6.	Ensure all future accessible washrooms have enough room for the implementation of adult changing tables	Ongoing
7.	Encourage all managers of existing municipal facilities to use sand instead of salt on paths, ramps and stairs, where possible as salt may be harmful to the paws of service animals	1-5 years
8.	Accessibility and EV charging stations	1-10 years

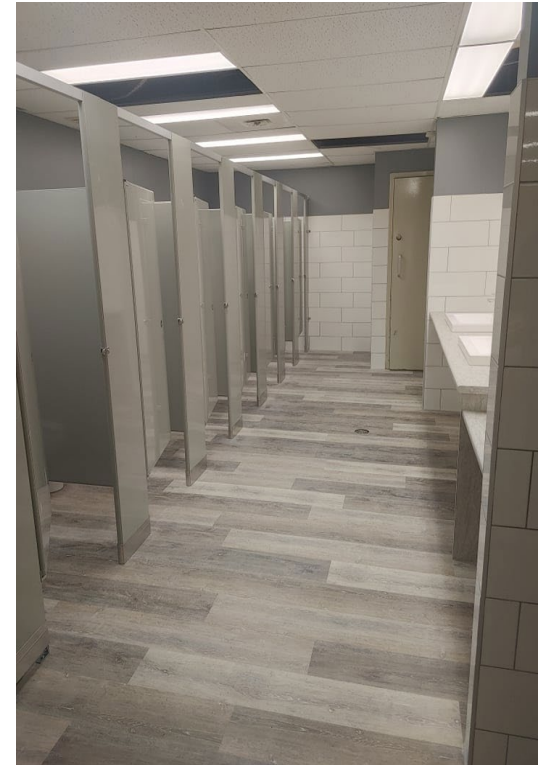
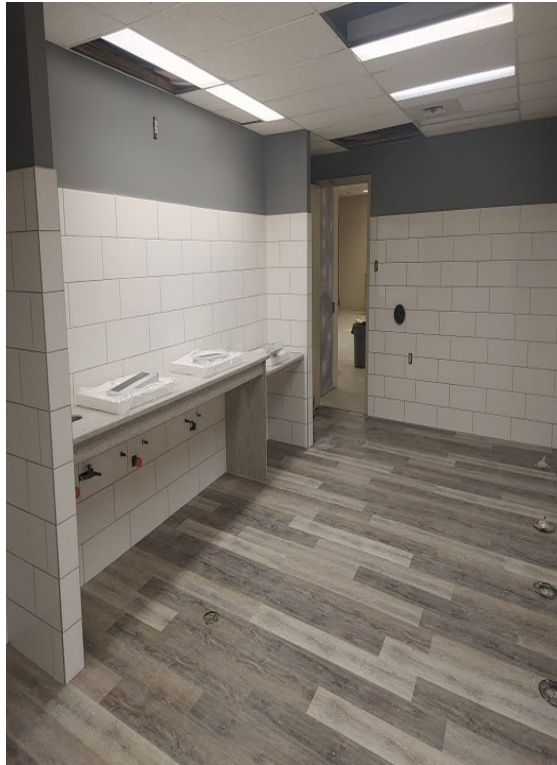
Accessibility Projects Completed from 2020-21: Township Office



Accessibility Projects Completed from 2020-21: Finch Arena/Library



Accessibility Projects Completed from 2020-21: Chrysler Community Centre



Creation of a New Website



Township of North
Stormont's Multi-Year
Accessibility Plan
2020-2025

- With the new website it is imperative that we maintain our status of accessibility. The township in partnership with our consultant Palmer Douglas we have been able to continue the maintain the level of service expected by the residents requiring the service.
- All documents are available in different formats and can be requested via e-mail or the clerk's office or by calling our office.

Accessibility Projects Completed from 2020-21: Township Website

The screenshot displays the Township Website homepage with the following elements:

- Header:** Includes a logo on the left, navigation links for "Contact Us" and "What can we help you find." with a search icon, and a "menu" button on the right.
- Main Image:** A large aerial photograph of a rural township.
- Popular Resources:** A dark blue sidebar on the right lists: COVID-19 Information Hub, Garbage & Recycling, Culture & Recreation, Economic Development, Employment Opportunities, and Emergency Preparedness.
- Welcome Message:** A light blue box with the text: "Welcome to our newly refreshed website! Keep up to date on the latest Township news and events, or explore the popular resources found on our new website. Explore North Stormont!"
- News Section:** Titled "→ News", it features three items:
 - Digital Main Street - Virtual Digital Service Squad (Deadline Extended to November 30, 2021)** - October 25. Image shows a "DIGITAL MAIN ST." sign.
 - Governments Advancing Career Choice in Ontario's Agri-food sector** - October 25. Image shows a man in a suit.
 - McIntosh Park Community Craft & Yard Sale** - October 12. Image shows a park area with text: "SATURDAY, OCTOBER 16, 2021 9AM TO 3PM WENTWORTH HOSPITAL PARK OBSERVATION AREA BRANTICE, ONTARIO".
- Notices Section:** Titled "→ Notices", it features three items:
 - Temporary Road Closure** - October 26.
 - Request for Quotation (RFQ) for Crysler Fire Station Demolition** - October 7.
 - Request for Quotation (RFQ) for Building a New Crysler Fire Station** - October 7.

Accessibility Projects Prioritized this Upcoming Year

WE ARE CURRENTLY WORKING ON 2022 BUDGET.

PROJECTS HAVE NOT BEEN FINALIZED.