

**Township of North Glengarry**

## **Multi-Year Accessibility Plan**

**Adopted December 2019**

This document is available in alternative format upon request

# Contents

- 1) Introduction..... 3
- 2) Statement of Commitment to Accessibility Planning..... 3
- 3) Publication of the Accessibility Plan ..... 3
- 4) Accessibility Committee ..... 4
- 5) Legislation..... 4
  - Ontarians with Disabilities Act, 2001 (ODA) – December 14, 2001..... 4
  - Accessibility for Ontarians with Disabilities Act, 2005 (AODA)..... 4
  - Integrated Accessibility Standards Regulation 191/11 ..... 5
  - Federal Accessibility Legislation – Accessible Canada Act (Bill C–81)..... 5
- 6) Why Accessibility? ..... 5
- 7) Identifying, Removing and Preventing Barriers..... 6
- 8) Past Achievements to Remove and Prevent Barriers..... 7
- 9) Moving Forward – Projects Identified for 2020 and beyond ..... 8
- 10) Feedback..... 9
- 11) Monitoring Process..... 10
- Appendix A – IASR Compliance Workplan ..... 11
  - Customer Service Standards ..... 11
  - Information and Communications ..... 12
  - Employment ..... 14
  - Design of Public Spaces..... 15
- Appendix B – Accessibility Standards for Customer Service..... 22

## 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  
90 Main Street South  
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:

Mr. Al Lummis  
545 Church Street  
Winchester, Ontario  
K0C 2K0

Mr. Stephen Middleton  
57 Dickinson Drive  
PO Box 508  
Ingleside, Ontario  
K0C 1M0

Mr. Roderick Tyo  
3395 Loch Garry Road  
Apple Hill, Ontario  
K0C 1B0

Mr. Ian MacDonald  
21615 Concession 6 Road  
North Lancaster, Ontario  
K0C 1Z0

**(Township of North Glengarry Representative)**

Ms. Cheryl Irven  
14240 Concessions 10–11  
Crysler, Ontario  
K0C 1R0

## 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

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 Accessibility for Ontarians with Disabilities Act, 2005 defines persons with disabilities in the following manner, which is the same definition used in the Ontario Human Rights Code.

A "disability" is:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, includes, but is not limited to: diabetes mellitus;

---

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

epilepsy; a brain injury; any degree of paralysis; amputation; lack of physical co-ordination; blindness or visual impediment; deafness or hearing impediment; muteness or speech impediment; or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;

- b) A condition of mental impairment or a developmental disability;
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) A mental disorder; or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)

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>2</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 indicate that by 2020, 20% of Ontarians will live with a disability<sup>3</sup>.

- 15.5% of Ontarians reported a disability through the 2006 PALS (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 Ontarian’s 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;

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

Barrier Types	Example
<b>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.
<b>Attitudinal</b>	A recreation program which can inadvertently discriminate and/or discourages persons with disabilities from participating.
<b>Communication</b>	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>Informational</b>	Typefaces that are too small to be read by persons with low vision.

<sup>2</sup> Statistics Canada website: <https://www150.statcan.gc.ca/n1/pub/11-627-m/11-627-m2017008-eng.htm>

<sup>3</sup> Statistics Canada website: <http://www.statcan.ca/english/freepub/89-628-XIE/89-628-XIE2007003.htm>

<b>Physical</b>	A door knob that cannot be operated by any person with limited upper mobility.
<b>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.
- 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.
- Existing employees continue to receive Accessibility training.
- All new employees are required to complete the Accessibility training as part of their orientation.
- During the 2018 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).

**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.

**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 create 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 installed at the Glengarry Sports Palace to replace the old and difficult to manoeuver 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.

## 9) Moving Forward – Projects Identified for 2020 and beyond

The following are commitments and strategies from 2019 onwards that the municipality intends to take to remove and prevent barriers to persons with disabilities:

### Customer Service:

- Monitor and updated 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 upgraded to the Windows 10 operating system 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.
- Implementation of new e-scribe software for the creation of AODA compliant Council agendas and minutes.
- Continue with the implementation plan as outlined in Appendix A

**Employment:**

- Enhance workplace emergency responses through individualized emergency response information and assistance, as required.
- Continue with the implementation plan as outlined in Appendix A

**Design of Public Spaces:**

- Change areas and shower areas will be reconfigured at the Glengarry Sports Palace, upon successful receipt of ICIP Grant, to remove barriers.
- Upon successful receipt of the Invest in Canada Infrastructure Program Grant, the bathrooms at the Glengarry Sports Palace in the Lobby, Change Rooms and Community Hall will be reconfigured to allow for easier access by larger wheelchairs and assistive devices.
- The Glengarry County Archives, which presently leases space within the Glengarry District High School, has purchased a building in Alexandria that is undergoing refurbishment. Accessibility requirements will be integrated in this project.
- Continue sidewalk rehabilitation to Accessibility standards
- Continue with the implementation plan as outlined in Appendix A

## 10) Feedback

Feedback from customers gives the Township of North Glengarry 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.

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**  
**90 Main Street South, 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**

In order 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 5-year period beginning January 1, 2020 to December 31, 2024. As required by legislation, it is anticipated that 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 – IASR Compliance Workplan

Customer Service Standards	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020	Comment
Establish 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 2013 or prior</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>Comment</b>
Communication and Information Policy									Annually
Review process to receive 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 WCAG AA									
2018 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>Comple- ted 2013 or prior</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>Comment</b>
Implementation of e-scribe software for the creation of AODA compliant Council and Committee agendas and minutes								Targeted 2020	
Upgrade computers to Windows 10								Targeted 2020	

<b>Employment</b>	<b>Comple- ted 2013 or prior</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</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								Targeted 2020	

Design of Public Spaces	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020	Comment
<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>									
The Glengarry County Archives, which presently leases space within the Glengarry District High School, has purchased a building in Alexandria that is undergoing refurbishment. Accessibility requirements will be integrated in this project								Targeted 2020	
<b>5. Library – Alexandria</b>									
<ul style="list-style-type: none"> <li>Barriers removed</li> </ul>									
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									
<b>6. Library – Maxville</b>									
<ul style="list-style-type: none"> <li>Barriers removed</li> </ul>									
Push-button hardware installed on front door									
Door sill was installed to mitigate door lip									
<b>7. Office Building – Municipal Office</b>									
<ul style="list-style-type: none"> <li>Staff on 2nd floor – no elevator – Physical barrier – removal not feasible but receptionist contacts 2nd floor staff who meets with public in accessible space on ground floor.</li> </ul>									
<b>8. Office Building – Public Works Office – No barriers noted</b>									

<b>Design of Public Spaces (Continued)</b>	<b>Completed 2013 or prior</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</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									

<b>Design of Public Spaces (Continued)</b>	<b>Completed 2013 or prior</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>Comment</b>
Accessible outdoor exercise equipment was installed in partnership with Glengarry Community Living									
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									
<b>15. Park – King George Park – No barriers noted</b>									
Perimeter pathways were 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									
<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>18. Public Works – Sewage Lift Stations – No public access – not required to be accessible</b>									
<b>19. Public Works – Shops – No public access – not required to be accessible</b>									
<b>20. Public Works – Water Treatment Plant – No public access – not required to be accessible</b>									

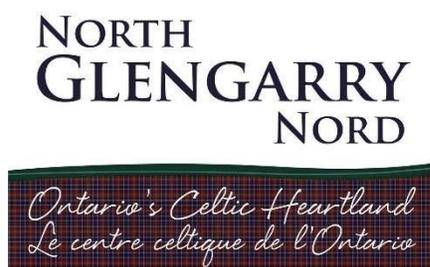
<b>Design of Public Spaces (Continued)</b>	<b>Completed 2013 or prior</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>Comment</b>
<b>21. Public Works – RARE Recycling Plant - No public access but on occasion public that requires assistance access the building</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>22. 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>23. Recreation Building – Dalkeith Community Centre</b>									
• Barriers removed									
Ramp was installed									
New automatic doors were installed									
<b>24. Recreation Building – Dunvegan Community Centre</b>									
• Barriers removed									
The ramp was rebuilt to meet accessibility requirements									
Bathroom was demolished and rebuilt to meet accessibility standards									
Hall entrance was renovated to remove barriers									
<b>25. Recreation Building – Glen Robertson Community Centre</b>									
• Barriers removed									
New automatic doors were installed									
Door sill was installed to mitigate door lip									

Design of Public Spaces (Continued)	Completed 2013 or prior	2014	2015	2016	2017	2018	2019	2020	Comment
<b>26. 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 <ul style="list-style-type: none"> <li>• Elevator</li> <li>• 2<sup>nd</sup> floor Community Hall sign</li> <li>• Lobby &amp; washroom signs</li> </ul>									
Elevator door decal to clearly identify this door									
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									
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									
Viewing area – Physical – patrons in wheelchair have difficulty viewing ice surface									Targeted 2021
Change rooms – Physical – change room doors do not meet minimum width									Targeted 2021
Showers – Physical – shower space does not meet minimum requirements									Targeted 2021

<b>Design of Public Spaces (Continued)</b>	<b>Completed 2013 or prior</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>Comment</b>
<b>27. 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									
<b>28. 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									
Change rooms and Showers do not meet minimum width requirements – Physical – major renovations required									Targeted 2023
<b>29. 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									

<b>Design of Public Spaces (Continued)</b>	<b>Completed 2013 or prior</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>Comment</b>
<b>30. 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

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 3<sup>rd</sup> 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  
90 Main Street South, Alexandria, Ontario, K0C 1A0  
Email: [cao@northglengarry.ca](mailto: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.