

Organization category Designated Public Sector

Number of employees range 50+

Filing organization legal name Corporation of the Township of North Glengarry

Filing organization business number (BN9) 870972965

Fields marked with an asterisk (*) are mandatory.

B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility

Additional accessibility requirements apply if you are:

- [a library board](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a municipality](#)

If you are a municipality submitting this report, and submitting on behalf of local boards, please indicate which boards below.

C. Accessibility compliance report certification

Section 15 of the *Accessibility for Ontarians with Disabilities Act, 2005* requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

Note: It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Ministry for Seniors and Accessibility to contact the organization(s); otherwise the certifier will be the main contact.

Certifier: Someone who can legally bind the organization(s).

Primary Contact: The person who will be the main contact for accessibility issues.

Acknowledgement

☒ I certify that all the information is accurate and I have the authority to bind the organization *

Certification date (yyyy-mm-dd) * 2023-09-12

Certifier information

Last name *		First name *	
Huskinson		Sarah	
Position title *	Business phone number *	Extension	<input type="checkbox"/> Check here if TTY
Chief Executive Officer	613-525-1110	229	

Email *	Alternate phone number	Extension	Fax number
cao@northglengarry.ca			

Primary contact for the organization(s)

☐ Check if the primary contact is same as the certifier

Last name *	First name *
Leduc	Anne

Position title *	Business phone number *	Extension	<input type="checkbox"/> Check here if TTY
Director	613-525-1119	352	

Email *	Alternate phone number	Extension	Fax number
anne@northglengarry.ca			

D. Accessibility compliance report questions

Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

General

1. Has your organization created and implemented written policies on how to achieve accessibility by meeting all applicable accessibility requirements in the IASR? * ☒ Yes ☐ No

[Read O. Reg. 191/11, s. 3 \(1\): Establishment of accessibility policies](#)

[Learn more about your requirements for question 1](#)

Comments for question 1 The Township has an Accessibility Customer Service Policy, an Employment Practices Policy, and an Accessible Formats and Communication Support Policy

2. Has your organization established and implemented a multi-year accessibility plan? * ☒ Yes ☐ No
(If Yes, please answer additional questions)

[Read O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#)

[Learn more about your requirements for question 2](#)

- 2.a. Does your organization have a website? * ☒ Yes ☐ No
(If Yes, please answer additional questions)

[Read O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#)

[Learn more about your requirements for question 2.a](#)

Comments for question 2.a <https://www.northglengarry.ca/en/index.aspx> - The Township has included accessibility measures in its website.

- 2.a.i Is your organization's accessibility plan posted on your organization's website? * ☒ Yes ☐ No

[Read O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#)

[Learn more about your requirements for question 2.a.i](#)

Comments for question 2.a.i The Township's Accessibility Plan is on the Township's website at <https://www.northglengarry.ca/en/town-hall/Accessibility.aspx>

2.a.ii Does your organization provide the accessibility plan in an accessible format when requested? * ☒ Yes ☐ No

[Read O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#)

[Learn more about your requirements for question 2.a.ii](#)

Comments for question 2.a.ii 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.

2.b Does your organization update the accessibility plan at least once every 5 years? * ☒ Yes ☐ No

[Read O. Reg. 191/11, s. 4 \(1\): Accessibility plans](#)

[Learn more about your requirements for question 2.b](#)

Comments for question 2.b The Township's Accessibility Plan has been updated from its 2019-2020 plan to the new 2023 version.

3. Does your organization provide appropriate training on: *

[Read O. Reg. 191/11, s. 7 \(1\): Training](#)

[Learn more about your requirements for question 3](#)

3.a. The AODA Integrated Accessibility Standards Regulation? * ☒ Yes ☐ No

[Read O. Reg. 191/11, s. 7 \(1\): Training](#)

[Learn more about your requirements for question 3.a](#)

Comments for question 3.a Existing and new staff are trained on accessibility and training records are maintained.

3.b The Human Rights Code as it pertains to people with disabilities? * ☒ Yes ☐ No

[Read O. Reg. 191/11, s. 7 \(1\): Training](#)

[Learn more about your requirements for question 3.b](#)

Comments for question 3.b Existing and new staff are trained on the Human Rights Code as it pertains to individuals with disability. Training records are maintained.

Information and communications

4. Does your organization have a process for receiving and responding to feedback that is accessible to people with disabilities? * ☒ Yes ☐ No

Note: This requirement is applicable regardless of whether customers are permitted on your premises
(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 11 \(1\): Feedback](#)

[Learn more about your requirements for question 4](#)

4.a. Does your organization notify the public about the availability of accessible formats and communications supports with respect to the feedback process? * ☒ Yes ☐ No

Note: This requirement is applicable regardless of whether customers are permitted on your premises. *

[Read O. Reg. 191/11, s. 11 \(2\): Feedback](#)

[Learn more about your requirements for question 4.a](#)

Comments for question 4.a The Accessibility Plan, the website and documentation offered to the public contains information indicating that it is available in electronic format and paper copies in regular or large print at the Alexandria Municipal Office. Other alternate formats are also available upon request.

5. Does your organization have one (or more) website(s) which it controls directly or indirectly ('controls' means that your organization is able to add, remove and/or modify content and functionality of the website)? * ☒ Yes ☐ No
(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 14: Accessible websites and web content](#)

[Learn more about your requirements for question 5](#)

- 5.a. Do all your organization's internet websites conform to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA (except for live captions and pre-recorded audio descriptions)? In the comments box, please list the complete names and addresses of your publicly available web content, including websites, social media pages, and apps. * ☒ Yes ☐ No

[Read O. Reg. 191/11, s. 14: Accessible websites and web content](#)

[Learn more about your requirements for question 5.a](#)

Comments for question 5.a Township of North Glengarry - <https://www.northglengarry.ca/en/index.aspx> - The Township has included accessibility measures in its website.

Customer Service

6. Does your organization provide training about providing goods, services or facilities to persons with disabilities to the following? * ☒ Yes ☐ No
- Staff and volunteers
 - People involved in developing accessibility policies
 - People providing goods, services or facilities on behalf of the organization
- (If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 80.49: Training for staff, etc.](#)

[Learn more about your requirements for question 6](#)

- 6.a. Does the training include all of the following: * ☒ Yes ☐ No
- A review of the purposes of the AODA?
 - A review of the purposes of the Customer Service Standards?
 - How to interact and communicate with persons with various types of disability?
 - 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?
 - How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability?
 - What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities?

[Read O. Reg. 191/11, s. 80.49: Training for staff, etc.](#)

[Learn more about your requirements for question 6.a](#)

Comments for question 6.a The Township of North Glengarry's Accessibility Standards for Customer Service Policy Statement has been reviewed regularly with the last review done by the Accessibility Committee on July 24, 2023. Staff is trained on the Customer Service Policy and training records are maintained.

7. Does your organization provide information in an accessible format? *
(If Yes, please answer additional questions)

☒ Yes ☐ No

[Read O. Reg. 191/11, s. 80.51 \(1\): Format of documents](#)

[Learn more about your requirements for question 7](#)

- 7.a. Is the provision of information in accessible format done so in a timely manner that takes into account the individual's disability? *

☒ Yes ☐ No

[Read O. Reg. 191/11, s. 80.51 \(1\): Format of documents](#)

[Learn more about your requirements for question 7.a](#)

Comments for
question 7.a

Alternative formats that take into account the individual's disability include electronic format and paper copies in regular or large print at the Alexandria Municipal Office. Other alternate formats are also available upon request.

- 7.b. Is the provision of information in accessible format at a cost no more than the regular cost charged to other persons? *

☒ Yes ☐ No

[Read O. Reg. 191/11, s. 80.51 \(1\): Format of documents](#)

[Learn more about your requirements for question 7.b](#)

Comments for
question 7.b

The Township does not charge for alternative formats.

8. Does your organization ever require a person with a disability to be accompanied by a support person when on your premises? *
(If Yes, please answer an additional question)

☐ Yes ☒ No

[Read O. Reg. 191/11, s. 80.47 \(5\): Use of service animals and support persons](#)

[Learn more about your requirements for question 8](#)

- 8.a. Does your organization do all of the following before requiring a person with a disability to be accompanied by a support person on your premises: *

☐ Yes ☐ No

- Consult with the person with a disability?
- Determine a support person is necessary to protect the health or safety of the person with a disability or others on premises?
- Determine that there is no other way to protect the health or safety of the person with a disability or others on premises?

[191/11, s. 80.47 \(5\): Use of service animals and support persons](#)

[Learn more about your requirements for question 8.a](#)

Comments for
question 8.a

Employment

9. Does your organization employ any persons with disabilities for whom you have provided individualized workplace emergency response information? *
(If Yes, please answer additional questions)

☐ Yes ☒ No

[Read O. Reg. 191/11, s. 27 \(1\): Workplace emergency response information](#)

[Learn more about your requirements for question 9](#)

- 9.a. Does your organization review the individualized workplace emergency response information for all of the following? * ☐ Yes ☐ No
- When the employee moves to a different location in the organization?
 - When the employee's overall accommodation needs or plans are reviewed?
 - When your organization reviews its general emergency policies?

Read O. Reg. 191/11, s. 27 (4): Workplace emergency response information

Learn more about your requirements for question 9.a

Comments for
question 9.a

- 9.b. Do any of the employees for whom your organization has provided individualized workplace emergency response information require assistance? * ☐ Yes ☐ No
(If Yes, please answer additional questions)

Read O. Reg. 191/11, s. 27 (2): Workplace emergency response information

Learn more about your requirements for question 9.b

Comments for
question 9.b

- 9.b.i Has your organization, with the employee's consent, provided the workplace emergency response information to the person designated to provide assistance to the employee? * ☐ Yes ☐ No

Read O. Reg. 191/11, s. 27 (2): Workplace emergency response information

Learn more about your requirements for question 9.b.i

Comments for
question 9.b.i

- 9.b.ii Was the individualized workplace emergency response information provided as soon as practicable after your organization became aware of the need for accommodation due to the employee's disability? * ☐ Yes ☐ No

Read O. Reg. 191/11, s. 27 (3): Workplace emergency response information

Learn more about your requirements for question 9.b.ii

Comments for
question 9.b.ii

Design of public spaces

10. Since January 1, 2017, has your organization constructed new or redeveloped any of the following items? * ☒ Yes ☐ No

- Outdoor public use eating areas
- Outdoor play space
- Off-street parking
- Service counter
- Fixed queuing guides
- Waiting areas

(If Yes, please answer additional questions)

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 10](#)

10.a. Where applicable, do the newly constructed or redeveloped items meet the general requirements as outlined in the Design of Public Spaces Standards? * ☒ Yes ☐ No

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 10.a](#)

Comments for question 10.a The Glengarry Sports Palace refurbishment included a lift to the spectator stands and a built platform that can accommodate five wheelchairs. A universal bathroom was built which includes an adult change table.

10.b. Does your organization's multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order? * ☒ Yes ☐ No

[Read O. Reg. 191/11, s. 80.44: Maintenance of accessible elements](#)

[Learn more about your requirements for question 10.b](#)

Comments for question 10.b The facilities where the municipality's accessible public elements are located have maintenance plans in place for preventative and emergency maintenance and the Township's Customer Service Policy contains steps to inform the public on any temporary disruptions.

AODA

11. Is your organization a municipality with population of 10,000 or more? * ☒ Yes ☐ No
(If Yes, please answer additional questions)

[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29: Municipal Accessibility Advisory Committees](#)

[Learn more about your requirements for question 11](#)

11.a. Has your organization established an accessibility advisory committee as described in Section 29 of the AODA? * ☒ Yes ☐ No
(If yes, please answer additional questions)

[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29: Municipal Accessibility Advisory Committees](#)

[Learn more about your requirements for question 11.a](#)

Comments for question 11.a The Stormont, Dundas and Glengarry Accessibility Committee serves as an advisory body to the Township of North Glengarry.

11.a.i Is the majority of members in the committee persons with disabilities? *

☒ Yes ☐ No

[Read Accessibility for Ontarians with Disabilities Act, 2005,
S.O. 2005, c. 11, s. 29: Municipal Accessibility Advisory
Committees](#)

[Learn more about your requirements for question 11.a.i](#)

Comments for question 11.a.i Every member of the SDG Accessibility Committee is an individual with a visible or non-visible disability.

11.a.ii Has the committee provided advice to council about site plans and drawings (as described in Section 41 of the *Planning Act*) as well as advice on the requirements and implementation of accessibility standards? *

☒ Yes ☐ No

[Read Accessibility for Ontarians with Disabilities Act, 2005,
S.O. 2005, c. 11, s. 29: Municipal Accessibility Advisory
Committees](#)

[Learn more about your requirements for question 11.a.ii](#)

Comments for question 11.a.ii The SDG Accessibility Committee is consulted during construction projects. The latest was the refurbishment of the Glengarry Sports Palace and their input was included in the engineering and construction plans.
