



TOWNSHIP OF DRUMMOND/NORTH ELMSLEY

Multi-Year Accessibility Plan 2025-2029

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Introduction

2025-2029 Multi-Year Accessibility Plan

The 2025-2029 Multi-Year Accessibility Plan (MYAP) sets forth objectives and actions that underscore the Township of Drummond/North Elmsley's dedication to fostering an accessible community. It also emphasizes the Township's ongoing efforts in building an equitable and inclusive society that values the contributions of people with disabilities.

Statement of Commitment

The Township is dedicated to identifying, removing, and preventing accessibility barriers. This commitment ensures that employees, residents, and visitors with disabilities can access the Township's goods, services, and facilities—including buildings, public spaces, information, and communications—in a manner that accommodates their individual needs.

The Township is equally dedicated to supporting its employees by providing guidance, policies, tools, resources, and governance structures that foster an inclusive workplace. This support enables employees to deliver accessible goods and services effectively.

Background

Under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) municipalities are required to develop a multi-year accessibility plan. The Integrated Accessibility Standards Regulation (IASR) under the AODA sets standards in the following five areas:

- General Accessibility
- Information and Communication
- Customer Service
- Employment
- Transportation
- Built Environment and Design of Public Spaces

The Township of Drummond/North Elmsley's 2025-2029 MYAP outlines how the Township will advance accessibility in each of these areas. The 2025-2029 MYAP was formed in consultation with the public via an online/print/call-in survey and Municipal Departments. The MYAP will be reviewed and updated every 5 years with annual status reports posted and made available to the public. This plan is the third accessibility plan for the Township of Drummond/North Elmsley.

2025-2029 Multi-Year Accessibility Plan

1. General Accessibility

General Accessibility

The general requirements of the *Integrated Accessibility Standards Regulation* (IASR) under the AODA require the Township to have accessibility policies and a multi-year accessibility plan.

The Township has established the development, implementation, and maintenance of corporate policies to achieve accessibility, including:

- 2019-2024 Multi-Year Accessibility Policy
- Municipal Election Accessibility Plan
- Accessible Customer Service Policy
- Corporate Customer Service Standards Policy

Initiatives

1. Provide annual status updates on the Township's website (www.dnetownship.ca), social media, and in print.
2. Promote accessibility awareness within the organization as well as all the communities we serve through education and awareness campaigns.
3. Host employee and public meetings and events in facilities and public spaces that are accessible.
4. Continue to train staff to consider equity impacts of all new planning, projects, policies, and initiatives.

Outcomes

1. An organization that cultivates a culture of equity and inclusion, valuing and embracing employees, residents, and visitors with disabilities.
2. Municipal employees, residents, and visitors are informed about available resources and can readily access accommodation and accessibility services when using Municipal goods, services, and facilities.
3. Municipal employees are equipped with the necessary support and tools to proactively identify, prevent, and eliminate accessibility barriers.
4. Defined roles and responsibilities for promoting accessibility throughout the organization.

Training

The Township is required, under the AODA, to provide training on the requirements of the IASR and on the *Ontario Human Rights Code* to all employees, volunteers and persons who participate in developing Municipal policies or provide services or goods on behalf of the Township.

Initiatives

1. Ensure all employees and volunteers continue to complete mandatory AODA and accessibility training appropriate to the person's role as soon as possible and in a variety of formats.
2. Ensure that all training, activities, course materials and learning approaches are developed and delivered in accessible formats.
3. Enhance leadership knowledge and skills to ensure compliance with Municipal Policies, Human Rights legislation, AODA and other related legislation.

Outcomes

1. Municipal employees understand their responsibility to provide accessible goods, services and facilities that consider the needs of employees, residents, and visitors with disabilities.
2. Employees with disabilities have equitable access to learning, development, and career growth opportunities.

Procurement

The Township is required, under the IASR, to incorporate accessibility design criteria when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so.

Initiatives

1. Continuing to ensure accessibility criteria are key requirements of the procurement process when acquiring or purchasing goods, services, and/or facilities.
2. Provide tools and resources to assist Municipal employees in meeting accessibility obligations in procurement, such as training, templates, sample language and guidelines that embed accessibility considerations at all stages of procurement.
3. Ensure an accessibility analysis of all projects and purchases before funding is requested.

Outcomes

1. Accessibility is embedded into Township's procurement processes to ensure public funds are not inadvertently used to create or maintain accessibility barriers.
2. The needs of employees, residents and visitors with disabilities are considered at all stages of the procurement process to ensure that Municipal goods, services, and facilities are accessible.
3. People with disabilities have equitable access to goods, services and facilities procured by the Township.
4. Leveraging the Township's procurement processes to promote accessibility and help build a more inclusive society.

2. Information and Communication

Information and Communication

The Information and Communications Standard under the IASR requires the Township to communicate and provide information in ways that are accessible to people with disabilities.

Initiatives

1. Continue to notify the public about the availability of accessible formats and communication supports.
2. Continue to ensure that any process for receiving and responding to feedback is accessible by providing or arranging for accessible formats and communication supports.
3. Continue to ensure that Municipal employees understand the accommodation request process, including the requirement to arrange for accessible formats and communication supports, and the requirement to consult with the person making the request to determine suitable accessible formats or communication supports.
4. Develop and implement accessible information, communication and technology guidelines and standards to ensure the Township is providing clear, accessible, appropriate, and timely information and communication.
5. Continue to evaluate and remediate Municipal website content and ensure that it meets or exceeds accessibility compliance requirements by providing the appropriate frameworks, tools, guidelines, and training for use by Municipal employees.

Outcomes

1. Municipal employees have the tools and resources to develop and provide information in accessible formats.
2. Municipal employees, residents and visitors with disabilities will have equal access to Municipal information through communication supports, alternate formats, accessible websites and digital content.

3. Employment

Employment

The Employment Standards under the IASR requires that the Township support the recruitment and accommodation of employees with disabilities. The Township is committed to advancing accessibility, diversity, and inclusion of employees with disabilities.

Initiatives

1. Develop and implement an employment strategy for equity-seeking groups, including people with disabilities.

2. Continue to embed an equity analysis into all recruitment processes to remove any unintended accessibility barriers (People & Equity).
3. Review people services policies and procedures to identify, prevent and remove barriers to employment and development opportunities. This review will also serve to ensure ongoing compliance with legislation.

Outcomes

1. Increased employment, engagement, and advancement of employees with disabilities within the Township.
2. Equitable, clear, and consistent employment and accommodation policies and procedures that seek to remove systemic barriers and ensure people with disabilities can participate fully as job applicants and employees of the Township.

4. Transportation

Transportation

The Township is not currently directly involved in the delivery of transportation services and therefore, the transportation standard is not applicable.

5. Built Environment and Design of Public Spaces

Built Environment and Design of Public Spaces

The Township of Drummond/North Elmsley recognizes that built environment barriers are a form of discrimination and is committed to increasing the accessibility of public spaces. The Design of Public Spaces Standard under the IASR requires that newly constructed or redeveloped public spaces are accessible. The Township strives to achieve a high level of accessibility in public spaces as well as Municipal workspaces.

Initiatives

1. Establish a process for consultation with the public and persons with disabilities when constructing new or redeveloping existing recreational trails, outdoor play spaces, exterior paths of travel (rest areas) and on-street parking, as required under the IASR.
2. Review accessibility legislation and this Plan when creating new public spaces, making renovations to Municipal property and when designing and building new infrastructure and seek opportunities to enhance accessibility and remove barriers.
3. Continue to maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements.

4. Continue to respond to temporary disruptions when accessible elements in public spaces are not in working order by notifying the public and prioritizing remediation.

Outcomes

1. Improved accessibility of municipal public spaces and workplaces by incorporating accessibility into the design of new facilities as well as during renovations and redevelopments of existing facilities.

6. Customer Service

Customer Service

The Customer Service Standard under the IASR requires the Township to provide accessible public services for people with disabilities and to ensure that policies and procedures are in place to facilitate this. It is intended to support Municipalities in improving access to goods, services, and facilities by removing barriers for people with disabilities.

Initiatives

1. Review the Township's Accessibility Customer Service Standard Policy during the term of this Plan.
2. Expand on processes for receiving and responding to feedback regarding accessibility to specifically include actions that will be taken if a complaint is received.
3. Explore assistive technologies that could make municipal programs and services more accessible including, but not limited to, assistive listening devices, assistive devices and charging stations for mobility devices.

Outcomes

1. Improved, accessible public services for people with disabilities, to ensure that people of all abilities receive quality programs and services in a timely manner, supported by inclusive policies, procedures, tools, and resources that promote accessible customer service.

7. Accessibility Achievements

2025-2029 Multi-Year Accessibility Plan

The 2025-2029 Multi-Year Accessibility Plan enhances previous initiatives and achievements aimed at improving accessibility.

- Audiovisual equipment was installed in the Township's Council Chambers and included:
 - Microphones for Members of Council, staff, and delegates.
 - Installation of four overhead speakers.
- Council Chambers entrance ensures a direct, barrier-free route to the audience seating area.
- Port Elmsley Hall was closed to the public and sold and the old Ferguson's Falls Hall was demolished and rebuilt. These halls were named in previous Accessibility reports as having numerous barriers in place for residents and visitors with disabilities.
- Both the 2018 and 2022 Municipal Elections were executed in an accessible manner that included internet and telephone voting in 2022. Accessibility Plans were prepared for both elections.
- The Township redesigned a barrier-free, fully accessible reception area at the Municipal Office.
- Accessible meeting space adjacent to front reception area in Municipal Office to allow members of the public to meet with staff.
- Municipal accessible washrooms include fold down grab bars, shelves, and touchless plumping features.
- Reconstruction of Ferguson's Falls Hall including accessibility enhancements such as accessible washrooms, shelves, hooks, call buttons, stage ramps and handrails.
- Standardized Job Advertisements and Job Descriptions throughout the various departments of the Township to ensure consistent language that included the Township's commitment to providing a 'barrier-free' accessible recruitment and selection process.
- Renewed parking lot lines at the Municipal Building which includes the accessible parking spaces located at the front of the building.
- Rideau Ferry Docks - the transition from concrete to floating docks includes an extended handrail.
- Enhancements to the accessible ramp at the Municipal Building will be clearly identified and enhanced with a graduated climb and handrails – Spring 2025.
- Accessible picnic tables to be installed at Ferguson's Falls Community Hall – Spring 2025.