



MULTI-YEAR ACCESSIBILITY PLAN 2023-2026

Department: Clerk
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Legislative Authority: Accessibility for Ontarians with Disabilities Act, 2005
O-Reg 191/11
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Review Period: Every 5 years

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Commitment

The Township of Wellington North (the Township) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario’s accessibility laws.

The Township is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination and understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

The Township is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Legislation and Responsibility

The Accessibility for Ontarians with A disability/disabilities Act (AODA) requires public sector organizations to have an Accessibility Advisory Committee and develop an accessibility plan each year.

Under the AODA, the Integrated Accessibility Standards Regulation (IASR) contains standards in the following five (5) areas:

1. Information & Communications
2. Employment
3. Transportation
4. Design of Public Spaces
5. Customer Service

2022-2026 Goals & Priorities

Accessibility Standard	Goals & Priorities	Timeline
Customer Service	Ensure persons with a disability/disabilities have access to all municipal facilities with their support person(s) and be able to support the individual with a disability/disabilities at all times and make every possible effort to waive the admission charge for the support person.	Ongoing
	Ensure persons with a disability/disabilities have access to all municipal facilities with their service animal, and to keep the animal with them, unless the animal is otherwise excluded by law from the premises.	Ongoing
	Review and update the Township Accessible Service Standards for Customer Service & Use of Assistive Devices as needed.	Ongoing
	Install a Window Intercom System and Hearing Loop in the Kenilworth municipal office	2022
Information and Communications	Provide documents describing the accessible customer service policies and notify the documents are available upon request.	Ongoing

Accessibility Standard	Goals & Priorities	Timeline
	Provide accessible customer service training to all staff annually.	Annually
	Develop, implement and maintain policies regarding the provision of goods, services or facilities to persons with a disability/disabilities.	Ongoing
	Provide notice of any temporary disruption to services that may affect persons with a disability/disabilities.	Ongoing
	Ensure that documents or information given to persons with a disability/disabilities are offered in an accessible format or with communication support on request.	Ongoing
	Conduct accessibility audit of the Township website to ensure that all content meets the internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.	2022
Employment	Develop and maintain a written process for individual accommodation plans for Township employees with a disability/disabilities	2025
	Develop a written return-to-work process for employees who are absent from work due to a disability/disabilities	2025
	Ensure accommodation for a disability/disabilities will be provided, upon request, to support participation in all aspects of the recruitment process including job postings and descriptions in alternative formats.	Ongoing
	Provide accessible customer service training to all new staff as part of the established onboarding protocol.	Ongoing
	Purchase of accessible workstations (sit/stand desk, large monitors)	2022-2026
Transportation	<p>The Township does not have a public transit system, the majority of the Transportation standard does not apply</p> <p>In 2009 the Township entered into an agreement with the County of Wellington to delegate authority for licensing taxicabs within the Township. In 2011, the County of Wellington ensured Taxi By-law 5266-11 met the requirements of the Integrated Accessibility Regulations as they relate to the Transportation standard.</p>	

Accessibility Standard	Goals & Priorities	Timeline
	Ensure all new construction projects meet requirements of AODA	Ongoing
Design of Public Spaces	Incorporate accessible design features in accordance with public space accessibility requirements of the Ontario Building Code, and the County of Wellington's Facility Accessibility Design Manual into future renovations/additions to all municipal buildings	Ongoing
	Surface replacement in the Park at 393 Parkside Dr, Mount Forest	2022
	<p>Sidewalk were removed and replaced to meet AODA standards including tactile warning plates at intersections and pedestrian ramps:</p> <ul style="list-style-type: none"> • Domville Street in Arthur (Preston Street North to Andrew Street) • Queen Street East in Mount Forest (Main Street to York Street) • Durham Street West in Mount Forest (Silverbirch Ave to Normanby Street) • Edward Street in Arthur on either side of the entrance to the municipal parking lot located at mid block <p>New sidewalks installed that meets AODA standards including tactile plates at intersections and pedestrian ramps:</p> <ul style="list-style-type: none"> • Princess Street in Mount Forest (Cork Street to 50m east of Melissa Crescent) • Durham Street West in Mount Forest (Normanby Street to Foster Street) 	2022
	<p>Sidewalks were removed and replaced to meet AODA standards including tactile warning plates at intersections and pedestrian ramps:</p> <ul style="list-style-type: none"> • Domville Street in Arthur (Andrew Street to Conestoga Street) • Queen Street West in Mount Forest (Main Street to 35m west of Main Street) <p>New sidewalk installed that meets AODA standards including tactile plates at intersections and pedestrian ramps:</p> <ul style="list-style-type: none"> • Domville Street in Arthur (Preston Street North to entrance at Musashi) • Cork Street in Mount Forest (Waterloo Street to Princess Street) • Preston Street North in Arthur (Smith Street to Domville Street) 	2023

Accessibility Standard	Goals & Priorities	Timeline
	<ul style="list-style-type: none"> • Wellington Street East in Mount Forest (London Road to 180m west of London Road) • Foster Street in Mount Forest (Sligo Road West to 155m south of Sligo Road) 	
	<p>Sidewalk were removed and replaced to meet AODA standards including tactile warning plates at intersections and pedestrian ramps:</p> <ul style="list-style-type: none"> • Fergus Street in Mount Forest (Wellington Street to Birmingham Street) • Smith Street in Arthur (Wells Street to Conestoga Street) • Dublin Street (Waterloo Street to Page Street) <p>Interlocking brick sidewalk that were removed and replaced to meet AODA standards:</p> <ul style="list-style-type: none"> • Wellington Street East (Main Street 102m west towards Elgin Street) • Wellington Street West (Main Street to Fergus Street) 	2024
	<p>Installation of Pedestrian Crossover at the following intersections:</p> <ul style="list-style-type: none"> • Main Street North and Durham Street • Smith Street and Conestoga Street 	2024
	<p>Installation of Pedestrian Crossover at the following intersections:</p> <ul style="list-style-type: none"> • Main Street South and King Street • Queen Street and Parkside Drive 	Future years

Monitoring & Annual Reporting

The Township’s Multi-Year Accessibility Plan is reviewed and updated every four (4) years. The next update will occur in 2026.

Each year, a status update report will be presented to the Township of Wellington North Council, outlining the actions taken throughout the year to achieve the goals outlined in the Multi-Year Accessibility Plan, and highlight the Township’s progression towards becoming an accessible organization. This report will inform Council of how the Township is meeting the requirements under the AODA and IASR.

Feedback & Contact Information

The Township welcomes feedback on the Multi-Year Accessibility Plan, and on the accessibility of our services and facilities. If you have any ideas or suggestions as to how we can improve our accessibility efforts, please contact the Clerk:

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