



Multi Year Accessibility Plan

2022 to 2025

Original Accessibility Plan dated December 2013

Amended 2014

Amended 2022

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About the Township of Cramahe

As prescribed by the Ministry of Municipal Affairs and Housing Order made under of the *Municipal Act R.S.O. 1990, c.M.45*, and being effective January 1, 2001, The Corporation of the Village of Colborne and The Corporation of the Township of Cramahe became The Corporation of the Township of Cramahe.

Cramahe Township is a growing community with a permanent population of 6,509 (2021 Census) on the north shore of Lake Ontario. The highest density of population is situated in the village of Colborne in the south and the hamlet of Castleton to the north, both with elementary schools. The Township is 202 sq. kilometers in size and has approximately 222 kilometers of municipal roads to maintain to municipal standards.

The Township is predominantly agricultural in nature as defined by its physical characteristics and history. It has a robust industrial/commercial park adjacent to provincial highway 401, a major transportation link that transects the municipality east-west. In recent years, the municipality's residential appeal has increased as people seek to live in an area where countryside preservation and controlled development exist hand-in-hand with convenient access to job markets, hospitals and schools.

The population is expected to grow at an average annual rate of 0.7% for a projected population of 8,200 by the year 2051. The current population average age is 45 years, 63 % between the ages of 15 and 64 years.

Township hamlets include Dundonald, Morganston, Salem and a portion of Lakeport. There is a significant number of business and commercial enterprises scattered throughout the Township which provide local services and products including highly specialized agricultural, manufacturing and tourism enterprises.

The geography of the Township can pose barriers to residents and visitors with disabilities. There is a Community Care on-demand transit bus and one private taxi service within the Township. The mobility of residents, especially those with disabilities, is affected by the distances between communities and the availability of services.

Introduction

The Multi-Year Accessibility Plan outlines the Township of Cramahe's strategy to prevent and remove barriers for persons with disabilities and to meet the requirement of the Integrated Accessibility Standard Regulation.

The 2022 - 2025 Multi-Year Accessibility Plan is an amendment to the original 2014 Multi-Year Accessibility Plan.

The Township of Cramahe's Multi-Year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the Accessibility for Ontarians with Disabilities Act, 2005.

An annual status report will be provided to Council regarding the Township's accessibility compliance and progress. Every five years the Multi-Year Accessibility Plan will be subject to full review and update.

Under the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) the Township of Cramahe is not required to have a formal Accessibility Advisory Committee, having a population of less than 10,000 residents. According to the definitions of the Integrated Accessibility Standards Regulation, the Township of Cramahe is a small designated public sector organization.

The Multi-Year Accessibility Plan contains compliance guidelines related to the requirements of the Integrated Accessibility Standards Regulation. Specific operating and capital projects to improve accessibility within and access to all municipal buildings and facilities are identified in the Plan.

Purpose and Scope of the Plan

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed to improve access and opportunities for people with disabilities and to enable their involvement in the identification, removal, and prevention of barriers so that they can participate fully in the life of the province. Under the authority of the AODA, municipalities are required to prepare a multi-year accessibility plan and make the plan available to the public.

The goal of the AODA, and the premise of the municipality's accessibility planning, is to work towards removing barriers across Ontario over time while providing municipalities with the flexibility to devise their own priorities and appoint appropriate timelines for barrier prevention and removal.

Ontario's Accessibility Legislation

Three pieces of complementary legislation have a major impact on accessibility in Ontario: Accessibility for Ontarians with Disabilities Act, Ontario's Human Rights Code and Ontario's Building Code.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA), which became law in 2005 builds on the progress made under the Ontario Disabilities Act (ODA). The AODA is made up of five Standards and a number of General Requirements. The Standards include:

- Customer Service and the Integrated Accessibility Standards Regulation (IASR)
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

Ontario is the first province and one of the first jurisdictions in the world to enact specific legislation establishing a goal and time frame for accessibility. Ontario is also the first jurisdiction to make accessibility reporting mandatory with established standards so people living with disabilities can enjoy increased participation in their communities.

The Ontario Human Rights Code sets out the legal duty to accommodate people with disabilities. The Code has legal primacy over all other laws including the AODA. That's important because it shows society recognizes "what should be": that persons with disabilities are inherently entitled to and should enjoy equal rights without discrimination; and that we all have legal obligations to ensure it happens. The AODA and other disability related legislation provide a means for getting us there.

The Ontario Building Code sets the minimum accessibility standards for the construction of all new buildings and buildings that undergo significant renovation.

One of the general requirements under the IASR is for organizations to create a Multi-Year Accessibility Plan and to review and update it every five (5) years. As with the ODA, the Multi-year Plan must outline an organization's strategy to meet the requirements under the IASR.

Statement of Commitment

The Corporation of the Township of Cramahe 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 Corporation of the Township of Cramahe is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The Corporation of the Township of Cramahe 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 Corporation of the Township of Cramahe 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

What are barriers?

People with disabilities are confronted with barriers in many of the day-to-day activities that most people take for granted. A barrier is defined as anything that prevents a person with a disability from fully participating in all aspects of society. The traditional definition of a barrier has been expanded to include obstacles beyond physical boundaries. There are several other types of barriers to consider, such as:

- Environmental barriers are features, buildings or spaces that restrict or impede physical access. For example, a doorway that is too narrow to accommodate entry by a person in a motorized scooter.
- Communication barriers are obstacles to processing, transmitting, or interpreting information. For example, print on a brochure that is too small to read.
- Attitudinal barriers are behaviours, perceptions, and assumptions that directly or indirectly discriminate. For example, an assumption that all visually impaired persons can read Braille.
- Technological barriers occur when technology does not support various assistive devices. For example, a website that does not support screen-reading software.
- Systemic Barriers are barriers within an organization's policies, practices, and procedures. For example, listing a driver's license as an employment qualification for an office position may prohibit persons with visual impairments from applying.

Progress Update

| DEADLINE | SERVICE REQUIRED | STATUS |
|----------------------|---|---|
| December 2010 – 2025 | <ul style="list-style-type: none"> File Accessibility Report | <ul style="list-style-type: none"> Complete and ongoing as required |
| January 2010 | <ul style="list-style-type: none"> Accessible Customer Service Policy & Employee Training | <ul style="list-style-type: none"> Complete and ongoing as required |
| January 2012 | <ul style="list-style-type: none"> Workplace Emergency Response Information Accessible emergency and public information upon request | <ul style="list-style-type: none"> Ongoing and subject to review and updating |
| January 2014 | <ul style="list-style-type: none"> Multi-Year Accessibility Plans Procurement of goods policy WCAG 2.0 Level A compliance for Websites and web content | <ul style="list-style-type: none"> Completed and ongoing review Purchasing By-law 2013-11 Complete and ongoing review |
| January 2015 | <ul style="list-style-type: none"> Accessible feedback processes | <ul style="list-style-type: none"> Complete and ongoing as required |
| January 2016 | <ul style="list-style-type: none"> Design of Public Spaces (making new or redeveloped public spaces accessible) Accessible Formats and Communication Support | <ul style="list-style-type: none"> Ongoing review when required Completed and ongoing |
| January 2021 | <ul style="list-style-type: none"> WCAG 2.0 Level AA compliance for Websites and web content | <ul style="list-style-type: none"> Complete and ongoing review |
| January 2023 | <ul style="list-style-type: none"> Updated Multi-Year Plan | <ul style="list-style-type: none"> Completed. |

The Standards - Going forward

Customer Service – The Corporation of the Township of Cramahe has and will continue to find ways to improve the services that are needed to meet the needs of all members of the community. We encourage participation from the public through our ‘Feedback’ to help identify where we can improve our service and develop the tools needed to ensure we are reducing the barriers where identified.

Information/Communication - Whether it be communication in the written form, technology, or day-to-day, face to face interactions, we will aim to eliminate the various barriers wherever possible. We will continue to provide accessible formats, upon request, to assist people with disabilities in accessing the information that people rely on every day. Information will be provided in a timely manner and at no additional cost to the requester.

Employment – The Corporation of the Township of Cramahe does and will continue to consider equal opportunity of employment for all interested candidates when seeking to fill positions. From recruitment and assessment to selection and retention all employees will be provided with accommodation opportunities when identified and requested. The Corporation of the Township of Cramahe ‘Accommodation in Employment Procedures’ is subject to ongoing review and revision where required.

Transportation – The Corporation of the Township of Cramahe does not offer a public transit service, we do provide information for accessing affordable transportation as part of a county transportation initiative. The township will continue its ongoing review of where the needs of accessible transportation are currently and review the existing service(s) where and when required.

Design of Public Spaces – The Corporation of the Township of Cramahe is committed to ensuring that all new and/or redeveloped public spaces are subject to a consultation process. And that the consultation process includes those with disabilities and that they are given an opportunity to share their thoughts on accessible public spaces that are constructed or designed and what type of experience it should provide. Currently all existing township property/buildings are undergoing review to see which ones are outlined for redevelopment.