



Schedule "A" By-law 25-61

Township of Elizabethtown-Kitley
6544 New Dublin Road
RR #2 Addison, ON
K0E 1A0
(613) 345-7480

Multi-Year Accessibility Plan: 2025-2030



Purpose

Through its multi-year accessibility plan, the municipality aims to become barrier free. This includes complying with the following accessibility standards:

- Customer Service
- Information and Communication
- Employment
- Transportation
- Built Environment

The Township does not provide public transportation and therefore the requirements of the Transportation standard do not apply.

This plan describes the measures that the municipality may undertake to identify, remove and prevent barriers so that goods, services, facilities, accommodation, employment, buildings, structures and premises are accessible to persons with disabilities.

The purpose of the Ontarians with Disabilities Act, 2001, (O.D.A) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers. To this end, the O.D.A mandates that each municipality prepare an annual accessibility plan.

In 2005, the second piece of legislation, the Accessibility for Ontarians with Disabilities Act, 2005, (A.O.D.A) was enacted. Through A.O.D.A, Ontario is working to make the province fully accessible for people with disabilities. Under the Act, standards have been developed that must be followed to identify, remove and prevent barriers so that people with disabilities have more opportunities to participate in everyday life. The Integrated Accessibility Standard requires the municipality to develop a multi-year plan every five years.

Statement of Commitment

The Township of Elizabethtown-Kitley is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner and shall do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the A.O.D.A. This Accessibility Plan has been prepared in order to enable Council to meet these commitments.

We believe in integration and equal opportunity



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Township Owned Facilities:

1. Municipal Office	6544 New Dublin Road
2. Satellite Office and Garage	424 County Road 29
3. Toledo Library	424 County Road 29
4. New Dublin Garage	7509 New Dublin Road (not accessible to public)
5. Fire Station 1	44 Main Street, Lyn
6. Fire Station 2	7519 New Dublin Road, Addison
7. Fire Station 3	410 County Road 29, Toledo
8. Old Fire Station 3	270 County Road 29 – currently leased
9. Blaine Healey Baseball Park	450 Lake Eloida Road, Toledo
10. Douglas A. Scott Park	11 Victoria Street, Lyn
11. Rows Corners	3823 County Road 6 – currently leased
12. Lyn Heights Park	13 Hayes Drive, Lyn
13. Clifford E. Hall Baseball Park	9352 Addison/Greenbush Road, Greenbush
14. MacDonald Bay Park	409 Wanda Drive
15. Eleanor Fulford Park	1217 Eleanor Fulford Point Road
16. Heather Heights Park	4522 Heather Crescent, Tincap
17. Toledo Soccer Pitches	424 County Road 29, Toledo
18. Boat Launch	450 Lake Eloida Road, Toledo
19. Bellamy Park Campground	450 Lake Eloida Road, Toledo – currently leased
20. Greenbush Waste Site	8468 County Road 7, Greenbush
21. Main Library Branch	4103 County Road 29, Spring Valley
22. Toledo Cenotaph	307 County Road 8, Toledo



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Consultation Activities

Council: The Council of the Corporation of the Township of Elizabethtown-Kitley is committed to implementing the necessary policies and providing the resources so that goods, services, facilities, accommodation, employment, buildings, structures and premises of the Township are accessible to people with disabilities. Copies of revised policies are attached as Appendix A for Council's consideration.

Staff: Township staff are encouraged to comment on and recommend improvements to policies and practices with regard to accessibility.

Leeds and Grenville Accessibility Advisory Committee: The Township has provided copies of previous plans to the Leeds and Grenville Accessibility Advisory Committee for comment and suggestions and will continue to do so in the future.

2025 – 2030 Priorities

The Township's priorities reflect those set out in the Integrated Accessibility Standards Regulation, O. Reg. 191/11 (I.A.S.R). The Multi-Year Accessibility Plan lists activities to be taken over the next five years to lead the Township to achieve its accessibility goals and to further its compliance with the A.O.D.A.

General Requirements

Under the General section of the I.A.S.R, public sector organizations must establish accessibility policies, plans, and incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. Accessibility features must also be incorporated in the design, procurement or acquisition of self-service kiosks. Finally, public sector organizations must ensure training is provided on the I.A.S.R and the Human Rights Code for employees, volunteers, persons developing the organization's policies, and persons providing goods, services or facilities on behalf of the organization.

Multi-Year Accessibility Plan and Accessibility Policies

Annual Reports – Council to receive Annual Status Reports regarding progress in accessibility, as well as progress related to the Multi-Year Accessibility Plan.

Compliance Reports –File Accessibility Compliance Reports with the Province every other year, as required.



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Multi-Year Accessibility Plan Update – Review and update the Multi-Year Plan every five years.

Guidelines to Accessible Documents – Council being asked to approve guidelines with the 2025-2030 Multi-Year Accessibility Plan; with staff beginning to implement with Council's approval.

Accessible Policies – Staff to review and refresh for Council's consideration every five years with each new multi-year plan or sooner if needed.

Accessibility Survey – Staff to provide an accessibility survey online for residence and visitors, in addition to internally to staff, Council, and Committee and Board members beginning January 5, 2026 and the last day to submit a completed survey February 9, 2026.

Procurement

Proponent Reports, Plans in Accessible Formats – Incorporate into the procurement process communication with proponents and request documents, reports, and plans submitted to the Township are provided in an accessible format.

Promoting Accessible Procurement at Directors/Senior Management Level – Inform Senior Management regarding incorporated obligations the Township has with respect to accessibility in the procurement acquisition of goods, services or facilities.

Expand on Accessible Procurement in the Township Procurement Policy – Incorporate information and instruction to be included in the Procurement Policy's Form of Agreement with respect to accessibility and the obligations of those providing goods, services, and facilities to or on behalf of the Township.

Training

Update Onboarding Training – Update and refresh the training modules used to train all employees and Council. (currently being onboarded)

Training of Volunteers – Update and refresh training for volunteers

Proof of Training for Vendors/Proponents – Incorporate into the procurement process a means by which vendors/proponents provide proof their employees providing goods, services or facilities on behalf of the Township have received the requisite training under the A.O.D.A.



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Customer Service

The I.A.S.R sets out requirements under the Customer Service Standard and apply to all organizations in Ontario that provide goods, services or facilities to the public or other third parties that have at least one employee in Ontario. The Customer Service Standard addresses service animals, training for staff, a feedback process, and the format of documents.

Service Animals

Service Animal Policy – Develop a detailed service animal policy for the Township that elaborates on the commitments made under in the Accessibility Policy.

Notice of Temporary Service Disruptions

Increase Communication Regarding Temporary Disruption Practices – Increase communication to staff regarding temporary disruptions to accessible elements, services or programs used by persons with disabilities, and what steps must be taken to provide notice of the temporary disruption.

Create Standard Form – Create a standard form to provide notice of disruption and when services are anticipated to be restored.

Feedback Process

Feedback Process More Prominently Displayed – Increase the promotion of the Township's Feedback Process at its public facilities through the posting of signs setting out how to provide feedback with respect to accessibility.

Information and Communication

The Information and Communication Standard contained in I.A.S.R sets out the manner in which information is to be provided to persons with disabilities. This extends to accessible formats and communication supports, emergency procedures, plans and public safety information, and accessible websites and web content.

The Township is committed to meeting the communication needs of persons with disabilities in accordance with the I.A.S.R.

Accessible Formats and Communication Supports

Accessible Formats Available Upon Request – Increase the prevalence of the statement "accessible formats available upon request" in documentation created by the Township.

Accessible Document Design – Update existing templates and ensure all staff are following the Guidelines to Accessible Documents to provide accessible documents, limiting barriers to as many persons as possible.



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Emergency Procedure, Plans or Public Safety Information

Township Emergency Plan – Continue to provide the Township’s Emergency Plan, as created under the Emergency Management and Civil Protection Act, in an accessible format and with appropriate communications supports, where necessary.

Accessible Websites, Web Content, and Social Media Accounts

Remediation of Township Websites and Social Media Accounts– Staff will continue working to ensure all websites conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 level AA, while striving to conform to WCAG 2.0 level AAA wherever possible.

Accessible Social Media Training – Investigate and implement accessible social media training for applicable staff.

Employment

The Township of Elizabethtown-Kitley is an equal opportunity employer, following rules and regulations set out by the Human Rights Code and the Integrated Accessibility Standards Regulation. The Township is committed to fair, equitable and accessible employment practices.

Recruitment, Assessment or Selection Process

Accommodation Availability – Continue to include information about the availability of accommodation in all job postings.

Notice to Successful Applicants

Offers of Employment – Incorporate clear wording regarding workplace accommodation for persons with disabilities into written offers of employment.

Informing Employees of Supports

Onboarding Practices – Continue the distribution of information regarding the availability of accommodation, and the existence of accommodation policies, as part of the onboarding process.



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Accessible Formats and Communication Supports for Employees

Strengthen Distribution - Improve communication to employees regarding the availability of communication supports and accessible formats for information provided to employees.

Design of Public Spaces and Municipal Facilities

The Township is committed to designing public spaces that are free from barriers and accessible to all persons. The Design of Public Spaces Standard applies to public spaces that are newly constructed or redeveloped. All newly constructed or redeveloped public spaces and/or municipal facilities will comply to all accessibility standards.

Service Counters

New Counters or Replacing Existing Counters - In the event service counters are constructed or existing counters are replaced, the technical requirements of the A.O.D.A will be taken into account.

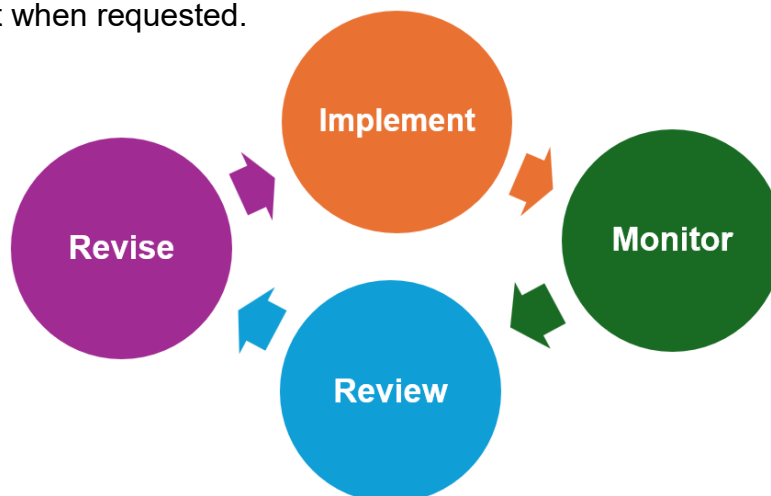
Barriers

The senior management team will develop a plan to address the barriers that have been identified upon completion of the accessibility assessments and will implement such plan to ensure that every person will have an equal opportunity to access and utilize the Township-owned facilities.

Review and Monitoring of the Process

Council is committed to following through with this plan. This plan will be reviewed and updated at least once every five years, allowing Council, staff and the public to assess its effectiveness and reflect changing community requirements.

An annual implementation status report will be available on the Township's website, at the Township administration office located at 6544 New Dublin Road and will be made available in an accessible format when requested.





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Feedback

Your comments will help us improve future accessibility plans. Please let us know what you think about the Township of Elizabethtown-Kitley's 2025-2030 Accessibility Plan.

Contact for Comments and Inquiries:

Laura Stanzel Dipl. M.A., Deputy Clerk
Township of Elizabethtown-Kitley
6544 New Dublin Road R.R.2
Addison ON K0E 1A0

Telephone: 613-345-7480, extension 234
1-800-492-3175

Fax: 613-345-7235

Email: deputyclerk@ektwp.ca

Website: www.ektwp.ca

