



**The Corporation of the Township of Greater Madawaska  
Multi-Year Accessibility Plan 2019-2021**

**Introduction:**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was enacted to develop, implement, and enforce Accessibility Standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, premises and transportation throughout Ontario by the year 2025. Accessibility Standards include the Accessible Customer Service Standard (O. Reg. 429/07), the Integrated Accessibility Standard Regulation (O. Reg. 191/11) – including the Information & Communication, Transportation, Employment and the Design of Public Spaces Standards.

Under the Integrated Accessibility Standards Regulation (IASR), the Township of Greater Madawaska is required to establish, implement, maintain and document a multi-year accessibility plan. This plan outlines the Township of Greater Madawaska's strategy to identify, prevent and remove accessibility barriers, and meet its requirements under the IASR. In accordance with the requirements set out in the Integrated Accessibility Standard Regulation, the Township of Greater Madawaska will:

- Post the accessibility plan on its website ([www.greatermadawaska.com](http://www.greatermadawaska.com));
- Provide the plan in an accessible format upon request;
- Review and update the accessibility plan at least once every five years;

**Township of Greater Madawaska Demographics**

The Township of Greater Madawaska was formed by the amalgamation of the former Townships of Bagot-Blythfield, Brougham, and Griffith-Matawatchan on January 1, 2001. The Township of Greater Madawaska is located in south-eastern Renfrew County; it is in close proximity to the Town of Renfrew, and Town of Arnprior. The total population in 2016 was 2,518 people. We have had consistent growth of approximately 25 new homes a year over the last 10 years. It is estimated our population swells by between 10,000 and 15,000 over the summer months with seasonal residents.

Greater Madawaska has three transfer stations, two fire halls, two Public Works garages, a Medical Centre, Pharmacy, Library and one central municipal administration building.

Our community's population is largely over 50 years of age and increasingly made up of recently retired active folks who have an avid interest in their community. We do not have a large commercial sector.

**Statement of Commitment**

The Council of the Corporation of the Township of Greater Madawaska is committed to the continuous improvement of access to all Township owned facilities, premises and services to ensure inclusiveness for all residents and visitors. We are committed to treating people with disabilities in a way that allows them to maintain their independence.

The Township of Greater Madawaska believes in integration, and is committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers and by meeting the requirements under Ontario's accessibility laws. The Township is a

member of the Renfrew County Accessibility Advisory Committee; this allows the Township to remain in compliance with A.O.D.A regulations.

## **Accessibility Plan**

The Integrated Accessibility Standard Regulation (ONTARIO REGULATION 191/11) consists of 6 parts:

- i. General Requirements – the regulatory requirements that apply across all standards in this regulation. Under this requirement of the I.S.A.R the organizations must be compliant with accessibility policies, accessibility plans, procurement and training.
- ii. Information and Communication Standards – outlines the requirements for organizations to create, provide and receive information and communications in ways that are accessible for people with disabilities.
- iii. Employment Standards- requires employers to provide for accessibility across all stages of the employment life cycle.
- iv. Transportation Standards – helps transportation providers make their services and vehicles accessible to people with disabilities. Accessible transportation services will assist people with disabilities to be able to live, work and participate in their communities.
- v. Design of Public Spaces Standards (Accessibility Standards for the Built Environment) – this section outlines the standards of public spaces to create a barrier free environment for people with disabilities. These features are:
  - a. Sidewalks are free of barriers and wide enough to move around
  - b. Pedestrian signals at intersections that are equipped with both audible and visual cues to move safely across streets.
  - c. Gentler ramp slopes.
  - d. Wider accessible parking spaces for mobility issues.
  - e. Service counters that a patron seated in a mobility device can access.
  - f. Also included are recreational elements such as trails, outdoor eating areas and play spaces that people of all abilities can enjoy.
- vi. Compliance – as part of the A.O.D.A and I.A.S.R the Township is required to complete a multi-year accessibility plan to remove barriers within the Township by 2025 and to provide upgrades to buildings as they are being renovated to meet new compliance standards. The Township is also required to complete A.O.D.A reporting every two years to the Province which is then reported to Council.

The following chart provides an overview of the timeline for compliance with the AODA Standards for Large Designated Public Sector Organizations with 50+ employees.

2010	2012	2013	2014
<p><b>Customer Service:</b></p> <ul style="list-style-type: none"> <li>All requirements</li> </ul>	<p><b>Information and Communication:</b></p> <ul style="list-style-type: none"> <li>Emergency procedures, plans or public safety information</li> </ul>	<p><b>General Requirements:</b></p> <ul style="list-style-type: none"> <li>Accessibility policies</li> <li>Accessibility plans</li> <li>Procuring or acquiring goods, services, or facilities</li> </ul>	<p><b>General Requirements:</b></p> <ul style="list-style-type: none"> <li>Training</li> </ul>
	<p><b>Employment:</b></p> <ul style="list-style-type: none"> <li>Workplace emergency response information</li> </ul>	<p><b>Information and Communication:</b></p> <ul style="list-style-type: none"> <li>Educational and training resources and materials</li> <li>Training to educators</li> <li>Public Libraries</li> </ul>	<p><b>Information and Communications:</b></p> <ul style="list-style-type: none"> <li>Feedback processes</li> <li>All new Internet websites and web content on those sites must conform with WCAG 2.0 Level A</li> </ul>
			<p><b>Employment:</b></p> <ul style="list-style-type: none"> <li>Recruitment</li> <li>Informing employees of supports</li> <li>Accessible formats and communication supports for employees</li> <li>Documented individual accommodation plans</li> <li>Return to work process</li> <li>Performance management, career development, and redeployment</li> </ul>

2015	2016	2021
<b>Information and Communications:</b> <ul style="list-style-type: none"> <li>• Accessible formats and communication supports</li> <li>• Libraries of educational and training institutions</li> </ul>	<b>Design of Public Spaces:</b> <ul style="list-style-type: none"> <li>• Recreational trails and beach access routes</li> <li>• Outdoor public spaces (eating areas/playgrounds paths)</li> <li>• Accessible parking</li> <li>• Maintenance planning</li> </ul>	<b>Information and Communications:</b> <ul style="list-style-type: none"> <li>• All Internet websites and web content must conform with WCAG 2.0 Level AA (excluding live captioning and pre-recorded audio descriptions)</li> </ul>
	<b>Customer Service:</b> <ul style="list-style-type: none"> <li>• Changes were made to certain requirements of the Customer Service Standard that all organizations must comply with</li> </ul>	

### General Requirements:

The Township of Greater Madawaska has updated and created new policies to assist ratepayers in attaining Township documents, providing feedback to the Township, procuring goods, services and facilities, as well as maintaining training for all Council members, staff and volunteers. In 2018 all of the Township's policies and procedures underwent a review to ensure they were up to date and met compliance needs.

### Employment:

All employees, volunteers, and Council members will receive A.O.D.A and Human Rights training as they begin their term of employment, all full time staff will review training on an annual basis or if changes are made to the current training. The Township has put into place Individual Accommodation Plans for staff who identify with a disability, these plans will update as needed through the employees term of employment. This also allowed for the Township to create an emergency plan for any identified staff members. The documents will be kept confidential unless requested by the employee to have all staff understand the emergency plan.

### Customer Service:

During 2017 and 2018 the Township updated the Customer Service Policy to become compliant with the A.O.D.A and I.A.S.R regulations. The Customer service policy was updated to include the new 2016 changes to Service Animals, Support Persons and Training. Through the Customer Service Policy a feedback process and form was completed to allow ratepayers or visitors to the Township to provide us with improvements, suggestions, or complaints regarding the

accessibility of services or facilities. The Township will endeavor to continue to support individuals with disabilities and remove barriers as they arise.

### **Information Services**

The Township website continuously upgrades to meet the requirements of the A.O.D.A and is currently meets the standard of WCAG 2.0A.

### **Township Buildings**

During February 2018 Township staff conducted an audit at all the Township buildings that allow public access. Through this audit the staff compiled a list of barriers at each property and solutions to remove those barriers. A full description will be listed below under Barriers Identified section.

### **Public Spaces**

As many of the public spaces within the Township of Greater Madawaska have been grandfathered under A.O.D.A requirements and building codes. When public spaces are newly built or significant renovations are planned the Township is committed to meeting A.O.D.A and building code requirements. Many of the buildings are barrier free meeting the requirements set out when built or renovated; new requirements are being met through minor changes to buildings. Barriers that are identified are added to the proceeding year's budget when applicable, a detailed list is below under Barriers Identified.

### **Barriers Identified**

Township staff visited all Township buildings in the winter/spring of 2018. The following chart gives a list of barriers identified, the strategy for removal and a timeline of when the changes are expected to be made.

### **Calabogie Properties**

#### **Greater Madawaska Township Office**

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal</b>	<b>Timeline</b>
<b>General Requirements</b>	Policies and procedures need to be updated	During 2018 all policies were reviewed and updated	All of these requirements were met during 2018. No further action is required
	Staff training	Upon the start of employment, staff will continue to be trained in accessibility as well as Council members, committee members	All of these requirements were met during 2018. No further action is required

		and volunteers	
	Feedback procedures	Feedback forms and procedure are to be created	All of these requirements were met during 2018. No further action is required

<b>Information and Communication</b>	Website	Ensure Blue North Studios (website hosting company) maintains accessibility requirements	Ongoing
	Accessible document requests	Develop request forms and create an accessibility section within website to post all accessibility information	Documents have been completed, website update to be complete Jan 2019
	Emergency information	Produce forms for staff with disabilities to assist them during emergencies.	Completed in 2018

<b>Employment</b>	<ol style="list-style-type: none"> <li>1. Accommodations for employees with disabilities</li> <li>2. Individual Accessibility Plans</li> <li>3. Emergency Response plan</li> </ol>	All documents will need to be created and added to policies	All were completed in 2017/2018
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<b>Public Spaces – Built environment</b>	Reception counter	The counter will be renovated when renovations occur – interim solution will be to use the table in the front room when accommodation is required	Ongoing until renovations are required
	Accessible parking signage	Create lined parking spaces and have signage ordered	Parking lot to be paved in 2019 Signage added once paving is completed
	Automatic door opener (inside office)	Replacement of the systems circuit board	Replaced November 30, 2018

#### 1101 Francis Street (Pharmacy/Medical Centre)

Type	Barrier	Strategy for Removal	Timeline
<b>Public Spaces – Built Environment</b>	<b>Pharmacy</b> Inaccessible entry	<b>Pharmacy</b> Doors to be changed to create a barrier free entrance	<b>Pharmacy</b> Door to be replaced in 2021
	<b>Medical Centre</b> Inaccessible washrooms	<b>Medical Centre</b> Create a unisex barrier free washroom	<b>Medical Centre</b> 2024 - when the lower level is renovated for plumbing purposes.
	Front door is not accessible	Replace the door	Completed in 2018



**Calabogie Community Hall**

Type	Barrier	Strategy for Removal	Timeline
<b>Public Space – Built Environment</b>	Main entrance doors are not wide enough	Doors are to be replaced in 2018	Doors were replaced in Aug 2018
	Bathroom doors and stalls do not meet the accessibility requirements	A unisex barrier free washroom will be created from the change room bathrooms and creating a door for access from the hall, as well incorporating an accessible shower	This upgrade will occur in 2020

**Calabogie Rink**

Barrier	Type	Strategy for Removal	Timeline
<b>Public Spaces- Built environment</b>	Back door to the community hall for access to the change rooms is not accessible	Doors will be replaced to meet accessibility needs	To be replaced in 2019

**Barnet Park and Barnet Cottage**

Barrier	Type	Strategy for Removal	Timeline
<b>Public Spaces – Built Environment</b>	Picnic tables in the park area are not accessible	Facilities will build two accessible picnic tables to place in the park	All upgrades will occur with this building in 2020
	Women's washroom in the cottage is not accessible	The divider will be moved over to make a larger accessible stall and add a wall hung vanity	All upgrades will occur with this building in 2020
	The men's washroom is not accessible in the cottage	Remove one urinal and create one fully accessible stall and add a wall hung vanity	All upgrades will occur with this building in 2020

	Washrooms at the Barnett Park Beach are not accessible	Upgrade the washroom	Upgrades occurring in 2019
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### Dacre/Griffith/Matawatchan Properties

#### Ginza Rink

Type	Barrier	Strategy for Removal	Timeline
<b>Public Space – Built Environment</b>	Washrooms in the rink hut are not accessible	Remove the wall between men's and women's bathroom and create one unisex bathroom	To be completed during next renovation
	Entry doors with the rink pad are not accessible	Build a ramp up to the door	To be completed by 2025

#### New2U Store

Barrier	Type	Strategy for Removal	Timeline
<b>Public Spaces – Build Environment</b>	The building has no designated accessible parking spaces	Have a sign ordered and installed to designate space	To be completed by 2025
	No accessible washroom within the building	Widen the bathroom and install a grab bar. Add a wall hung vanity and lower soap and paper towel dispensers	To be completed by 2025
	3. A patron with a mobility device will not be able to access the full area as they will not be able to move past the front desk	The shelving unit beside the front desk can be moved to create an accessible entry to the full store	To be completed by 2025

**Township buildings that are not accessed by the Public:**

Calabogie Garage

Calabogie Fire Hall

Griffith Garage and Fire Hall

Matawatchan Salt Shed

**Accommodations will be made to these properties should an employee require accommodation as per A.O.D.A requirements.**

**The Township does not provide Public Transportation.**

**Helpful Links:**

Township of Greater Madawaska Website

[www.greatermadawaska.com](http://www.greatermadawaska.com)

Accessibility for Ontarians with Disabilities Act

<https://www.aoda.ca/>

Integrated Accessibility Standards Regulation

<https://www.ontario.ca/laws/regulation/110191>

**If you require this document in an alternative format please contact the Township office:**

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