



**THE CORPORATION OF THE
TOWNSHIP OF FRONT OF YONGE**

Multi-Year Accessibility Plan

2025 - 2030

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DEFINITIONS

Accessibility Plan means a plan that describes the actions an organization will take to prevent and remove barriers.

Accessible Formats may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

Accommodation means the special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

Barriers means anything that prevents a person with a disability from fully participating in all aspects of society because of his/her disability, including a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Communication Supports may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Communications means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

Information includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

Internet Website means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.

Redeployment means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a job or department has been eliminated.

Unconvertible means if it is not technically feasible to convert the information or communications. It also means if the technology to convert the information or communications is not readily available.

Web Content Accessibility Guidelines (WCAG) means the World Wide Web consortium recommendation, dated December 2008, entitled "Web Content Accessibility Guidelines" (WCAG) 2.0.

GLOSSARY OF ACRONYMS

AODA	<i>Accessibility for Ontarians with Disabilities Act</i>
IAP	Individual Accommodation Plan
IASR	Integrated Accessibility Standards Regulation
ODA	<i>Ontarians with Disabilities Act</i>
OHRC	Ontario Human Rights Code
WCAG	Worldwide Web Consortium Accessibility Guidelines

EXECUTIVE SUMMARY

In December, 2001, the *Ontarians with Disabilities Act* (ODA) was passed by the Province of Ontario to improve access and opportunities for people with disabilities. Under the legislation, all municipalities are required to prepare accessibility plans addressing the identification, removal, and prevention of barriers to people with disabilities.

The *Accessibility for Ontarians with Disabilities Act* (also referred to as the AODA), was passed in 2005 to recognize the history of discrimination against persons with disabilities in Ontario and provides for the development, implementation, and enforcement of mandatory standards for accessibility in all areas of daily life.

Ontario's first accessibility standard under the AODA, the Accessible Customer Service Standard, became law on January 1, 2008, and the Integrated Accessibility Standards Regulation (IASR), which covers Employment, Information and Communication was released in June, 2011. These standards set out mandatory legal requirements for organizations, businesses, and municipalities. An amendment to the IASR was released by the Province in December of 2012 to include the Accessibility Standard for the Design of Public Spaces.

One of the requirements under the IASR is for organizations to create, implement, and maintain a Multi-Year Accessibility Plan and to review and update the plan every five years instead of annually, as with the *Ontarians with Disabilities Act*. The Multi-Year plan must outline an organization's strategy to meet the requirements under the IASR. The plan will be guided by the Township's Organizational Commitment statement.

The Township of Front of Yonge's Multi-Year Accessibility Plan is designed to support the principles and requirements outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* and Ontario Regulation 191/11 – Integrated Accessibility Standards Regulation.

The 2025-2030 Multi-Year Accessibility Plan is the second plan created by the Township of Front of Yonge. The 2025-2030 Plan will continue to build on the previous plan from 2020-2024, which focused on ensuring that the accessibility standards set out for public sector organizations are met. The Township of Front of Yonge will continue to remove barriers, improve access, and ensure accessibility considerations are made in its day-to-day operations.

ORGANIZATIONAL COMMITMENT:

The Township of Front of Yonge (the Township) is committed to complying with the *Accessibility for Ontarians with Disabilities Act, 2005* and all of the standards under it in order to create a barrier-free Ontario. The Township is dedicated to treating all people in a way that allows them to maintain their dignity and independence. The Township believes in integration and equal opportunity and supports the full inclusion of persons as set out in the Canadian Charter of Rights and Freedoms and the AODA. The Township is committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

The Council of the Corporation of the Township of Front of Yonge is committed to:

- ensuring the participation of people with disabilities in the identification and review of barriers;
- considering recommendations from people with disabilities and the public with respect to accessibility of municipal buildings, facilities, operations and services;
- meeting the standards of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) thereby removing barriers creating a municipality where every person who lives or visits can participate fully.

The Township's Council and staff continue to show their commitment to creating a barrier free community for residents, businesses, and tourists by developing and implementing policies, procedures and practices to provide service to persons with disabilities.

The Township strives to make the goods and services it provides accessible to all.

OBJECTIVES OF THE MULTI-YEAR ACCESSIBILITY PLAN:

The objectives of the Multi-Year Accessibility Plan are as follows:

- Review previous efforts to identify, remove and prevent barriers to people with disabilities.
- Describe the process that the Township will use to identify, remove and prevent barriers to people with disabilities in the future.
- Identify the measures that the Township will take in the coming years to identify, remove and prevent barriers to people with disabilities.
- Identify the means in which the Township will make the multi-year accessibility plan available to the public.

ACCESSIBILITY STANDARDS:

CUSTOMER SERVICE:

The Township of Front of Yonge shall establish policies, procedures and practices on the provision of goods and services to people with disabilities. Additionally, all staff (including volunteers and other third parties who work on behalf of the Township) must have mandatory customer service training regarding the provision of the Township's goods and/or services to persons with disabilities.

The Township will establish a policy for the provision of documents in accessible formats/support that takes into account the urgency of the requester and notify the public of the availability.

INFORMATION AND COMMUNICATIONS STANDARD:

The Township will create, provide and receive information and communications in ways that are accessible to people with disabilities.

The Township will do its best to accommodate any accessibility concerns people may have but if it is determined that it is not technically feasible to convert the information or communications, or the technology to convert the information or communication is not readily available, we will provide the person that requires the information with:

- An explanation as to why information or communication is unconvertible; and
- A summary of unconvertible information or communication.

Emergency Information

In situations where the Township prepares emergency procedures, plans or public safety information and makes the information available to the public, the information will be provided in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Accessible Formats and Communication Supports

The Township of Front of Yonge shall be obligated to provide or arrange for accessible formats and communication supports for persons with disabilities:

- a) Upon request in a timely manner that takes into account the urgency of the requester and considers the person's accessibility needs;
- b) At a cost no more than regular costs charged to others;
- c) Consult with the person making the request and determine suitability of an accessible format or communication supports;
- d) Notify the public about the availability of accessible formats and communication supports.

Website Accessibility

The Township of Front of Yonge shall ensure its website and web content conforms with WCAG 2.0 Level A, and with WCAG 2.0 Level AA.

EMPLOYMENT STANDARD:

The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship

The Township of Front of Yonge will work under the requirements of the *Employment Standards Act* and the AODA.

Recruitment and Retention

The Township shall notify employees and the public about the availability of accommodations for applicants with disabilities:

- Job postings shall include notice of the availability to accommodate accessibility requirements;
- During the recruitment process when job applicants are individually selected to participate in an assessment or selection process;
- If a selected applicant requests an accommodation, staff shall consult with the applicant and provide or arrange for suitable accommodation that consider the persons needs due to disability;
- Notify successful applicants of the policies for accommodating employees with disabilities.

Employee Notification

The Township shall inform its employees of its policies used to support employees with disabilities, including but not limited to, policies on the provision of job accommodations that consider an employee's accessibility needs due to a disability:

- As required for new employees as soon as practicable after they begin their employment;
- Whenever there is a change in policies on the provision of job accommodations that consider an employee's accessibility needs due to a disability.

Accessible Formats

In addition, and where an employee with a disability requests it, we will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- information that is needed in order to perform the employee's job;
- information that is generally available to employees in the workplace; and
- consult with the employee making the request in determining the suitability of an accessible format or communication support dependent on the needs of the employee with the disability and capacity of the employer to provide the support.

Individual Accommodation Plan (IAP)

The Township shall have in place a written process for developing a documented individual accommodation plan for employees with a disability. The process shall include:

- The employee's participation in the development of the IAP;
- Assessment on an individual basis;
- Identification of accommodations to be provided;
- Timelines for the provision of accommodations;
- The Township may request an evaluation by a medical or other expert, at its expense, to assist with determining accommodation and how to achieve accommodation;
- An employee may request the participation of a representative from their bargaining agent, where represented, or otherwise a representative from the workplace where an employee is not represented by a bargaining agent;
- Steps to be taken to protect the privacy of the employee's personal information;
- Frequency with which the IAP will be reviewed and updated and the manner in which it will be done;
- If denied, the reason(s) for denial are to be provided to the employee;
- A format that takes into account the employee's disability;
- If requested, any information regarding accessible formats and communication supports provided; and
- Identification of any other accommodation that is to be provided.

Return to Work

The Township will have in place a return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. Such processes must be documented

and must outline steps the Township of Front of Yonge will take to facilitate the return to work and include an IAP plan.

Performance Management, Career Development, Advancement and Redeployment

The Township will consider the accessibility needs and/or individual accommodation plans of employees when:

- Using performance management processes;
- Providing career development and advancement information; and
- Using redeployment procedures.

Workplace Emergency Response Information

The Township of Front of Yonge shall provide individualized workplace emergency response information to employees who have a disability:

- If the disability is such that individualized information is necessary, and the employer is aware of needs for accommodation due to the employee's disability;
- If the employee who receives individual workplace emergency response information requires assistance, and with the employees' consent, the municipality shall provide the workplace emergency information to the person designated by the Township to provide assistance to the employee;
- As soon as practicable after becoming aware of the need for accommodation due to the employee's disability;
- Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodation needs or plans are reviewed and when the employer reviews its general emergency response policies.

DESIGN OF PUBLIC SPACES STANDARD:

The Township of Front of Yonge will apply this standard when undertaking new construction and major renovations in buildings or redevelopment of areas for recreational trails, outdoor play spaces, exterior paths, on street parking and service-related elements.

GENERAL PROVISIONS:

MULTI-YEAR ACCESSIBILITY PLAN:

The Township of Front of Yonge's Multi-Year Accessibility Plan shall outline a phased-in strategy to prevent and remove barriers and address the current and future requirements of the AODA.

The Township will report annually on the progress and implementation of the multi-year accessibility plan. The Township will post the information on the Township's website and will provide it in alternative formats upon request. The plan will be reviewed and updated once every 5 years.

PROCURING OR ACQUIRING GOODS, SERVICES OR FACILITIES:

The Township of Front of Yonge will use accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so, in which case, if required, the Township will provide an explanation.

TRAINING:

The Township of Front of Yonge will ensure that training is provided to all employees and volunteers as it relates to their specific roles on the requirements of the Accessibility Standards referred to in the Regulation on the Ontario Human Rights Code as it pertains to persons with disabilities. Training will be provided as soon as is practicable. If any changes to this policy occur, training will be provided. The Township will provide training to new staff and maintain a record of dates when training is provided and the number of individuals completing the training.

COMMUNICATION AND FEEDBACK:

Copies of the Multi-Year Accessibility Plan will be made available upon request from the Clerk's office and on the Township's website. The Plan will be made available in alternate formats upon request.

The Township of Front of Yonge welcomes feedback on the Multi-Year Accessibility Plan and on the accessibility of our programs, services, and facilities.

The Township has a process in place for receiving and responding to feedback and ensures that processes are provided in an accessible manner and with communication support upon request. The public will be notified on the availability of accessible formats and communication supports.

CONTACT INFORMATION

Municipality:

The Corporation of the Township of Front of Yonge
1514 County Road 2, P.O. Box 130
Mallorytown, ON K0E 1R0

Website:

www.Mallorytown.ca

Key Contacts:

Clerk

Phone: 613-923-2251

Email: jault@frontofyonge.com to request alternative formats or provide feedback.

APPENDIX 1 - ACHIEVEMENTS

CUSTOMER SERVICE STANDARD:

- Updated Accessible Customer Service Policy and Procedures established and adopted by Council
- Accessible Customer Service training delivered to all members of Council, staff, volunteers (ongoing)
- Updated Customer Service Policy to reflect legislative changes
- Process in place for receiving and responding to feedback and will ensure that those processes are provided in an accessible and timely manner
- Delivered training programs to appropriate personnel on new policies (ongoing)
- Prepared updated accessibility plan and communicated to Staff and Council

INFORMATION AND COMMUNICATION:

- Implementation of an e-agenda software system, iCompass, which produces full accessibility-compliant content including agendas and minutes
- Recordings of Council meetings made available on YouTube platform
- Ongoing updates to the municipal website

EMPLOYMENT STANDARD:

- Job postings and interviews include notice of availability to accommodate accessibility requirements
- Policies implemented to support accessibility across the employment cycle

BUILT ENVIRONMENT:

- Renovation to the Township Office including accessible chair height service area and kitchen.
- Township office is equipped with ramps and automated door mechanisms and accessible washrooms as well as rooms on one level
- Universal language exit sign place at main entrance at Municipal office.
- Successful grant for automated door mechanisms and new accessible ramp were installed at the Mallory Coach House.
- Parking lot at the Township Office was expanded and repaved.
- Reconfiguration of the Front of Yonge Waste Disposal Site was completed to improve accessibility.
- Addition of Township Office to include fully accessible Council Chambers.

APPENDIX 2 - NEXT STEPS

GENERAL:

- Continue to provide training to new staff on the IASR and the Ontario Human Rights Code as part of the Township's onboarding process.
- Update policies as required and train staff when policies have been revised.
- Submit regulated compliance reports and make the reports public on the Township's website.
- The Township will report annually on the progress and implementation of the Multi-Year Accessibility Plan. The Township will post the information on the Township's website and will provide it in alternative formats upon request. The plan will be reviewed and updated once every 5 years.

Procurement

- Train so accessibility criteria is incorporated into tender requests and accessibility criteria is used during evaluation or provide explanation where it is not practicable to do so.

Customer Service Standard

- Continue to provide mandatory training for all staff (including volunteers and other third parties who work on behalf of the Township) regarding the provision of the Township's goods and/or services to persons with disabilities.
- Ensure policies are updated as legislation changes.

Information and Communication Standard

- Ensure that public emergency information is available in accessible formats or with communications support upon request.
- Continue to inform public of the feedback process and ensure that processes are in accessible formats upon request.
- Update the Township's website (2026-2027) to continue to meet the requirements under the AODA and Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

Employment

- Continue to apply the policies for the employment cycle, accommodation plans, return to work procedures.
- Review and update Township policies as required.
- Establish plain language interview questions.

Design of Public Spaces

- Conform to accessible parking requirements as necessary.

- Remove barriers in public spaces & buildings when conducting major renovations or new builds to comply with accessibility requirements/standards.

Other

- 2026 Municipal Election: Development of a Municipal Election Accessibility Plan, which addresses specific accessibility requirements in relation to the election. Provision of accessible voting methods (telephone, internet, in-person); accessible voting locations and polling stations; voting assistance; accessible election materials offered in alternate formats.