

# THE CORPORATION OF THE TOWNSHIP OF EAST HAWKESBURY



## Multi-Year Accessibility Plan (2026-2030)

Effective Date: January 2026

By-Law 2026-31

Schedule "A"

Resolution: 2026-

The Township of East Hawkesbury is committed to delivering its services in a manner that respects the dignity and independence of individuals with disabilities. We strive to ensure that all residents have equal access to our services, allowing everyone to benefit from the same programs, in the same location, and in a similar way as others in the community.

For comments or feedback regarding the accessibility of services provided by the Township of East Hawkesbury, please contact the Clerk's Office by email at [hvilleneuve@easthawkesbury.ca](mailto:hvilleneuve@easthawkesbury.ca) or by phone at (613) 674-2170.

To learn more about the Accessibility for Ontarians with Disabilities Act (2005) and its standards, please visit the Accessibility Directorate of Ontario.

## 1. Statement of Commitment

The Township of East Hawkesbury is committed to providing a barrier-free environment for all residents, employees, and visitors. We strive to meet the needs of people with disabilities in a timely manner by preventing and removing barriers to accessibility and by meeting or exceeding the requirements of the AODA and the Ontario Human Rights Code.

## 2. Purpose of the Plan

This Multi-Year Accessibility Plan outlines the Township's strategy to:

- Identify, prevent, and remove accessibility barriers
- Ensure compliance with AODA standards
- Promote dignity, independence, integration, and equal opportunity

Under AODA, municipalities must maintain and update accessibility plans every five years and report annually on progress.

## 3. Scope of the Plan

This plan addresses the five AODA standards:

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

## 4. Accessibility Advisory Consultation

The Township will:

- Consult with persons with disabilities
- Seek community feedback through surveys, meetings, or public consultations

## 5. Achievements to Date

- Staff trained on AODA Customer Service Standard
- Website partially compliant with WCAG 2.0 Level AA
- Accessible formats available upon request

## 6. Multi-Year Action Plan (2026–2030)

### Customer Service Standard

**Goal:** Provide inclusive and accessible services to all residents

**Actions:**

- Accessible entrances at municipal buildings
- Provide ongoing staff training (including new hires)
- Ensure support persons and service animals are accommodated
- Establish accessible feedback processes (online, phone, in-person)

**Timeline:** Ongoing (annual review)

## Information and Communications Standard

**Goal:** Ensure accessible communication and digital content

**Actions:**

- Ensure Township website meets WCAG 2.0 Level AA compliance
- Provide documents in accessible formats upon request
- Use plain language in public communications
- Ensure public emergency information is accessible

**Timeline:**

- 2026–2027: Website audit and remediation
- 2028–2030: Ongoing monitoring and updates

## Employment Standard

**Goal:** Create an inclusive and accessible workplace

**Actions:**

- Develop accessible recruitment and hiring processes
- Provide workplace accommodation upon request
- Train management in accessibility and accommodation

**Timeline:** Ongoing

## Design of Public Spaces Standard

**Goal:** Ensure public spaces are accessible

**Actions:**

- Incorporate accessibility into all new construction and major renovations
- Maintain accessible:
  - Parking spaces
  - Outdoor paths of travel
  - entrances at municipal buildings
  - Service counters
  - Recreational trails and parks
- Develop procedures for preventative maintenance of accessible features

**Timeline:**

- 2026–2030: Integrated into capital planning

## Training

**Goal:** Ensure all staff understand accessibility obligations

**Actions:**

- Provide mandatory AODA and Human Rights training
- Maintain records of training completion
- Update training as legislation evolves

**Timeline:** Ongoing

## Procurement

**Goal:** Incorporate accessibility into purchasing decisions

**Actions:**

- Include accessibility criteria in procurement policies
- Purchase accessible goods, services, and facilities whenever possible

**Timeline:** Ongoing

## 7. Monitoring and Reporting

The Township will:

- Publish annual status reports on progress
- Review and update the plan at least every five years
- Make reports available in accessible formats upon request

(Required under AODA IASR)

## 8. Feedback Process

Residents may provide feedback on accessibility by:

- Phone
- Email
- Mail
- In-person at municipal offices

All feedback will be reviewed and responded to in a timely and accessible manner.

## 9. Availability of the Plan

This plan will be:

- Posted on the Township website
- Available in accessible formats upon request

## 10. Conclusion

The Township of East Hawkesbury is committed to continuous improvement in accessibility and inclusion. This plan provides a roadmap to ensure compliance with AODA and to foster a welcoming and accessible community for all.