

Multi-Year Accessibility Plan

2024 - 2028



“Accessibility benefits everybody”

- Gwen Navarette Klapperich

Presented to Council on:

General

Availability of the Plan

The 2024 - 2028 Multi-Year Accessibility Plan will be made available through a number of efforts, which include:

Website: The plan may be accessed through the Township's website.



www.scugog.ca

Hard Copy: The Plan may be accessed at the Township of Scugog's Municipal Office:



181 Perry Street, PO Box 780
Port Perry, ON L9L 1A7

Feedback process

If you have feedback about how the Scugog is implementing this Accessibility Plan, and/or have feedback regarding any encountered barriers within Scugog as a resident or employee, you can reach out to us personally or anonymously, by contacting us using the email, phone number or mailing address, by submitting an online feedback form through our website, or through our social media channels with direct messaging using the links below. Our feedback options provide an acknowledgement of receipt, and can maintain anonymity.

Township of Scugog Accessibility Feedback Form [Feedback Form](#)

Alternate formats

Should you require an accessible alternate format of this Accessibility Plan or the Feedback Process (e.g., print, large print, Braille, audio format or an electronic format that is compatible with adaptive technology), please contact the Clerks' Office by using the email, phone number, mailing address, feedback form or social media channels outlined on this page.



Email The Clerks Office



Phone Number 905-985-7346

Social media channels



Facebook @TownshipOfScugog



Instagram @TwpofScugog



X @TwpofScugog

Table of contents

1. Messages

Message from the Mayor	4
Message from the Accessibility Advisory Committee Chair	5

2. Introduction

Mission Statement - Commitment to Accessibility	7
Accessibility Committee	8
Legislative Requirements	9

3. Guiding Principles

The Plans Guiding Principles	11
Leadership and Accountability	12
Dignity and Independence	12
Integration and Equity	13
Accessibility by Design	13
Innovation and Adaptability	14
Collaboration and Engagement	14

4. General Requirements

General Requirements	16
Township's Accessibility Plan	16
Township's Strategic Plan	16
Feedback - What Does Accessibility Mean to You?	17
General Accessibility Achievements	18

5. Municipal Measures to Ensure Accessibility

5.1 Accessible Customer Service Standard Achievements	21
5.2 Information and Communication Standard Achievements	23
5.3 Transportation Standard Achievements	25
5.4 Employment Standard Achievements	26
5.5 Build Environment and Design of Public Spaces Standard Achievements	27

6. Municipal Initiatives

6.1 Accessible Customer Service Standard Achievements	30
6.2 Information and Communication Standard Achievements	31
6.3 Transportation Standard Achievements	31
6.4 Employment Standard Achievements	32
6.5 Build Environment and Design of Public Spaces Standard Achievements	33

7. Conclusion

34

Message from the Mayor



The Multi Year Accessibility Plan is developed in accordance with the Accessibility for Ontarians with Disabilities Act of 2005 (AODA) to highlight the identification, removal and prevention of barriers to persons with disabilities who work, live and visit the Township of Scugog.

About 1.85 million Ontarians have a disability and many face barriers to accessibility daily. They may encounter difficulties when accessing local services, entry into public buildings or using public transit. While all levels of government are working to change this, municipal governments have a special role to play. Municipalities serve communities and manage many important programs and services, including libraries, emergency services, parks and roads.

Given this important role, Ontario law requires municipalities with a population of 10,000 or more to establish a special committee, the Accessibility Advisory Committee. It also requires that municipalities, regardless of size, prepare an Accessibility Plan each year to report on its efforts to comply with AODA standards.

The Township of Scugog is pleased to present its 2024 - 2028 Accessibility Plan, describing barrier removal initiatives accomplished and outlining measures to be taken to identify, remove and prevent barriers to all citizens when accessing our facilities and services in the future.

We at the Township are committed to taking the necessary steps to increase accessibility for persons with disabilities. We have made some exciting advancements in accessibility and will continue to identify, remove, and prevent barriers where we can. Together with the Scugog Accessibility Committee, our team at the Municipality and Scugog Council, we are dedicated to the goal of being fully accessible in accordance with the AODA, by 2025. We are working together to ensure all citizens can fully enjoy the benefits Scugog has to offer.

- Wilma Wotten, Mayor

A Message from the Committee Chair

Scugog, Accessibility Diversity, Inclusion, and Equity Advisory Committee

The Scugog Accessibility, Diversity, Inclusion, Equity Advisory Committee (SADIE) stands as a beacon of progress and empowerment in our Scugog community.

At the heart of SADIE's mission is the desire to create a community where everyone, regardless of their background or abilities, feels valued and included. Our Committee members are continually exposed to diverse perspectives and experiences, enriching their understanding of the world. This exposure is not only educational but also deeply personal, promoting empathy and emotional intelligence. SADIE provides a platform for members to connect with like-minded individuals and organizations. These connections can lead to collaborative projects, professional growth opportunities, and stronger community ties. Members have the unique opportunity to influence local policies and initiatives. This means directly impacting how our community addresses issues related to accessibility, diversity, inclusion, and equity. Being a part of the Scugog Accessibility, Diversity, Inclusion, Equity Advisory Committee is an enriching experience. It's more than a commitment; it's a journey towards a more inclusive and equitable future.

- Patricia Thomas, Committee Chair



2. Introduction



Mission Statement

Scugog's Commitment to Accessibility

The Township of Scugog is committed to ensuring that people of all ages and abilities enjoy the same opportunities as they live, work, play, visit, and invest in our community.

The 2024 - 2028 Multi-Year Accessibility Plan (The Plan, or Plan) outlines goals and initiatives that reaffirm Scugog's commitment to creating an accessible Township and advancing efforts in building an equitable and inclusive society that values the contributions of people with disabilities. Scugog is committed to the identification, removal and prevention of accessibility barriers. By doing so, Scugog will provide an accessible environment in which employees, residents and visitors with disabilities can access the Township's goods, services and facilities, including buildings, public spaces, information and communications, in a way that meets their individual needs.

The Township of Scugog is equally committed to supporting township employees through advice, policies, tools, resources and governance structures that promote an inclusive workplace and support employees in delivering accessible goods, services and facilities.

As a requirement of the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) made under the Accessibility for Ontarians with Disabilities Act, (AODA 2005) the Township of Scugog is mandated to prepare, implement and maintain a multi-year accessibility plan to prevent and remove barriers. Public sector organizations are required to identify and remove barriers in order to provide programs, services and facilities that are more accessible to people who have disabilities.

An Accessibility Plan will be updated at least once every 5 years in consultation with people with disabilities and accessibility advisory committees.

When planning for accessibility, it is important to examine intersectionality to ensure that tangible solutions address all types of barriers and embed inclusion.



Accessibility Committee

Scugog, Accessibility Diversity, Inclusion, and Equity Advisory Committee

As outlined in the AODA, the council of every municipality having a population of not less than 10,000 must establish an accessibility advisory committee. The Scugog, Accessibility Diversity, Inclusion and Equity Advisory Committee (SADIE) advises and assists the Township of Scugog including its agencies, boards and commissions in creating and facilitating strategies for the development and maintenance of a barrier free community while also highlighting Diversity, Inclusion and Equity within our community. The SADIE Committee is comprised of volunteers who are appointed by Scugog Council and includes a Council member appointee. As per the AODA, the majority of committee members are persons with disabilities and the remaining are individuals with a keen interest in accessibility and inclusivity. The SADIE Committee represents a respectful and inclusive Scugog and sets attainable goals to evaluate their progress which is documented within their annual report and workplan.

Inclusion, Diversity, Equity, and Accessibility (IDEA) Staff Working Group

The Accessibility Staff Working Group has been established to support the Township of Scugog's commitment to providing an accessible environment in which residents, visitors and employees have equitable access to municipal programs, services and facilities in a way that respects the dignity and independence of each individual.

The IDEA Committee will consist of representation from each Township department to act as the Liaison for their department, and will provide leadership and subject matter expertise to support the effective development and implementation of the AODA requirements.





Legislative Requirements

Ontarians with Disabilities Act, 2001 (ODA)

Under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) municipalities are required to develop a multi-year accessibility plan. The Township of Scugog's Plan outlines how the Township will advance accessibility in the following areas:

- General Accessibility
- Training
- Procurement
- Information and Communication
- Customer Service
- Employment
- Transportation
- Built Environment and Design of Public Spaces

While the Township of Scugog is compliant with the Integrated Accessibility Standards Regulation (IASR) under the AODA, the Township's Plan focuses on maintaining and monitoring compliance, as well as promoting accessibility by design beyond legislative requirements. This plan covers the period from 2024 through 2028 and includes both new and continuing priorities that support the Township of Scugog in the ongoing identification, removal and prevention of accessibility barriers.

The 2024 - 2028 Plan was informed by consultations with the public, the Scugog, Accessibility, Diversity, Inclusion and Equity Advisory Committee (SADIE) and other Township Departments. It is a document which will be reviewed and updated every 5 years with annual status reports posted in consultation with the Scugog, Accessibility, Diversity, Inclusion and Equity Advisory Committee and are available on the Township's website at www.scugog.ca.

Alternate accessible formats are available upon request.



3. Guiding Principles



Guiding Principles

The following Multi-Year Accessibility Plan principles serve to guide the Township in actions, decision-making and service approaches pertaining to the delivery of Township of Scugog goods, services and facilities.

The Plans Guiding Principles

- 1. Leadership and Accountability**
- 2. Dignity and Independence**
- 3. Integration and Equity**
- 4. Accessibility by Design**
- 5. Innovation and Adaptability**
- 6. Collaboration and Engagement**



1 - Leadership and Accountability

The Township of Scugog will lead by example in accessibility excellence by striving for maximum accessibility as opposed to minimum compliance. Senior leadership in all areas and all staff of the organization are accountable for advancing accessibility in their areas of responsibility.

The Township will:

- Foster a culture of equity and inclusion both within the Township organization and throughout the communities the Township serves by challenging assumptions and biases when planning and delivering Township goods, services and facilities
- Identify and address discriminatory systems, processes and behaviours
- Establish an accountability and compliance framework to ensure accessibility goals are achieved

2 - Dignity and Independence

Township of Scugog goods, services and facilities will be provided to people of all abilities in a manner that respects the inherent dignity, diversity and abilities of all individuals.

The Township will:

- Create and maintain an atmosphere of dignity and respect for all Township employees, residents and visitors
- Provide services in a caring, compassionate, non-judgmental manner, free from discrimination and harassment
- Respect the independence of employees, residents and visitors with disabilities by enabling their access to Township goods, services and facilities

3 - Integration and Equity

Township of Scugog goods, services and facilities will be provided to people of all abilities in a similar way, unless an alternative measure is necessary to enable people with disabilities to obtain, use or benefit from the goods, services or facilities.

The Township will:

- Ensure people with disabilities can access and benefit from the same goods, services and facilities in an equitable way as others
- Seek permanent accessibility solutions for employees, residents and visitors with disabilities to access and benefit from Township goods, services and facilities
- Take into account individual needs and proactively provide accessible formats, communication supports or other accommodations to ensure equitable outcomes

4 - Accessibility by Design

A barrier-free environment is achieved when accessibility is intentionally incorporated into the design of all Township planning, procurement and implementation of Township goods, services and facilities to address the diverse needs of all employees, residents and visitors.

The Township will:

- Incorporate accessibility in the earliest planning stages and throughout the design, development, implementation and procurement of Township goods, services and facilities
- Create permanent inclusive solutions ensuring accessibility for persons with disabilities is not an afterthought
- Ensure accommodation processes incorporate an approach that recognizes and addresses accessibility barriers (e.g., attitudinal, systemic, information, communications and technology, built / physical environment)



5 - Innovation and Adaptability

The Township of Scugog seeks new approaches and solutions to accessibility and adapts to new technologies that facilitate increased participation of Township employees, residents and visitors with disabilities.

The Township will:

- Take a holistic approach that recognizes that accessibility solutions may need to address multiple barriers and that a single solution might not meet the accessibility needs of everyone
- Seek to embed an accessibility lens towards continuous improvement of processes and procedures
- Investigate technologies, products and services that will improve accessibility for Township employees, residents and visitors with disabilities

6 - Collaboration and Engagement

Addressing accessibility barriers requires a collaborative approach and is a shared responsibility of Township Departments and staff, Scugog Council and Scugog Residents. Accessible employee engagement / public engagement processes will help the Township make more informed decisions, and build strong relationships with the communities the Township serves.

The Township will:

- Commit to ongoing, meaningful engagement with diverse stakeholders including employees, residents and visitors with disabilities when designing and implementing Township of Scugog goods, services and facilities
- Consult with the Scugog Accessibility, Diversity, Inclusion, Equity Advisory Committee on decisions related to accessibility planning, as outlined in AODA
- Consult with staff working groups and accessibility stakeholders
- Ensure that employee and public engagement activities are accessible
- Ensure Township Departments work together to align and advance accessibility priorities



4. General Requirements



General Requirements

The AODA outlines requirements that organizations must follow to ensure accessibility for people with disabilities. These requirements encompass various areas, including customer service, information and communications, employment, transportation and design of public spaces. By adhering to these standards, the Township aims to support an inclusive environment that promotes equal access and participation for all individuals, regardless of their abilities. To support this, the Township of Scugog has developed, implemented and maintained several corporate policies governing how the Township will achieve accessibility and are noted within this plan.



The Township of Scugog Accessibility Policy

The General Requirements contain guidelines on establishing and maintaining an accessibility Policy in which Scugog has developed, implemented and maintained the following:

Alternate Formats Policy

Customer Services Policy

Employment Accommodation Policy

Procurement By-Law

The AODA requires organizations to include accessibility criteria in procuring goods, services and facilities. The Procurement By-law states that Scugog is committed to considering accessibility during procurement and installing of self-service kiosks and that accessibility is a component of all bids and contracts by ensuring all procured products and services meet or exceed accessibility standards and is committed to providing relevant training on accessibility standards and the Human Rights Code and ensure that there is accessible feedback processes in place.

Training

AODA training is required for all Township employees, Members of Council, volunteers and all persons who participate in developing the organizations policies or persons who provide goods, services or facilities on behalf of the Township of Scugog.

The Township is committed to enhancing employee knowledge and commitment to accessible customer service, equity, inclusion and human rights.

The Township of Scugog Strategic Plan

The Township of Scugog has developed a strategic plan to achieve the corporate and community goals such as “The Complete Community” to strengthen our communities to be inclusive, healthy, safe, connected and engaged. The Township’s Strategic Plan is available on our website at Scugog.ca - Strategic Plan

Feedback

The Township is committed to providing a high quality of customer service as per the Township of Scugog's Accessible Customer Service Policy. The Township will ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities. Upon request, the municipality will provide or arrange for accessible formats and communications supports.

The Township will also upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities as contained in the Alternate Format's Policy.

Early in the preparation phase of this Multi-Year Accessibility Plan, feedback was gathered through an on-line multi-year plan survey. In addition to the on-line survey feedback, input received through emails and phone calls from accessibility advisory committee members and agencies who support people with disabilities, family members sharing their experiences and the general public. Below is a summary of what was heard from the public and Township staff, categorized in each standard and outlined in the ranking order of importance, as indicated in participants' responses.

Multi-Year Accessibility Plan Public Consultation [Survey Analysis](#)

What Does Accessibility Mean to You?

The Township of Scugog makes every effort to update this plan as legislation is created or amended. Members of the public are encouraged to make comments on the Township's Multi-Year Accessibility Plan and on accessibility matters in general. Please contact the Township to express your accessibility related comments.

The Township of Scugog welcomes public input as feedback to help identify areas where changes need to be considered and ways in which we can improve facilities, goods, and services. Should a member of the public wish to provide general feedback, comments, or suggestion on how to improve accessibility in our facilities, goods or services please provide your feedback to accessibility@scugog.ca

Accessibility Accomplishments

General Achievements

- Continued to maintain a relationship with the Northern Municipalities Accessibility Coordinators by hosting and participating in the TRI-AAC group (Brock, Uxbridge and Scugog)
- Continued to maintain a relationship with Region of Durham Accessibility Coordinators by hosting and participating in the Regional AAC group
- Continued to implement, improve upon, and uphold the 5 Accessibility Standards: Customer Service, Employment, Information and Communication, Transportation and Design of Public Spaces
- Submitted the 2019, 2021 and 2023 AODA Compliance Reports as required
- Truth and Reconciliation training was offered to all employees of the Township in order to understand the recommendations made through Truth and Reconciliation
- Followed up on feedback received by residents on accessibility issues/concerns
- Completed and satisfied the representatives from AODA involved in the Accessibility Audit
- Joined the Coalition of Inclusive Municipalities to create inclusion, diversity and equality within the organization
- Continued to expand First Nations collections in Adult, Teen and Children's areas of the library
- Changed to new established Indigenous subject headings for cataloguing First Nations materials
- Continued to expand and purchase of resources with a focus on diversity and inclusion (i.e. purchasing materials either written by diverse authors or on subjects relating to accessibility, diversity and inclusion)
- Updated online language learning database to Transparent Language to offer more options for our patrons including: American Sign Language (ASL), English as a Second Language (ESL) and more than 25 Indigenous options
- Used a grant from the International Dyslexia Association of Ontario to launch a decodable book collection

Accessibility Accomplishments



General Achievements

- Sent existing policy to SADIE Advisory Committee for review to see if there are any other additional changes they would recommend for the Library Board's Accessibility policy
- Designed and produced a new Scugog Accessibility Logo which was used to produce a Scugog Accessibility Flag and other promotional items that will assist during events and can be erected during National Accessibility week
- Continued to seek input from Scugog Accessibility Advisory Committee on sidewalk and road reconstruction projects
- Continued with winter maintenance programs within the community
- Prepared the new plan for 2024 - 2028 with the input from all departments, senior staff and received public consultation during the development process
- Participated in the Leading Equitable and Accessible Delivery (LEAD) Improvement Plan, facilitated by the Abilities Centre



5. Municipal Achievements to Ensure Accessibility

The Township of Scugog has conducted a comprehensive review of many by-laws, practices, policies and procedures and services to ensure that consideration for accessibility takes place where appropriate. The following is a summary of the practices that are in place to ensure that accessibility is routinely considered in the development and delivery of Township programs, services and facilities.

5.1 - Accessible Customer Service Standard

The Township of Scugog is committed to customer service excellence. This includes service provision that is both accessible to and inclusive of employees, residents and visitors with disabilities. The Accessible Customer Service Standard under the Integrated Accessibility Standards Regulation (IASR) requires the Township of Scugog to provide accessible services for people with disabilities and to have policies and procedures in place to support accessible customer service.



Achievements

- Produced the Accessibility Advisory Committee Annual Report and work plan every year with input and approval from both committee, staff, and council
- Staff initiated a website refresh to meet the WCAG 2.0 Level AA AODA standards for 2021. Eolutions and staff went through every page and section of the website
- All Staff completed accessibility Training
- Accessible Customer Service Training has been implemented and will be ongoing for any new staff and volunteers
- Increased services available online, from initiating service to payment or close out of service
- Implemented a Customer Relationship Manager (CRM) software platform that allows residents to input service requests for numerous departments, and allows for staff to update the status on the “ticket”. Creating an accessible platform for residents to log complaints or service requests and follow along for progress. The CSR can also be used to register for recreation programs and purchase some standard permits, such as open air burn permits
- Six (6) kiosk units have been installed at five (5) Municipal facilities placed in the lobby. All units are 27 in. H x 16 in. W touchscreen units with zoom capabilities. Units utilize standard Customer Relationship Management (CRM) portal to enter service requests, locate service information and submit applications/payments. The installed height, midpoint of the screen is 49 in. with all units installed on tilting brackets to minimize reflection / glare, with an AODA Plaque offers braille and text to request additional support. The kiosks are located at The Township of Scugog Municipal Office, Blackstock Arena, Scugog Memorial Public Library and Scugog Community Recreation Centre (2)
- Updated each policy to include Accessibility as a main focus, ensuring each policy was prepared as an accessible document:
 - [Accessibility Standards Policy](#)
 - [Employment Accommodation Policy](#)
 - [Customer Service Standard Policy](#)
 - [Procurement Policy](#)

5.1 - Accessible Customer Service Standard



Achievements

- Have installed and have two (2) infrared systems available in Council Chambers for anyone requiring hearing assistance to use
- Signage has been installed on the walls in Council Chambers to identify the system is available
- Added Welcome Sign decal in two municipal facilities in three languages, Ojibwe, English, and French “Biindigen - Welcome - Bienvenue”
- Full time recreation staff obtained ASD certification through Kerry’s Place Autism Services to improve the support of children in our recreation programs
- Part time recreation staff attended a workshop name “From respite to recreation” through Kerry’s Place Autism Services
- Part time recreation camp counsellors began to provide one-on-one support to children with special needs in day camp setting
- Online reporting forms for various departments have been converted into an accessible form for users to input service complaints and concerns
- All departments’ RFPs, MOUs, contracts, licensing documents and financial statements produced by third parties, received by the Township of Scugog, must be in an accessible format. Currently offering information in an alternate format for any documents not in an accessible format, and requested
- Implemented Monsido to assist staff with Accessibility website testing and website maintenance solutions as Scugog continues to comply with WCAG 2.0 Level AA
- Accessibility Election plan was developed, and feedback was received by the Accessibility Committee
- Introduced Cloudpermit for building and planning permits, which has an imbedded accessibility tool
- Continue to provide options for residents to complete various applications/forms
- Continue to update and maintain accessibility training program to incorporate accessibility policy and procedures, as well as the Ontario Human Rights Code
- The training program on the requirements of the accessibility standards included in the IASR and Ontario Human Rights Code was developed and presented to all full time and part time staff, volunteer firefighters, members of Council, and volunteers appointed to all Township boards of management and committees. The content of training was appropriate to the duties of the employee/volunteer. Please note: All new staff and volunteers will receive the training
- Each of these provincial standards has established implementation targets and compliance requirements for obligated organizations. In addition, all five standards will be reviewed and updated every five years until 2025

5.2 - Information & Communication Standard

The Information and Communications Standard under the Integrated Accessibility Standards Regulation (IASR) requires the Township of Scugog to communicate and provide information in ways that are accessible to people with disabilities.



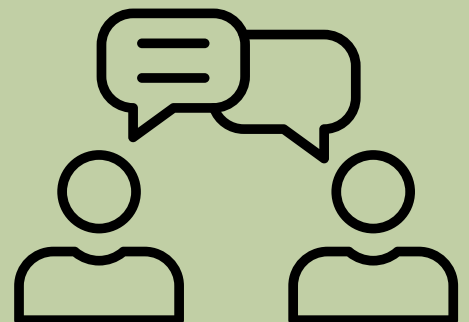
Achievements

- Continued updates to the website to meet accessibility requirements. Launched a completely new website, which is fully accessible. Staff undertook training on creating accessible web documents, appropriate writing language and style for accessibility, to increase reading comprehension, striving for users to be able to access and understand the information, writing at a grade 5-9 level broadly across the whole website
- Added more form features to our website, increasing accessibility and broadly eliminating fillable pdfs
- Implemented Microsoft Teams as an alternative manner to conduct meetings virtually – initially this was applied due to Covid-19 restrictions but has proved to be an exceptional tool used to accommodate accessible needs to attend a meeting
- Implemented the eScribe platform to improve accessibility and navigation within our website. Escribe also provides a clean, concise, and accessible template for creating Minutes and Agendas
- A new internal platform was developed as an intranet site for employees to access. The site houses many valuable resources including:
 - All Township policies and procedures in an accessible format
 - An orientation folder with a voice-over orientation video, with subtitles, providing an alternative format for orientation to all staff
 - A wellness portion with mental health resources, as well as self care tips. This page provides resources to encourage staff to take care of their mental and physical health
 - A section for safety, which covers topics such as Employee Assistance Program, Community Care Durham, and The Mindfulness Institute.
- Created the Alternative Formats Policy for staff to use as a reference in creating accessible documents
- Created accessible Word and PDF templates for most documents (i.e., reports, letters, policies and procedures, and correspondence) while ensuring that the text for images, and text are linked for all documents ongoing
- Most staff have completed training on developing accessible documents in the Microsoft Suite, as well as run an accessibility check, using the tools, when creating documents, to ensure all documents are legible for use with most readers
- Continued to encourage residents to inquire and contact staff if they require documents in an accessible format. Added to most public facing documents

5.2 - Information & Communication Standard

Achievements

- Updated the Accessibility web page and the Election web page to include current more accessible information
- Signage has been installed on the walls in Council Chambers to identify two (2) infrared systems are available in Council Chambers
- Prepared an accessible Pre-Authorized Payment Application for users not completing electronically and an Accessible Application for rebate of taxes for Registered Charities/Disabilities or Low Income Seniors
- Updated accessibility tools on the Library website to allow users better control over their experience



5.3 - Transportation Standard

The Transportation Standard under the Integrated Accessibility Standards Regulation (IASR) outlines requirements to prevent and remove barriers to public transportation which are applicable to the Durham Region Transit. Durham Region Transit is responsible for ensuring compliance with the Transportation Standard for the IASR which includes design of bus stops and shelters, licensing vehicles for hire, including taxicabs and private transportation companies, as well as providing accessible conventional and specialized transportation services. In addition to AODA requirements, the Township of Scugog is committed to increasing accessibility and usability of all Township sidewalks and roadways.

Achievements

- Through our website, we provide the public with current Transportation Standards as they evolve with AODA legislation
- Section off areas within Council/Committee Meetings for those with Accessibility needs
- The Regional Accessibility Coordinators meet periodically with Durham Region Transit (DRT) to continue the important conversation of the needs of rural Municipalities and the lack of access to Transit
- Scugog has partnered with Durham Region Transit by offering the DRT PRESTO Pass for purchase at the Municipal Office. The PRESTO Pass customer service outlet offers the convenience of purchasing passes (including the disability pass) in Scugog to support accessibility and convenience within the community.



5.4 - Employment Standard

The Employment Standards under the Integrated Accessibility Standards Regulation (IASR) requires that the Township of Scugog support the recruitment and accommodation of employees with disabilities. The Township of Scugog is committed to advancing accessibility, diversity and inclusion of employees with disabilities. The IDEA Committee (Inclusion, Diversity, Equity and Accessibility) will continue to support the organization by providing quality people services

Achievements

- Accessibility statement was added to all job postings, informing applicants that they can request accommodation(s) if and when needed
- Partnership was established with Port Perry High School to provide co-op opportunities within the Municipal Office for individuals with disabilities
- During the recruitment process, through an inclusive lens, we have made our staffing team more diverse
- Created an accessible web page and accessible application form for Volunteer Fire Recruitment using the available tools of the website
- Provide orientation to all staff, which covers topics such as the AODA and harassment/violent policies to ensure all staff are aware of what is expected and tolerated within the workplace
- Work with staff to ensure they are feeling comfortable and provide accommodations if necessary. For example, a staff member had anxiety while driving, we had their co worker drive instead
- Pride stickers placed on the windows of most work spaces, indicating the workspaces are safe spaces for all
- DEI Staff working group established in the summer of 2023, later to merge with the Accessibility Staff working group to form the IDEA (Inclusion, Diversity, Equity and Accessibility) staff working group



5.5 Built Environment & Design of Public Spaces Standard

The Township of Scugog recognizes that built environment barriers are a form of discrimination and is committed to increasing the accessibility of public spaces. The Design of Public Spaces Standard under the Integrated Accessibility Standards Regulation (IASR) requires that newly-constructed or redeveloped public spaces are accessible. In addition, the Township is compliant with the barrier-free design requirements of the Ontario Building Code and strives to achieve a high level of accessibility in public spaces as well as all employee workspaces.



Achievements

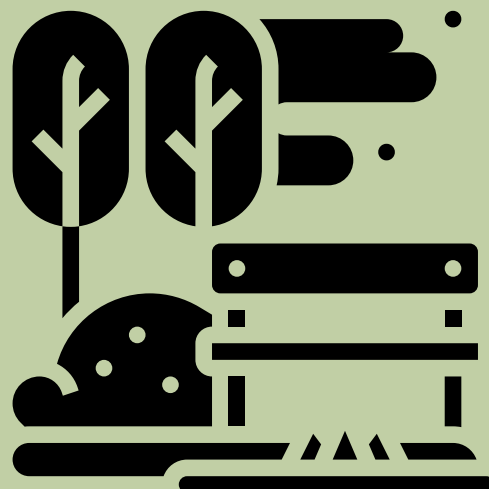
- Through development applications any proposed, publicly accessible spaces are planned in accordance with AODA requirements
- Enhancements were made to our Council Chambers which includes an adjustable speaking desk, with an extra wide opening, allowing for delegates with mobility aids to address Council with access to a microphone. Incorporating a clear path to and from the podium for anyone with mobility aids
- Angled the delegate desk in Council Chambers providing a better line of sight for the delegates to the projector screens and members of Council. Also offers a wider space for turning around or exiting in a wheelchair, scooter or other mobility device
- Washrooms on the main floor of the municipal office and the second floor (outside Council Chambers) have been made all gender washrooms, removing specific gender symbols on the signage and now indicating a toilet and the wording washroom. The signs include brail. This provides for accessible washroom facilities for anyone, at all times during municipal office operations
- Created and implemented the Scugog Accessibility Design Checklist to be used by the development services department and given out to applicants as a reference to consider
- SADIE advisory committee received several applications from both the planning department and community services department and has had the opportunity to provide feedback that was then implemented within the final application process
- Continued sidewalk repair (wider and more accessible); continue to reduce trip ledges occurrences
- Installation of several Tactile Warning Plates to assist in Accessible Safety. Common practice for the Township of Scugog whenever installing a new sidewalk or replacing a sidewalk at an intersection

5.5 Built Environment & Design of Public Spaces Standard



Achievements

- Replaced the Stone/Gravel pathway between Port Perry Marina and the Library to a paved surface making the surface more accessible
- Paved the Old Rail Lane multi-use-trail between the boat launch and Beech St
- Repaired front stairs and railings at the Township Office
- Installation of Pedestrian crossings at Hwy7/12/Cragg, Simcoe/Reach, and Old Simcoe/Dr. Archer
- Replaced four (4) playgrounds with more accessible elements; Roy E. Carter Park, Seagrave Park, Apple Valley Park, Palmer Park, Poplar Park
- Replaced Palmer Park playground with more accessible elements and a rubber play surface
- Constructed a new park (Cawkers Creek Park) with paved trails and accessible elements
- One (1) accessible picnic tables ordered for new Joe Fowler Picnic Shelter
- Limestone pathways constructed to connect the Waterfront Trail to the Pollinator Garden in the Rotary Environmental Park
- Ensure sufficient space for accessibility requirements was included in layout of new Library Makerspace rooms



6. Municipal Initiatives

The Township of Scugog commits ongoing efforts to remove obstacles to accessibility, diversity, equity and inclusion. By actively working to break down barriers, we hope to foster a community where all people feel welcomed, valued and able to participate fully. Though challenges remain, our staff are dedicated to the vision of a Township where opportunity is available to everyone. There is still progress to be made, but Scugog is committed to pursuing an inclusive future for all. The following Municipal Initiatives are the building blocks of the Township's Initiatives to a more accessible, diverse, equitable and inclusive Township through 2024 - 2028.

6.1 - Accessible Customer Service Standard

The Township of Scugog is committed to customer service excellence. This includes service provision that is both accessible to and inclusive of employees, residents and visitors with disabilities. The Accessible Customer Service Standard under the Integrated Accessibility Standards Regulation (IASR) requires the Township of Scugog to provide accessible services for people with disabilities and to have policies and procedures in place to support accessible customer service.



2024 - 2028 Initiatives

- Continue to update and maintain accessibility training program to incorporate accessibility policy and procedures, as well as the Ontario Human Rights Code
- Develop an orientation training for all volunteers in a video-voice over format, which will cover AODA, Ontario Human Rights Code and their roles and responsibilities as volunteers of the Township
- Investigate Sensory Friendly public skates at municipal run arenas
- Investigate equipment for hearing impaired customers at recreation reception desk (Counterloop)
- Continued exploration of initiatives to deliver Fire Safety / Public Education to vulnerable populations
- Continue offering multiple ways of accessing programs and services learned from the pandemic, e.g. virtual programming, hybrid and other accessibility variations
- Continue to expand and maintain accessible, diverse & inclusive collections and programs for our community

6.2 - Information & Communication Standard

The Information and Communications Standard under the IASR requires the City of Toronto to communicate and provide information in ways that are accessible to people with disabilities.



2024 - 2028 Initiatives

- We are working towards having all Township Parks Trucks equipped with an iPad so that staff can access the intranet and stay up to date on information within the Township / greater community
- Deliver targeted education campaigns, in accessible formats, using many different avenues (community participation, print, radio etc) focusing on the replacement of expired smoke & CO alarms that were first required by the 2015 OBC. These alarms provide additional accessible protection with a strobe light and it is important that they are replaced upon expiry
- Provide training and guidelines to staff on hosting and facilitating accessible meetings and presentations

6.3 - Transportation Standard

The Transportation Standard under the Integrated Accessibility Standards Regulation (IASR) outlines requirements to prevent and remove barriers to public transportation which are applicable to the Durham Transit, design of bus stops and shelters, and licensing of vehicles-for-hire, which includes taxicabs and private transportation companies. In addition to AODA requirements, the Township of Scugog is committed to increasing accessibility and usability of all Township sidewalks and roadways.



2024 - 2028 Initiatives

- Facilitate discussions through the Regional AAC group with Durham Region Transit and local cab companies to bring more accessible transportation options to the Township of Scugog
- Continue offering the DRT on Demand service through Durham Region Transit and continue to be a PRESTO Pass Customer Service outlet

6.4 - Employment Standard

The Employment Standards under the Integrated Accessibility Standards Regulation (IASR) requires that the Township of Scugog support the recruitment and accommodation of employees with disabilities. The Township of Scugog is committed to advancing accessibility, diversity and inclusion of employees with disabilities. The IDEA Committee (Inclusion, Diversity, Equity and Accessibility) will continue to support the organization by providing quality people services.



2024 - 2028 Initiatives

- Develop or source annual accessibility and disability-inclusion trainings, in addition to mental health, mandatory for all staff
- Provide accessibility and disability-inclusion training for different roles, e.g. accessible customer service, creating accessible documents, inclusive hiring and employment, inclusion policy development
- Review policies, including Respect in the Workplace, to include relevance to accessibility and inclusion of people with disabilities, and other marginalized communities
- Schedule regular policy and governance document reviews. Involve representatives from various population groups to participate in the process
- Include respect at the Workplace indicators in performance reviews
- Scugog establish a baseline for employee diversification and community representation through regular demographic surveys
 - Conduct a demographic survey that collects data on disability and other population groups
 - Create a communications plan that outlines for employees the importance of collecting demographics for workforce development
- All departments develop strategies to increase hiring of people with disabilities
 - Develop internship programs for college and university students and recent graduates with disabilities in all departments
- All employees' informal and formal performance reviews include discussions on improvements in implementing accessibility and inclusion
 - Include accessibility and inclusion accountabilities in all Employee Performance reviews. Accessible documents such as PDFs word documents and PowerPoint. To apply accessibility lense to planning implementation
 - Recognize and reward employee achievements in accessibility and inclusion, in private, team, department and municipal settings

6.5 Built Environment & Design of Public Spaces Standard

The Township of Scugog recognizes that built environment barriers are a form of discrimination and is committed to increasing the accessibility of public spaces. The Design of Public Spaces Standard under the Integrated Accessibility Standards Regulation (IASR) requires that newly-constructed or redeveloped public spaces are accessible. In addition, the Township is compliant with the barrier-free design requirements of the Ontario Building Code and strives to achieve a high level of accessibility in public spaces as well as all employee workspaces.



2024 - 2028 Initiatives

- Investigation into moveable ramps for the Scugog Shores Museum Village
- Nestleton Hall to have accessible sidewalks constructed
- Continue the work on fire enforcement of mandatory sprinkler system protection in care occupancies
- Continue with winter maintenance programs
- Continue installation of Tactile Warning Plates to assist in Accessible Safety
- Continued sidewalk repair (wider and more accessible); continue to reduce trip ledges occurrences
- Installation of paved Multi-Use Trail (MUT) between roundabout and boat launch
- Installation of various infill sections of sidewalk identified through the Active Transportation Plan (ATP)
- Continue to replace playgrounds with improved accessibility
- Construct two new parks with accessible elements
- Add a waterfront trail connection in Castle Harbour subdivision
- Construct accessible changerooms at Birdseye Pool
- Construct accessible washrooms at Palmer Park
- Continue investment in the procurement of accessible picnic tables for parks
- Install wayfinding signs in Port Perry
- Continue to seek grant funding to replace Blackstock Arena with facility that meets AODA standards



Conclusion

The Township of Scugog's 2024 - 2028 Multi-Year Accessibility Plan is intended as a working document.

Comments and recommendations will be noted throughout the upcoming year and will be reflected in annual updates to this Plan. Accessibility improvements and changes to accessibility legislation will also be reflected in updates to this plan.

Additional evaluation and reporting efforts include:

- Annual review of the Multi-Year Accessibility Plan and preparation of a progress report;
- Annual progress report prepared for Council to identify progress of the plan's implementation, accomplishments and achievements; posted online and available in alternative formats upon request;
- Compliance reports submitted biennially to the Province of Ontario

thank you