

# The Corporation of the Township of Tudor and Cashel

## MULTI-YEAR ACCESSIBILITY

December 01, 2020

The Corporation of the Township of Tudor and Cashel is committed to promoting independence, dignity, integration and equality of opportunity for persons with disabilities. Our goal is to make the Township workplaces and public spaces accessible and welcoming environments where both employees and customers are accommodated, in a timely manner, to meet their needs.

The Township's Multi-Year Accessibility Plan and yearly reports will demonstrate the Township's commitment to making accessibility a part of everyday business.

The Township of Tudor and Cashel's administration office is located at 371 Weslemkoon Lake Rd within the Community Centre in Gilmour, ON.

Over the years, the township has been continually upgrading the building to be more accessible for staff and visitors including:

- Remodeling the bathrooms to meet AODA requirements
- Added a power assisted accessible door to the main entrance
- Provided new accessible parking spots

The Township of Tudor and Cashel strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

The Township of Tudor and Cashel is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario and accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to who it was provided.

The Township of Tudor and Cashel has completed the following accessibility initiatives:

## **CUSTOMER SERVICE**

### **INFORMATION AND COMMUNICATIONS**

In December of 2020 we began designing a new accessible website to meet 2.0 WCAG Level A compliance. We are continuing to update the site on an ongoing basis with the assistance of feedback from our customers. We are making a continuous and conscience effort to ensure all documentation is drafted and formatted in an Accessible manner.

## **EMPLOYMENT**

### **TRAINING**

Staff have received training on how to assist customers with disabilities. In 2011 Council passed by-law 2011-09 that included a comprehensive schedule that outlined acceptable methods for welcoming and assisting individuals with disabilities. Staff receive annual training through AccessForward as approved by AODA, as well as any new staff members as soon as practicably possible.

## **DESIGN OF PUBLIC SPACES**

The Township of Tudor and Cashel has continually been upgrading and improving accessibility within the Community Centre. To date washrooms have been updated, the front entrance has been replaced with a new breezeway complete with a power assisted accessible door, the parking lot redesigned to allow for new accessible parking spaces. As well we are making plans to extend and improve the accessible ramp at on the East side of the community centre with the addition of a covered roof and new power assisted accessible door – this project is scheduled to be completed by the end of 2021.

## **STRATEGIES AND ACTIONS:**

The Township of Tudor and Cashel is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others.

## **CUSTOMER SERVICE**

We are committed to reaching out to our community stakeholders to advise and assist us with developing best practices to better meet the needs of people with disabilities. We will ensure that new staff receive appropriate training within 30 days of being hired.

## **INFORMATION AND COMMUNICATIONS**

The Township of Tudor and Cashel is committed to making our information and communications accessible to people with disabilities.

We are committed to providing people with disabilities with publicly available emergency information in an accessible way upon request.

Emergency broadcasts will appear on the Municipal Website at [www.tudorandcashel.com](http://www.tudorandcashel.com). When necessary, radio broadcasts may also be place on 97.7 The Moose FM, 800 CJBQ AM and Cool 100.1 FM. In the event that an emergency is expected to last more than seven (7) days, notice will be given in the Bancroft This Week newspaper. Notice will also be given in Madoc EMC.

We are in the process of developing a new accessible website that will meet 2.0 WCAG Level A compliance requirements, including

- Text sizing tool to make font larger or smaller
- [Google Translate](#) for language barriers
- [NVDA](#) free of charge screen reader
- [Adobe Reader for PDFs](#), free of charge text reader

It is our goal to have the website complete and fully functional in early 2021

## **EMPLOYMENT**

The Township of Tudor and Cashel is committed to fair and accessible employment practices.

Applicants are made aware that accessible accommodations are available in all job postings. Applicants are again made aware that accessible accommodations are available during the interview selection process and further when we notify the successful candidate we make them aware that accessible accommodations are available when the offer for employment is made.

## **TRAINING**

The Township of Tudor and Cashel is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Employees are trained on Customer Service, Human Rights as well as Accessibility Standards applicable to their duties within 30 days of hiring, as well staff are given a refresher training on Accessibility Standards on an annual basis.

## **DESIGN OF PUBLIC SPACES**

The Township of Tudor and Cashel will meet accessibility laws when building or making major changes to public spaces. We have successfully applied for funding to add an

additional accessibility ramp to access the community centre, replace the current door with a power assisted accessible door and further this area will have a roof covering this space offering more comfort from the weather while entering and exiting the building.

### **FOR MORE INFORMATION**

For more information on this accessibility plan, please contact at

Nancy Carrol – CAO/Clerk-Treasurer

[clerk@tudorandcashel.com](mailto:clerk@tudorandcashel.com)

613-474-2583