



**MULTI-YEAR
ACCESSIBILITY PLAN
2023-2027**

This document is available in alternate formats upon request.

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1.0 Introduction

In 2001 the *Ontarians with Disabilities Act* (ODA) was enacted to ensure that public organizations incorporate accessibility planning into their operations and facilities and document such actions within an accessibility plan.

In 2005, the *Accessibility for Ontarians with Disabilities Act* (AODA) was enacted to further qualify the ODA and serve as a framework for the establishment of accessibility standards that will lead Ontario to be fully accessible by 2025. This Act allows persons with disabilities the ability to access goods, services, facilities, accommodation, employment, buildings, structures and premises without impediment and to involve persons with disabilities in the development of those standards. Compliance with the AODA is required by both public and private sector organizations.

The purpose of these Acts is to create dignity, independence, integration and equal opportunity for all individuals within Ontario, and to break down barriers for those with disabilities. Under the AODA a disability includes any one of the following:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or,
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Ontario Regulation 191/11 - Integrated Accessibility Standards Regulation (IASR) was established under the AODA and requires all municipalities to prepare a Multi-Year Accessibility Plan (MYAP) to outline the organization's strategy to prevent and remove barriers and to meet the Plan's requirements

in the IASR. The regulation specifies that municipalities shall consult with people with disabilities and the local Accessibility Advisory Committee in preparing, reviewing and updating the Plan.

2.0 Municipal Profile

The Township of Tay is located on the shores of Georgian Bay and encompasses the Communities of Port McNicoll, Victoria Harbour, Waubaushene and Waverley. The Township contains acres of prime farm land as well as miles of breathtaking waterfront. Tay Township is surrounded by the Town of Midland, the Township of Oro Medonte, the Township of Springwater and the Township of Georgian Bay.

The population of the Township of Tay is 11,091 based on the results of the 2021 Census. The Township offers many cultural, educational and historical opportunities including St. Marie Among the Hurons, Martyrs' Shrine and The Wye Marsh. The Township provides three local libraries, two community centers, two community rooms and numerous recreational parks, outdoor ice rinks and ball diamonds.

3.0 Joint Accessibility Advisory Committee (JAAC)

The AODA states that every municipality having a population of not less than 10,000 shall establish an Accessibility Advisory Committee (AAC) and that a majority of the members of the committee shall be persons with disabilities. Tay Township established its own AAC in 2017 and has subsequently joined the Joint Accessibility Advisory Committee (JAAC) currently comprised of the County of Simcoe, as well as the Townships of Springwater, Oro-Medonte, Adjala-Tosorontio and Tay.

The Joint Committee has many benefits and provides for a broader perspective of accessibility needs and the opportunity to comment on County-wide initiatives. Each municipality has one community member representative and one elected official representative. All of the members offer a unique perspective to assist the JAAC in fulfilling its mandate and to advise Council on upcoming changes to accessibility regulations, assist in the preparation of reports and other documentation regarding accessibility within the municipality, review site plans and drawings, provide feedback on infrastructure projects, and follow any other function(s) outlined under the Act.

4.0 Accessible Planning

4.1 Council's Commitment to Accessibility Planning

The Township of Tay is committed to increasing and enhancing accessibility to its programs, services, and facilities. The Township has moved steadily towards providing a higher level of accessibility to its services, programs and infrastructures. The goal is to incorporate accessibility as a part of everyday life and maintain it as a core element to Township services.

Informed and committed leadership means:

- Township departments provide input to the Plan;
- Council endorses the Plan;
- The Plan and related accessibility documentation are publicly available and in alternative formats upon request;
- Accessible customer service training is provided to all staff; and
- Staff has access to accessibility-related resources and information.

The Township of Tay will continue to review existing and develop new corporate policies, practices and procedures in relation to AODA requirements.

The Township of Tay, both as an employer and service provider, is committed to barrier free access and will:

1. Take a leadership role in setting an example to the business, institutional and volunteer sectors in terms of access and integration, employment equity, communications, and recreation;
2. Identify barriers and gaps in existing facilities and services;
3. Continually improve the level of accessibility of municipal facilities, programs and services;
4. Actively encourage input from all segments of the community in the design, development and operation of new and renovated municipal facilities and services;
5. Ensure the provision of quality services to all members of the community with disabilities;
6. Provide resources and support to give effect to the Plan; and
7. Promote accessibility within the community.

4.2 Barriers

The intent of the Plan is to prevent, identify and remove barriers. Barriers are obstacles that stand in the way of people with disabilities from being able to do many of the day-to-day activities that people take for granted. A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of a disability. The traditional definition of a barrier used in the context of accessibility has been expanded to include obstacles beyond physical boundaries. There are several other categories of barriers to consider, such as:

Environmental Barriers: Features, buildings or spaces that restrict or impede physical access. For example, a doorway that is too narrow to accommodate entry by person in a motorized scooter.

Communication Barriers: Obstacles with processing, transmitting or interpreting information. For example, print on a brochure that is too small to read or documents not available in alternative formats.

Attitudinal Barriers: Prejudgments or assumptions that directly or indirectly discriminate. For example, assuming that all visually impaired persons can read Braille.

Technological Barriers: Occurs when technology cannot or is not modified to support various assistive devices and/or software. For example, a website that does not provide for increased text size or contrast options.

Systemic Barriers: Barriers within an organization's policies, practices and procedures that do not consider accessibility. For example, listing a driver's license as an employment qualification for an office position may prohibit persons with visual impairments from applying.

4.3 Consultation

Township staff have provided input on the Plan and a Draft version of the Plan will be presented to Council in December 2022. Once appointments have been made to the Joint Accessibility Advisory Committee, for the 2022-2026 Term of Council, Tay Township's Multi-year Accessibility Plan will be presented for review. Once reviewed, any recommended updates will be made and, if necessary, an updated plan will be presented to Council for approval.

4.4 Review and Monitoring Process

Status reports on the measures taken to implement the Township's strategy and Plan barriers will be prepared and presented to Council annually, following a review by the JAAC.

4.5 Communication of the Plan

Copies of the Plan and the annual status reports will be made available in an accessible format upon request and on the Township's website at www.Tay.ca

4.6 Feedback

Listening to feedback is an integral part of the evaluation process. The Township's Accessibility Standards Policy sets out the feedback process. Township staff will work to ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request.

Members of the public are notified of the availability of accessible formats and communication supports with respect to the feedback process through the Township's website. Feedback on the accessibility of its facilities, programs, and goods and services is always welcome.

5.0 Integrated Accessibility Standards Regulation (IASR)

The Integrated Accessibility Standards Regulation (IASR) - Ontario Regulation 191/11 covers accessibility standards including Information and Communication, Employment, Transportation, Design for Public Spaces (including the built environment), and Customer Service. There is a phased-in approach to compliance with deadline dates for each standard being based upon organization type and size, with the goal of a fully accessible province by 2025.

5.1 Information and Communication

The Information and Communication standard was designed to achieve equitable access to communication and information, to cover the broadest range of how people send and receive information, and facilitate communication.

This standard requires the municipality to provide information in an accessible format upon request that takes into consideration the needs of the individual. Municipalities are also required to ensure that all new materials are produced in an accessible format including disseminated information and website

content and that old documents can be made accessible based on the needs of the individual.

5.2 Employment

The Employment standard focuses on policy, procedures and training requirements to identify and remove barriers in the workplace. This standard requires employers to have processes in place to determine an employee's accommodation needs. This component also addresses key processes in the life cycle of a job such as recruitment, assessment, selection and retention.

The Township ensures that all policies and practices reflect the requirements under the AODA and will continue to develop or update policies as necessary to continue compliance with this and other legislation.

5.3 Transportation

The Transportation standard was developed to provide accessibility to public transportation including taxis and transit buses, and emergency procedures. The goal of this standard is to enable residents and visitors the opportunity to live, work and participate in the community. Specific requirements regarding all aspects of the experience of using transportation are addressed.

At the time this Plan was developed the Township of Tay did not provide transportation services to residents.

5.4 Design of Public Spaces (Built Environment)

The Design of Public Spaces standard focuses on removing barriers in public spaces and buildings that are newly constructed or redeveloped. Technical requirements have been developed for recreational trails, beach access, outdoor public use seating areas, outdoor play spaces, exterior paths of travel, service counters, maintenance, etc. Understanding a wide variety of barriers for persons with disabilities in the physical environment is essential to implementation of the standard.

The Township will ensure that persons with disabilities, the Joint Accessibility Advisory Committee (JAAC) and the public shall be consulted when constructing new or redeveloping recreational trails, outdoor play spaces and the design and placement of rest areas along exterior paths of travel.

When constructing new or redeveloping public spaces regulated under the Design of Public Spaces standard, the Township will use the GAATES Illustrated Technical Guide to the Accessibility Standard for the Design of Public Spaces.

In addition to the Design of Public Spaces Standard, the Ontario Building Code was amended in 2016 to include accessible requirements. The amended Building Code is used when issuing building permits and conducting building inspections.

5.5 Customer Service

The Customer Service Standard ensures that people with disabilities receive goods and services in a manner that takes into account their disability. Accessible customer service means dignity, independence, integration and equal opportunity for all people.

All Township staff is trained on the practices and procedures for accessible customer service including the following:

- The use of assistive devices by persons with disabilities;
- The use of service animals by persons with disabilities;
- The use of support persons by persons with disabilities;
- Notice of temporary disruptions in services and facilities.

All Township staff and volunteers are trained on Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Further, the Township trains our employees and volunteers on accessibility as it relates to their specific roles.

5.6 Procurement of Goods and Services

Section 10 of the Township's Procurement Policy – General Purchasing Rules states the following:

- Staff shall consider accessibility when drafting documents for purchasing including such things as:
 - Companies that provide services, train their staff on providing accessible services.
 - Buildings or locations that are to be used can accommodate people with disabilities.
 - Items to be purchased include accessible features.

Where it is not possible to procure accessible goods, services or facilities the department responsible for the purchase shall in an accessible format, explain why accessible goods, services or facilities could not be obtained.

6.0 Conclusion

The Township of Tay continues in its efforts to remove barriers from within municipal facilities and parks.

While the goals outlined in the Plan are primarily directed towards persons with disabilities, many of the achievements, associated with accessibility, will benefit all Township of Tay residents.

In accordance with the Provincial legislation, the Township will continue to meet its compliance obligations by developing and implementing programs, policies and initiatives that create and maintain a fully accessible and inclusive community.

The identification and removal of barriers will continue to be an ongoing activity for Township staff and Committee members.

The Township always encourages feedback from the public on accessibility, including suggestions about new initiatives and how we can better provide our services. This is everyone's community and there's value in our experiences and how it provides different perspectives.

For further information, please contact the Clerk's Office:

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For additional information visit the Ministry of Community and Social Services website at <https://www.ontario.ca/page/accessibility-laws>

Schedule "A" **Accessibility Achievements/Progress**

General

- Ongoing training provided as part of new employee orientation on the Accessibility Standards
- New Accessibility Standards Policy adopted in November 2016 merging the existing Accessible Customer Service Standard Policy & IASR Policy
- Amendments made to any existing personnel policies as required to accommodate Employment Standard requirements
- Successful completion of Accessibility Compliance Audit by the Province in 2016
- Accessibility Compliance Audit by Province in progress beginning October 2022
- As of 2020, all Council and Committee meetings made more accessible by being made available virtually

Facilities

- 2007/2008 – Victoria Harbour Library Branch fully renovated and expanded, expansion designed to meet accessibility standards. Included shared accessible entrance to the Harbour Shores Community Room
- 2008/2009 – Municipal Office renovated and expanded, expansion designed to meet accessibility standards.
- 2010 – Circulation desks retrofitted and lowered at the Port McNicoll and Waubaushene Library Branches
- 2010 – Microphone/audio system installed into Council Chambers
- 2010 – Municipal Election polling stations audited for accessibility with accessibility report submitted to Council for their information post-election. Door greeters employed for voting locations lacking power-assisted doors, magnifying sheets provided to assist with voting.
- 2011 – Audit of Township facilities conducted by Independent Living Services (formerly Simcoe County Association for the Physically

Disabled). Recommended renovations incorporated into Township's Long Term Plan.

- 2012 - Victoria Harbour Canada Post, 145 Albert Street - Door renovation & replacement completed. New power-assisted doors with sloped entranceway installed
- 2012 - Port McNicoll Community Centre - Door renovation & replacement completed. New power-assisted doors installed and exterior interlocking pathway repaired to raise stones to door entrance providing seamless transition
- 2014 - New Township website created to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, AA Standard and launched providing accessible content and features.
- 2014 - Municipal Election - Vote By Mail voting system introduced allowing electors to vote at home, single voting location provided at municipal office that was fully accessible. Accessibility report submitted to Council for their information post-election, and all election staff received full training on the standards.
- 2014 - Procurement Policy updated to include accessibility requirements as set out in the standards
- 2015 - Tay Community Rink - paved pathway from parking lot to rink
- 2015 - Oakwood Community Centre - accessible water bottle refill station installed
- 2016 - Baby changing tables installed in all three library branches and Port McNicoll Community Centre
- 2016 - Port McNicoll Community Centre - accessible water bottle refill station installed
- 2016 - Accessible playground installed at Talbot Park
- 2017 - New Old Fort Fire Hall, 2201 Old Fort Road - meeting all current accessibility requirements as set out in the Building Code
- 2017 - Accessible playground installed at Oakwood Park & Pine Street Beach Park

- 2017 – Municipal Office – accessible water bottle refill station installed
- 2020 – Albert Street Gazebo Park washroom upgrade, fully AODA compliant
- 2022 – Sheppard Park Playground installation, fully AODA compliant
- 2022 – Mackenzie Beach Park washroom upgrade, fully AODA compliant
- 2022 – Mackenzie Beach Park accessible connection between parking lot and washroom and new picnic pavilion
- 2022 – Four new accessible picnic tables installed in parks located in Port McNicoll, Victoria Harbour, Waubauskene and Waverley
- 2022 – Bridgeview Park accessible connection installation from parking lot to the Tay Shore Trail
- 2022 – School access route accessible connection installation from Anderson Crescent subdivision to Jephson Street
- 2022 – Municipal Election polling stations audited for accessibility with accessibility report submitted to Council in December 2022 for their information post-election.
- Ongoing - Accessible parking spaces repainted as required as they are reviewed annually by staff
- Ongoing – Accessible parking spaces continue to be improved with signage

Schedule "B" Identified Improvements

The following improvements have been identified and will be incorporated into building maintenance and capital improvements.

- General
 - When replacing building alarms, Township to install alarms with combination of audio and visual alarms
 - Ensure accessible parking space requirements in updated zoning by-law for appropriate land uses (i.e. commercial, industrial)
- Municipal Office
 - Power-assisted door opener to be installed on existing accessible washroom
 - Reception counter to be renovated to provide accessible workstation
- Victoria Harbour Outdoor Rink Change Room
 - public washroom not large enough to accommodate a wheelchair
 - assistance bars required in washroom
 - power-assisted washroom door required
 - Grant Application for power-assisted door openers submitted in 2022
- Sunset Ball Diamond
 - Public washroom not barrier free – stall walls to be adjusted to widen one stall for a wheelchair
- Tay Community Rink
 - Power-assisted door opener to be installed on existing change room door
 - Grant Application for power-assisted door openers submitted in 2022
- Port McNicoll Library Branch
 - Ramp to branch main entrance too steep
 - Main floor washroom is not barrier free, requires renovation
 - Interior doorway too narrow, requires renovation/widening
 - Main entrance power-assisted doors required
 - Elevator between floors required as no accessible way to currently access both floors – only stairs

- Path to rear entrance to be redone as surface uneven and there is a significant 'lip' at the door
- Community Room interior ramp needs to be redesigned to standards, incline too steep
- Community Room power-assisted door required
- Community Room washroom needs renovation, not current accessible
- Grant Application for power-assisted door openers submitted in 2022

- Waubashene Library Branch
 - Entrance doors too narrow, require renovation
 - Entrance requires power-assisted door
 - Grant Application for power-assisted door openers submitted in 2022

- Port McNicoll Community Centre
 - Accessible lift, power-assisted chair or ramp to access stage
 - Grant Application for power-assisted door openers submitted in 2022

- Oakwood Community Centre
 - Accessible lift, power-assisted chair or ramp to access stage
 - Grant Application for power-assisted door openers submitted in 2022