



# Township of East Garafraxa Accessibility Annual Status Report for 2023

This is the Township of East Garafraxa **Annual Status Report for the year 2023.**

The Township of East Garafraxa in collaboration with the County of Dufferin and lower tier municipalities within Dufferin have established a joint multi-year accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the *Accessibility for Ontarians with Disabilities Act* and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for (year) 2023 on the progress of measures taken to improve accessibility. The purpose of this report is to track our organization's progress and make the public aware of our initiatives.

This report is available online at [Accessibility - Township of East Garafraxa](#).

To request an alternate format of this annual status report, please contact:

Township of East Garafraxa Clerk, Email: [clerks@eastgarafraxa.ca](mailto:clerks@eastgarafraxa.ca) Telephone: 226-259-9400 ext. 204, or Toll Free: 877-868-5967.

## Accessibility Accomplishments in the Year 2023

General Accomplishments	X: Applicable	: Not applicable
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General initiatives related to accessibility that may or may not be directly related to a regulatory requirement or initiatives that don't fall within a particular standard.

- Continued to ensure policies, practices and procedures address dignity, independence, integration and provided for equal opportunity for people with disabilities.
- Continued to provide accessibility training to new employees.
- Provided accessibility documents training to appropriate employees.

Customer Service Accomplishments	X: Applicable	: Not applicable
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Initiatives implemented related to the Customer Service Standards.

- Continued to review and encourage customer feedback and take appropriate action.
- Continued to allow people with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the Municipality.

This report is available in an alternative format upon request.

- Continued to accommodate the accessibility needs of people with disabilities to ensure they can obtain, use or benefit from the Municipality’s goods, services, programs and facilities.
- Continued to Communicate with people with disabilities in a manner that takes into account the person’s disability.

<b>Information and Communications Accomplishments</b>	<b>X: Applicable</b>	<b>: Not applicable</b>
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Initiatives implemented related to the Information and Communications Standards.

- Continued implementation of services offered online/electronically.
- Increased delivery of online services available to the public through website upgrades including integrated forms.

<b>Employment Accomplishments</b>	<b>X: Applicable</b>	<b>: Not applicable</b>
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Initiatives implemented related to the Employment Standards.

- Candidates are notified that accommodations for applicants with disabilities are available upon request during the recruitment and interview process.
- Employees are informed of the accommodation supports that are available to those with disabilities throughout the employment cycle.
- Accessible formats or communication supports are provided upon request to employees.

<b>Transportation Accomplishments</b>	<b>: Applicable</b>	<b>X: Not applicable</b>
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Initiatives implemented related to the Transportation Standards.

The Township does not have a transportation system.

<b>Design of Public Spaces Accomplishments</b>	<b>X: Applicable</b>	<b>: Not applicable</b>
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Initiatives implemented related to the Design of Public Spaces Standards.

- The Township of East Garafraxa focuses on removing barriers which may exist in our buildings and facilities, while ensuring that new buildings, leases, and renovations do not create any new barriers.
- There were no new buildings, leases and/or renovations in 2023.

<b>Summary of Consultations</b>	<b>X: Applicable</b>	<b>: Not applicable</b>
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The Township of East Garafraxa participates in a joint Accessibility Program with the County of Dufferin. The Township has access to the County of Dufferin Accessibility Advisory Committee.

### Next Steps

What will be the focus of the new year? Highlight key upcoming initiatives.

- Provide Accessible Documents Training to Employees
- Consult the public, persons with disabilities through the County of Dufferin Accessibility Advisory Committee
- Review corporate policies and by-laws to ensure accessibility compliance
- Continue to monitor website and web content
- Continue to ensure documents are accessible or available upon request
- Continue to welcome accommodations throughout the recruitment process and employment life cycle
- Ensure new facilities and reconstructions are designed with accessibility features incorporated

The Township of East Garafraxa is committed to providing high quality programs, facilities and services to all members of the public it serves. Feedback is welcomed as it may identify areas requiring change and encourage continuous service improvements.