



# Township of East Garafraxa

## Accessibility

### Annual Status Report for 2024

This is the Township of East Garafraxa's **Accessibility Annual Status Report for the year 2024.**

The Township of East Garafraxa, in collaboration with the County of Dufferin and lower tier municipalities within Dufferin, has established a joint multi-year accessibility plan. This plan aims to prevent and remove barriers to accessibility and to meet the requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR).

This Annual Status Report provides the required update for 2024 on the progress made in implementing measures to improve accessibility. The purpose of this report is to track the Township's progress and to inform the public about its 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  
Toll Free: 877-868-5967

#### Accessibility Accomplishments in the Year 2024

General Accomplishments	X: Applicable	: Not applicable
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.		
<ul style="list-style-type: none"><li>Continued to ensure policies, practices and procedures address dignity, independence, integration and provided for equal opportunity for people with disabilities.</li><li>Continued to provide accessibility training for new employees.</li></ul>		
Customer Service Accomplishments	X: Applicable	: Not applicable
Initiatives implemented related to the Customer Service Standards.		

- Continued to review and encourage customer feedback and take appropriate action if necessary.
- Continued to permit individuals to use their own personal assistive devices to obtain, use or benefit from the services offered by the Municipality.
- Continued to accommodate the accessibility needs of people with disabilities to ensure equitable access to goods, services, programs, and facilities.
- Continued to Communicate with individuals in a manner that considers their 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.
- Introduced online payment options for various bill payments.
- 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.

- Notified candidates that accommodations are available upon request during the recruitment and interview process.
- Informed employees of available accommodation supports throughout the employment life cycle.
- Provided accessible formats or communication supports upon request.

<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.

<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 compliance with accessibility standards.
- Continue to monitor website and web content.
- Ensure all documents are accessible or made available in alternate formats upon request.
- Maintain commitment to accommodations throughout the recruitment and employment processes.
- Ensure all new facilities or reconstruction projects incorporate accessibility features.

The **Township of East Garafraxa** remains committed to providing high-quality programs, facilities, and services to all members of the public. Feedback is always welcomed, as it helps identify areas for improvement and supports continuous service enhancement.