

A group of elderly people are walking on a wooden boardwalk outdoors. In the foreground, a woman with short brown hair, wearing an orange vest over a light green long-sleeved shirt, is seen from behind, holding a silver cane. To her right, another person is using a red walker. In the background, several other people are visible, including a woman in a red jacket and a man in a blue jacket. The background is filled with lush green trees. A white diagonal banner is overlaid on the left side of the image, containing the title text.

**THE  
JOINT  
MULTIYEAR  
ACCESSIBILITY  
PLAN 2022-2025**

## Background: Accessibility and the Province of Ontario

There are currently two active pieces of legislation in Ontario that specifically address accessibility: The Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005, (AODA).

The purpose of the ODA is to improve the quality of life and experiences of persons with disabilities by identifying, preventing and removing any barriers that may limit opportunities for individuals with disabilities to fully participate in society.

The AODA advances the goals of the ODA by requiring public, private and non-profit organizations to identify, remove and prevent barriers to accessibility in order to make the Province of Ontario fully accessible for all persons with disabilities by 2025. Through the AODA and the Integrated Accessibility Standards Regulation (IASR) (Ontario Regulation 191/11), the Government of Ontario has identified key areas for the development of common accessibility standards that are intended to ensure all sectors and organizations can provide fully accessible services and environments for Ontarians. The goal of these standards is to facilitate the full participation of persons with disabilities in society.

Key areas identified under the AODA are Customer Service, Information and Communications, Employment, Transportation and the Design of Public Spaces.

There are two definitions provided within the AODA that we want to ensure are understood by everyone however and they are as follows:

### Definitions

“disability” means,

(a) 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 reliance on a service dog or other animal or on a wheelchair or other remedial appliance or device,

“barrier” means,

anything that prevents a person with a disability from fully participating in all aspects of

society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice;

## Commitment to Accessibility

Our goal is to ensure accessibility for our employees and the public we serve in our services, products and facilities. Employees need to be able to function effectively and customers need to receive timely, high quality services in a way that works for them.

We want to provide excellent public service for all Ontarians. We want to reflect the public we serve in everything we do and we want to attract the talented people we need to fill jobs. Building a dynamic and accessible organization will help us reach these goals.

The nine municipalities that make up the County of Dufferin are committed to:

- The continual improvement of access to municipal facilities and services for people with disabilities
- The participation of people with disabilities in the development and review of its multi-year accessibility plan
- The provision of quality services to all members of the community
- Meeting and, where possible, exceeding the accessibility requirements under the AODA

## Accessibility Plan

Since 2004 all municipalities in the Province have had a legal obligation under the ODA to develop annual accessibility plans. Under the AODA, accessibility planning requirements shift from annual to multi-year plans which must outline an organization's strategy to prevent and remove barriers and meet the requirements under the Integrated Accessibility Standard Regulation (IASR).

This Plan describes:

- The measures that the municipalities have taken over previous years to remove barriers to people with disabilities
- The process by which the municipalities are identifying, removing and preventing

barriers to people with disabilities

- The ongoing activities the municipalities will take to remove barriers to people with disabilities
- How this plan will be communicated with the community

## Accessibility Advisory Committee

The Joint Accessibility Advisory Committee is comprised of members from across Dufferin County, the majority of whom live with a disability.

The Joint Accessibility Advisory Committee is a legislatively mandated Committee that formed in 2019 when Access Orangeville and Access Dufferin amalgamated to provide a more consistent approach to accessibility initiatives across the County.

- As required by the Accessibility for Ontarians with Disabilities Act, a majority of the members of the committee are persons with disabilities (Section 29 (3)).
- The Committee shall be comprised of a maximum of twelve (12) members.
- A minimum of three (3) and a maximum of five (5) members will be appointed by the County to represent areas outside of Orangeville.

The Committee advises Council about the preparation and implementation of the Multiyear Accessibility Plan, on promoting and facilitating a barrier-free municipality for citizens of all abilities. The Committee's role in helping foster a community approach to accessibility and inclusion involves the review of municipal policies, programs and services and the identification, removal and prevention of barriers faced by persons with disabilities.

## Consultation

In the preparation of this plan the municipalities conducted the following consultation activities:

- Consultation with the Joint Accessibility Advisory Committee to ensure input is received from all members
- Consultation with residents.
- Consultation with staff.

## Communication of the Accessibility Plan

The approved Multiyear Accessibility Plan shall be posted on the municipality's website and be provided in an accessible format upon request. The Plan will also be available for review at all Public Library Branches and all municipal offices.

## Contact Information

The municipality is committed to ensuring accessibility is a reality throughout all facilities and business operations. Please contact us with your questions, ideas or comments.

Amaranth, Township of  
519-941-1007  
[info@amaranth.ca](mailto:info@amaranth.ca)

Melancthon, Township of  
519-925-5525  
[Info@melancthon.ca](mailto:Info@melancthon.ca)

Dufferin, County of  
519-941-2816  
[info@dufferincounty.ca](mailto:info@dufferincounty.ca)

Mono, Town of  
519-941-3599  
[info@townofmono.com](mailto:info@townofmono.com)

East Garafraxa, Township of  
226-259-9400  
[info@eastgarafraxa.ca](mailto:info@eastgarafraxa.ca)

Mulmur, Township of  
705-466-3341  
[info@mulmur.ca](mailto:info@mulmur.ca)

Grand Valley, Town of  
519-928-5652  
[mail@townofgrandvalley.ca](mailto:mail@townofgrandvalley.ca)

Orangeville, Town of  
519-941-0440  
[info@orangeville.ca](mailto:info@orangeville.ca)

Shelburne, Town of  
519-925-2600  
[info@shelburne.ca](mailto:info@shelburne.ca)

## TOWNSHIP OF AMARANTH GOALS<sup>1</sup>

<input type="checkbox"/>	Feb 22	Council approves 2022-2025 Multi-Year Accessibility Plan
<input type="checkbox"/>	Mar 22	Assess requirements and draft plan for conducting an accessible municipal election
<input type="checkbox"/>	Apr 22	Initiate a training cycle for staff and volunteers to receive refresher every three (3) years.
<input type="checkbox"/>	May 22	Recognize accessibility champions and celebrate Accessibility Awareness Week
<input type="checkbox"/>	Jun 22	Conduct Accessibility and Ontario Human Rights refresher training for staff
<input type="checkbox"/>	Sep 22	Review and revise IASR – Accessibility Compliance Policy
<input type="checkbox"/>	Oct 22	Ensure municipal election is accessible
<input type="checkbox"/>	Nov 22	Conduct Accessibility and Ontario Human Rights training for new Council
<input type="checkbox"/>	Dec 22	Review and report accomplishments and establish 2026 priorities
<input type="checkbox"/>	Jan 23	Appoint members of the County Accessibility Advisory Committee
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<sup>1</sup> **Report to Council 2022-007** – 2022-2025 Multi-Year Accessibility Plan

**BE IT RESOLVED THAT:**

Council approve the Multi-Year Accessibility Plan as presented. **CARRIED.**

## **AMARANTH KEY ACCOMPLISHMENTS**

Provided Accessible Customer Service training to all staff

IASR Policies created and adopted

Developed a multi-year accessibility plan

Embedded accessibility requirements into the procurement process

New websites are compliant with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA

Accessible document training provided to key staff

Developed policy for municipal employees who have a disability and require assistance in evacuating the building in an emergency situation

Have a process in place to create individual accommodation plans for employees with disabilities

Consultation with Accessibility Advisory Committee for major developments

## TOWNSHIP OF EAST GARAFRAXA GOALS<sup>2</sup>

<input type="checkbox"/>	Feb 22	Council approves 2022-2025 Multi-Year Accessibility Plan
<input type="checkbox"/>	Mar 22	Assess requirements and draft plan for conducting an accessible municipal election
<input type="checkbox"/>	Apr 22	Initiate a training cycle for staff and volunteers to receive refresher every three (3) years.
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<sup>2</sup> **Be it resolved that** Council do hereby approve the Township of East Garafraxa Accessibility Goals and Prior Accomplishments, as amended, with respect to the 2022-2025 Joint Multi-Year Accessibility Plan; And further that the amended document be provided to the County of Dufferin for inclusion in the 2022-2025 Joint Multi-Year Accessibility Plan. **CARRIED**



## EAST GARAFRAXA KEY ACCOMPLISHMENTS

Provided Accessible Customer Service training to all staff

IASR Policies created and adopted

Developed a multi-year accessibility plan

Embedded accessibility requirements into the procurement process

Conducted a review and implemented updates to the Township Municipal website pursuant to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA compliance/requirements.

Provided Accessible document training provided to key staff

Reviewed and revised/updated Accessibility Policies

Developed policy for municipal employees who have a disability and require assistance in evacuating the building in an emergency situation

Implemented a process to create individual accommodation plans for employees with disabilities

Consulted with Accessibility Advisory Committee for major developments including parks

Implemented additional services offered through online/remote services

Completed Annual Status Reports and posted on the Township website as required

## TOWN OF GRAND VALLEY GOALS

<input type="checkbox"/>	Feb 22	Council approves 2022-2025 Multi-Year Accessibility Plan
<input type="checkbox"/>	Mar 22	Assess requirements and draft plan for conducting an accessible municipal election
<input type="checkbox"/>	Apr 22	Initiate a training cycle for staff and volunteers to receive refresher every three (3) years.
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## **GRAND VALLEY KEY ACCOMPLISHMENTS**

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Provided Accessible Customer Service training to all staff

IASR Policies created and adopted

Developed a multi-year accessibility plan

Embedded accessibility requirements into the procurement process

New websites are compliant with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA

Accessible document training provided to key staff

Developed policy for municipal employees who have a disability and require assistance in evacuating the building in an emergency situation

Have a process in place to create individual accommodation plans for employees with disabilities

Consultation with Accessibility Advisory Committee for major developments

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## TOWNSHIP OF MELANCTHON GOALS<sup>3</sup>

<input type="checkbox"/>	Feb 22	Council approves 2022-2025 Multi-Year Accessibility Plan
<input type="checkbox"/>	Mar 22	Assess requirements and draft plan for conducting an accessible municipal election
<input type="checkbox"/>	Apr 22	Initiate a training cycle for staff and volunteers to receive refresher every three (3) years.
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<sup>3</sup> At the meeting of Council held on March 17, 2022, Melancthon Council passed the following motion:  
**Be it resolved that:** "Council for the Township of Melancthon approves the Township of Melancthon's Multi-Year Accessibility Plan 2022-2025 as presented." **Carried.**

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## KEY ACCOMPLISHMENTS

Provided Accessible Customer Service training to all staff

IASR Policies created and adopted

Developed a multi-year accessibility plan

Embedded accessibility requirements into the procurement process

New websites are compliant with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA

Accessible document training provided to key staff

Developed policy for municipal employees who have a disability and require assistance in evacuating the building in an emergency situation

Have a process in place to create individual accommodation plans for employees with disabilities

Consultation with Accessibility Advisory Committee for major developments

## TOWN OF MONO GOALS<sup>4</sup>

<input type="checkbox"/>	Feb 22	Council approves 2022-2025 Multi-Year Accessibility Plan
<input type="checkbox"/>	Mar 22	Assess requirements and draft plan for conducting an accessible municipal election
<input type="checkbox"/>	Apr 22	Initiate a training cycle for staff and volunteers to receive refresher every three (3) years.
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<sup>4</sup> On February 22, 2022, Council for the Town on Mono passed the following resolution:

*Resolution #6-4-2022*

*THAT Council for the Town of Mono approves the Town of Mono 2022 - 2025 Multi-Year Accessibility Plan.*

**"Carried"**

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## KEY ACCOMPLISHMENTS

Provided Accessible Customer Service training to all staff

IASR Policies created and adopted

Developed a multi-year accessibility plan

Embedded accessibility requirements into the procurement process

New websites are compliant with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA

Accessible document training provided to key staff

Developed policy for municipal employees who have a disability and require assistance in evacuating the building in an emergency situation

Have a process in place to create individual accommodation plans for employees with disabilities

Consultation with Accessibility Advisory Committee for major developments

## TOWNSHIP OF MULMUR GOALS<sup>5</sup>

<input type="checkbox"/>	Feb 22	Council approves 2022-2025 Multi-Year Accessibility Plan
<input type="checkbox"/>	Mar 22	Assess requirements and draft plan for conducting an accessible municipal election
<input type="checkbox"/>	Apr 22	Initiate a training cycle for staff and volunteers to receive refresher every three (3) years.
<input type="checkbox"/>	May 22	Recognize accessibility champions and celebrate Accessibility Awareness Week
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<sup>5</sup> Mulmur Council “received” the Multi-Year Accessibility Plan Checklist at their March 2, 2022 meeting



## MULMUR KEY ACCOMPLISHMENTS

Provided Accessible Customer Service training to all staff

IASR Policies created and adopted

Developed a multi-year accessibility plan

Embedded accessibility requirements into the procurement process

New websites are compliant with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA

Accessible document training provided to key staff

Developed policy for municipal employees who have a disability and require assistance in evacuating the building in an emergency situation

Have a process in place to create individual accommodation plans for employees with disabilities

Consultation with Accessibility Advisory Committee for major developments

## TOWN OF ORANGEVILLE GOALS<sup>6</sup>

<input type="checkbox"/>	Feb 22	Council approves 2022-2025 Multi-Year Accessibility Plan
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<sup>6</sup> Awaiting Council motion

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## **ORANGEVILLE KEY ACCOMPLISHMENTS**

Provided Accessible Customer Service training to all staff

IASR Policies created and adopted

Developed a multi-year accessibility plan

Embedded accessibility requirements into the procurement process

New websites are compliant with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA

Accessible document training provided to key staff

Developed policy for municipal employees who have a disability and require assistance in evacuating the building in an emergency situation

Have a process in place to create individual accommodation plans for employees with disabilities

Consultation with Accessibility Advisory Committee for major developments

## TOWN OF SHELBURNE GOALS<sup>7</sup>

<input type="checkbox"/>	Feb 22	Council approves 2022-2025 Multi-Year Accessibility Plan
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<input type="checkbox"/>	Sep 25	Review and revise IASR – General Requirements
<input type="checkbox"/>	Dec 25	Review and report accomplishments and establish 2029 priorities

<sup>7</sup> BE IT RESOLVED THAT Council receives report #LS2022-02 from the Clerk for information; AND THAT Council for the Town of Shelburne approves the Town of Shelburne 2022–2025 Multi-Year Accessibility Plan. **CARRIED**

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## **SHELBURNE KEY ACCOMPLISHMENTS**

Provided Accessible Customer Service training to all staff

IASR Policies created and adopted

Developed a multi-year accessibility plan

Embedded accessibility requirements into the procurement process

New websites are compliant with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA

Accessible document training provided to key staff

Developed policy for municipal employees who have a disability and require assistance in evacuating the building in an emergency situation

Have a process in place to create individual accommodation plans for employees with disabilities

Consultation with Accessibility Advisory Committee for major developments

## COUNTY OF DUFFERIN GOALS

<input type="checkbox"/>	Feb 22	Council approves 2022-2025 Multi-Year Accessibility Plan
<input type="checkbox"/>	Mar 22	Assist lower tiers with accessible municipal election planning where possible
<input type="checkbox"/>	Apr 22	Initiate a training cycle for staff and volunteers to receive refresher every three (3) years.
<input type="checkbox"/>	May 22	Recognize accessibility champions and celebrate Accessibility Awareness Week
<input type="checkbox"/>	Jun 22	Conduct Accessibility and Ontario Human Rights refresher training for staff
<input type="checkbox"/>	Sep 22	Facilitate a joint meeting to review and revise IASR – Accessibility Compliance Policy
<input type="checkbox"/>	Nov 22	Conduct Accessibility and Ontario Human Rights training for new Council
<input type="checkbox"/>	Dec 22	Review and report accomplishments and establish 2026 priorities
<input type="checkbox"/>	Jan 23	Seek members for the new County Accessibility Advisory Committee
<input type="checkbox"/>	Mar 23	Conduct Accessibility and Ontario Human Rights training for committee appointees
<input type="checkbox"/>	May 23	Recognize accessibility champions and celebrate Accessibility Awareness Week
<input type="checkbox"/>	Jun 23	Conduct Accessibility and Ontario Human Rights refresher training for staff
<input type="checkbox"/>	Sep 23	Facilitate a joint meeting to review and revise IASR – Accessible Customer Service Policy
<input type="checkbox"/>	Dec 23	Review and report accomplishments and establish 2027 priorities
<input type="checkbox"/>	Mar 24	Conduct Accessibility and Ontario Human Rights training for staff committee appointees
<input type="checkbox"/>	May 24	Recognize accessibility champions and celebrate Accessibility Awareness Week
<input type="checkbox"/>	Jun 24	Conduct Accessibility and Ontario Human Rights refresher training for staff
<input type="checkbox"/>	Sep 24	Facilitate a joint meeting to review and revise IASR – Design of Public Spaces
<input type="checkbox"/>	Dec 24	Review and report accomplishments and establish 2028 priorities
<input type="checkbox"/>	Mar 25	Conduct Accessibility and Ontario Human Rights training for staff committee appointees
<input type="checkbox"/>	May 25	Recognize accessibility champions and celebrate Accessibility Awareness Week
<input type="checkbox"/>	Jun 25	Conduct Accessibility and Ontario Human Rights refresher training for staff
<input type="checkbox"/>	Sep 25	Facilitate a joint meeting to review and revise IASR – General Requirements
<input type="checkbox"/>	Dec 25	Review and report accomplishments and establish 2029 priorities

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## **DUFFERIN COUNTY KEY ACCOMPLISHMENTS**

Continue to provided Accessible Customer Service training to all staff

All required IASR policies created and adopted

Developed a multi-year accessibility plan

Embedded accessibility requirements into the procurement process

New website compliant with Web Content Accessibility Guidelines 2.0 Level AA

Developed and delivered Accessibility train-the-trainer program for lower tiers

Accessible document training provided to key staff

Developed a policy for municipal employees who have a disability and require assistance in evacuating the building in an emergency situation

Created individual accommodation plans for employees with disabilities

Merge county and Orangeville accessibility advisory committees into one joint committee.

Consultation with Accessibility Advisory Committee for major developments

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