



TOWNSHIP OF EAST GARAFRAXA

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Township of East Garafraxa

Accessibility Annual Status Report for 2025

Introduction

This Accessibility Annual Status Report outlines the Township of East Garafraxa's progress in advancing accessibility initiatives during the 2025 calendar year.

In 2025, the Township updated its Multi-Year Accessibility Plan for 2026–2031, which outlines actions to prevent and remove barriers to accessibility and to meet the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and the Integrated Accessibility Standards Regulation (IASR).

The Township remains committed to fostering an inclusive and accessible environment that ensures equal access and participation for all individuals, including people with disabilities. Accessibility and inclusion are fundamental to building an equitable and sustainable community.

This Annual Status Report provides the required update for 2025 on the measures implemented and progress achieved. Its purpose is to track ongoing initiatives and to inform the public of the Township's efforts to improve accessibility.

Availability of the Report

This report is available online on the Township website at the following link:
<https://www.eastgarafraxa.ca/en/municipal-government/Accessibility.aspx>

Alternate formats of this report are available upon request. Requests may be submitted using the Request for Alternative Format Form available on the Township website at the following link: <https://www.eastgarafraxa.ca/municipal-government/applications-licences-and-permits/#AccessibilityDocuments>, or by contacting the Clerk's Department:

- Email: clerks@eastgarafraxa.ca
- Telephone: 226-259-9400 ext. 204
- Toll Free: 877-868-5967

Accessibility Accomplishments in the Year 2025

1. 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.

- Established the Multi-Year Accessibility Plan for 2026-2031.
- Continued to ensure that municipal policies, practices, and procedures promote dignity, independence, integration, and equal opportunity for people with disabilities.
- Required all employees to complete accessibility training upon onboarding, including training on the AODA Integrated Accessibility Standards Regulation (Access Forward) and the Ontario Human Rights Code (Ontario Human Rights Commission).

2. 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 if necessary.
- Continued to permit individuals to use their own personal assistive devices to access municipal goods and services.
- Ongoing accommodation of the accessibility needs of people with disabilities to ensure equitable access to municipal programs, services, and facilities.
- Continued to Communicate with individuals in a manner that considers their disability.

3. Information and Communications Accomplishments	X: Applicable	: Not applicable
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Initiatives implemented related to the Information and Communications Standards.

- Completion of a website migration project that improved functionality, navigation, and accessibility, and meets WCAG 2.1 Level AA requirements.
- Ongoing review of website content and documents to enhance accessibility, along with continued training for staff responsible for web content.
- Continued expansion of services offered online and electronically.

- Increased availability of online services to the public through website enhancements, including the use of integrated forms.

4. Employment Accomplishments	X: Applicable	: Not applicable
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Initiatives implemented related to the Employment Standards.

- Maintain initiatives related to employment accessibility, including references to the availability of accommodations in job advertisements and notifying candidates that accommodations are available upon request during the recruitment and interview process.
- Continued communication with employees regarding available accommodation supports throughout the employment lifecycle.
- Provision of accessible formats and communication supports upon request.

5. Transportation Accomplishments	: Applicable	X: Not applicable
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Initiatives implemented related to the Transportation Standards.

The Township does operate a municipal transportation system.

6. Design of Public Spaces Accomplishments	X: Applicable	: Not applicable
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Initiatives implemented related to the Design of Public Spaces Standards.

- Ongoing efforts to identify and remove accessibility barriers within municipal buildings and facilities.
- Ensuring that new buildings, leases, renovations, and reconstruction projects do not introduce new accessibility barriers and incorporate accessibility features where required.

7. Summary of Consultations	X: Applicable	: Not applicable
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The Township has access to the County of Dufferin Accessibility Advisory Committee for consultation purposes.

The Township welcomes feedback and comments regarding its accessibility policies, plans, and practices. Public input plays an important role in identifying barriers and improving accessibility across municipal services.

Next Steps

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

- Ensuring municipal elections are accessible to all residents and candidates by identifying and removing barriers throughout the election process.
- Reviewing corporate policies and by-laws to ensure continued compliance with accessibility standards.
- Ongoing monitoring and improvement of website accessibility and web content.
- Ensuring municipal documents are accessible or made available in alternate formats upon request.
- Maintaining a strong commitment to workplace accommodations throughout recruitment and employment processes.
- Ensuring all new facilities and reconstruction projects incorporate accessibility features.

Commitment to Accessibility

The Township of East Garafraxa remains committed to providing high-quality programs, facilities, and services that are accessible to all members of the public. Feedback is always encouraged, as it helps identify opportunities for improvement and supports the continuous enhancement of municipal services.