



The Corporation of the Municipality of
Neebing
Multi-Year Accessibility Plan
2024 - 2028

This document is available in alternate formats upon request. Please contact
Neebing at 807-474-5331 or neebing@neebing.org.

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Introduction

The Municipality of Neebing (the “Municipality”) is pleased to present its 2024-2028 Multi-Year Accessibility Plan, which was passed by bylaw 2024-057 on December 18, 2024.

The 2024-2028 Multi-Year Accessibility Plan acts as our accessibility road map, outlining the Municipality’s strategy and key actions to continue to meet, and where possible exceed, our requirements under Ontario’s accessibility legislation. The Plan is intended to support and strengthen the Municipality’s commitment to the identification, removal and prevention of barriers to ensure that people of all ages and abilities enjoy the same opportunities as they live, work, visit and invest in our community. The Plan was developed to align with the core principles of independence, dignity, integration and equality of opportunity in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and other applicable accessibility legislation.

This Plan may be amended from time to time as best practices are identified and opportunities for improvement arise.

Accessibility Statement of Commitment

The Municipality of Neebing is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

The Municipality believes in integration and is committed to meeting the needs of people with disabilities in a timely manner. This will be accomplished by removing and preventing barriers to accessibility and by meeting the accessibility requirements under Ontario’s accessibility laws.

About the Municipality

The Municipality of Neebing is a single-tier municipality in Northwestern Ontario with a population of approximately 2,241 (2021 Statistics Canada Census) residents and a total area of 875 square kilometers. The Municipality is located in the Robertson Superior Treaty Territory and in the traditional lands of the Anishinaabe People of Fort William First Nation and the Metis.

The area is wilderness, rural and recreational. The Municipality offers abundant natural beauty and outdoor hiking and boat launches.

While the Municipality's geography offers an appealing lifestyle to many, it can also pose considerable barriers to residents and visitors with disabilities. Mobility, especially for persons with disabilities, is affected due to the distance, combined with a lack of sidewalks and public transportation.

The median age for Neebing residents is 49 years old. As the Municipality's population continues to age, the prevalence of disabilities increases due to deteriorating health and other factors.

Proactively identifying and removing barriers will help the Municipality prepare for the future.

Accessibility Legislation

Ontarians with Disabilities Act, 2001 (ODA)

The Ontarians with Disabilities Act (ODA), was enacted in 2001 to improve opportunities and access for persons with disabilities. This Act applies to all provincial and municipal governments, school boards, colleges and universities, and hospitals.

Accessibility for Ontarians with Disabilities Act, S.O. 2005, C.11 (AODA)

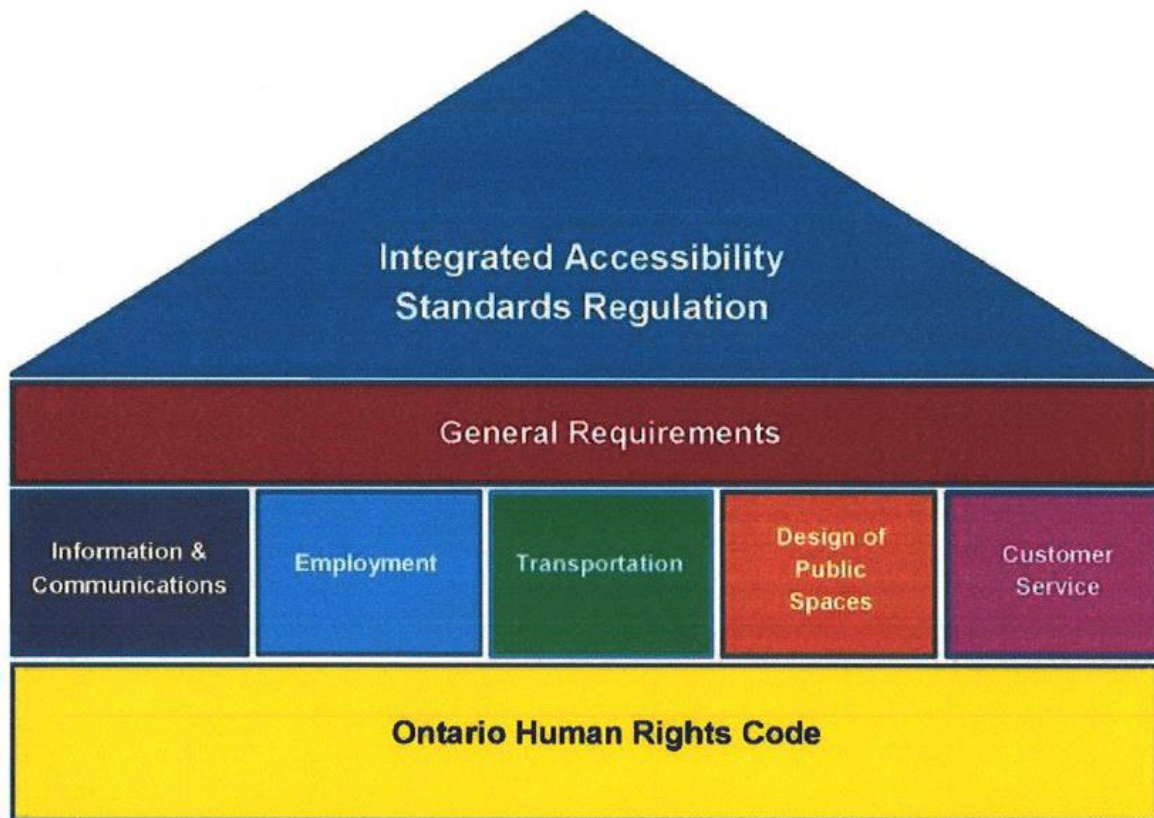
The Accessibility for Ontarians with Disabilities Act (AODA) was enacted in 2005 and builds on the progress made under the ODA. The overall goal of the AODA is to provide for the development of minimum standards to achieve accessibility for Ontarians with disabilities by January 1, 2025.

Integrated Accessibility Standards Regulation (IASR)

The Integrated Accessibility Standards Regulation (IASR), under the AODA, came into effect in 2011 and provides the standards that businesses and organizations in Ontario must follow to identify, remove and prevent barriers.

In addition to the General Requirements, the IASR contains mandatory and enforceable standards in five key areas:

- Information and Communications
- Employment
- Transportation
- Design of Public Spaces
- Customer Service



Ontario Human Rights Code

The Ontario Human Rights Code is foundational to accessibility and prohibits actions that discriminate against people based on a protected ground in a protected social area. Disability is one of the 14 protected grounds. Protected social areas are housing, contracts, employment, goods, services and facilities and memberships in unions, professional associations or other vocational associations.

The Ontario Building Code

The Ontario Building Code (OBC) regulates the minimum building standards for the construction of all new buildings and buildings that undergo an extensive renovation. The OBC includes requirements for minimum accessibility within buildings.

Accessibility Achievements

The 2024-2028 Multi-Year Accessibility Plan builds on the Municipality's past efforts and accomplishments in improving accessibility.

Some highlights of the progress achieved under the Municipality's 2019-2023 Plan include:

- Installed an accessible playground at Alf Olsen Memorial Park in 2019.
- Accessible gazebo and accessible port-a-potty was installed at Cloud Lake Park in 2019.
- Accessible parking spot created at Oliver Lake Park in 2022.
- Accessible port-a-potty placed at the Cloud Bay Cemetery in 2023.
- Update of job postings and offers of employment to include notice regarding availability of accommodation for applicants with disabilities and policies regarding availability.
- Implemented a new accessible Municipal website in 2020 which conforms to WCAG Level 2.0 AA. An online form to receive accessibility feedback is available on the Municipal website.

In addition, Appendix A to this Plan provides an overview of the Municipality's AODA and IASR compliance.

2024-2028 Accessibility Objectives and Action Plan

The 2024-2028 Multi-Year Accessibility Plan identifies objectives and proposed actions, both new and ongoing, within each of the Standards of the IASR.

Appendix B to this Plan provides a list of all identified Proposed Actions including lead department and anticipated timelines.

General Requirements

The General Requirements of the IASR require the Municipality to have accessibility policies, a statement of commitment and a multi-year accessibility plan. They also include provisions regarding the procurement of goods, services and facilities, self-service kiosks and training requirements in regards to accessibility.

Objective:

To foster a culture of accessibility and inclusivity with employees, residents and visitors. Clear policies, plans and training to support accessibility in municipal service delivery.

Proposed Action(s):

- Review the Municipality's Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards Policy periodically during the term of this Plan.
- Submit Provincial Accessibility Report as prescribed (every two years for designated public sector organizations).
- Prepare, and post on the Municipal website, an Annual Status Report identifying the progress of measures taken to implement this Plan.
- Give consideration to accessibility requirements when procuring or acquiring goods and/or services and, to use accessibility criteria and features where practicable.
- Provide training to all Council members, employees and other staff members on the requirements of the accessibility standards in the IASR and on the Human Rights Code as it pertains to persons with disabilities. Training will be provided in a way that best suits the duties of Council, employees, or other staff members.
- Review and update this Plan prior to end of 2028.

Information and Communication Standard

The Information and Communication Standard under the IASR requires the Municipality to communicate and provide information in ways that are accessible to the public

Objective:

To provide enhanced accessibility as it relates to communication supports, formats, websites and web content.

Proposed Action(s):

- Provide or arrange for accessible formats and communication supports in a timely manner, upon request.
- Provide emergency procedures, plans or public safety information to the public in an accessible format or with appropriate communication supports, as soon as practicable, upon request.
- Establish a process and accountability framework to monitor the Municipality's website and web content to ensure continued compliance with WCAG 2.0 Level AA.
- Continue to spot monitor Council Meetings to check the quality of audio for online participants. (The Audio Visual Equipment and meeting software was improved in early 2024 to provide improved audio and online participation in Council and/or Committee Meetings.)
- Continue to provide training and resources to staff on creating documents, information and communications in accessible document format.

Employment Standard

The Employment Standard under the IASR sets out accessibility requirements that the Municipality must follow to support the recruitment and accommodation of employees. This includes making employment practices and workplaces more accessible, and safe for new and existing employees with disabilities.

Objective:

Accommodation practices that ensure people of all abilities are able to participate fully in recruitment and employment at the Municipality.

Proposed Action(s):

- Continue to provide information on accommodation in the recruitment process on all job postings
- Explore opportunities to engage with applicants and new hires to obtain feedback on how to make the recruitment and selection process more accessible and inclusive.

- Continue to notify new hires of policies for accommodating employees with disabilities.
- Develop individual accommodation plans for employees with disabilities as required, and continue to monitor them to ensure they are reflective of current needs periodically during the term of this Plan.

Transportation Standard

The Transportation Standard under the IASR sets out the requirement to prevent and remove barriers to public transportation and was developed to make travel easier for everyone in the province.

The Municipality does not currently provide public transit or license taxi services. The Municipality acknowledges the vital role transportation has in supporting accessibility within our communities.

Objective:

Continue to seek opportunities to establish barrier free transportation.

Proposed Action(s):

- Give consideration to accessibility requirements in the development of any transportation related initiatives.
- Review street light locations and costs to implement street lights at key intersections.
- Review design standards for directional, street name and information signs to improve accessibility, giving consideration to visibility, legibility, consistency, colour contrast, surface (glare) and positioning.

Design of Public Spaces Standard

The Design of Public Spaces Standard under the IASR requires the Municipality to ensure that newly constructed or significantly renovated public spaces are accessible. It focuses on removing barriers in areas not covered by the Ontario Building Code such as exterior paths of travel, on- and off-street parking, recreational trails, pedestrian crossings and service counters.

Objective:

Greater accessibility into, out of and around municipal facilities and public spaces. This includes incorporating accessibility retrofits where possible during renovations.

Proposed Action(s):

- Establish a process for consultation with the public and persons with disabilities when constructing new or redeveloping existing recreational trails, outdoor play spaces, and parking, as required under the IASR.
- Review accessibility legislation and this Plan when creating new public spaces, making renovations to Municipal property and when designing and building new infrastructure and seek opportunities to enhance accessibility and remove barriers.
- Give consideration to accessibility in the development of open spaces, including trails, with the development of an Open Spaces Master Plan.
- Complete annual Reviews of public spaces for safety and accessibility.
- Move playground to accommodate a Fire Safety Bay from the office to Blake Hall Park and install accessible play features and seating and footing for caregivers.
- Complete conversion of outdoor washroom facilities to barrier free facilities
- create a process to solicit Public feedback regarding accessible features
- Develop procedures for the preventative and emergency maintenance of the accessible elements required in the Design of Public Spaces Standards, such as ramps and handrails.

Customer Service Standard

The Customer Service Standard under the IASR requires the Municipality to provide accessible public services for people with disabilities and to ensure that policies and procedures are in place to facilitate this. It is intended to support Municipalities in improving access to goods, services and facilities by removing barriers for people with disabilities.

Objective:

To ensure that people of all abilities receive quality programs and services in a timely manner, supported by inclusive policies, procedures, tools and resources that promote accessible customer service.

Proposed Action(s):

- Review the Municipality's Accessibility: Customer Service Standard Policy periodically during the term of this Plan.
- Expand on process for receiving and responding to feedback in regard to accessibility to specifically include actions that will be taken if a complaint is received.
- Develop and implement a training program for volunteers on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities.
- Develop an Election Accessibility Plan to support the Municipality's commitment to the identification, removal and prevention of barriers in regard to the 2026 Municipal Election.

- Explore assistive technologies that could make municipal programs and services more accessible including, but not limited to, assistive listening devices, assistive devices and charging stations for mobility devices.

Review and Monitoring

Staff will monitor the progress made on the proposed actions contained within the Plan and provide an annual status report to Council. Appendix B – 2024-2028 Accessibility Action Plan includes a list of proposed actions and will be updated annually to identify progress/completion status as part of the annual status report. Some actions may be subject to Council approval of respective budgets.

The Municipality will review and update this Plan at least once every five (5) years with the understanding, as legislative requirements change, that the priorities contained within the Plan may also change. Any necessary changes shall be identified through the annual status report.

Communication

The Multi-Year Accessibility Plan will be posted on the Municipality's website. The Plan will be made available in alternate formats upon request.

Feedback and Contact Information

The Municipality of Neebing acknowledges and recognizes the diversity in our community. We strive to provide accessible, user-friendly, and inclusive customer service to everyone.

Please tell us about your experience with our services and report accessibility issues. We are always looking for ways to remove barriers and make sure that our programs and services are accessible.

For more information, please contact the Clerk-Treasurer by telephone at 1-807-474-5331 or by e-mail at clerk@neebing.org.

Or visit our website at. <https://www.neebing.org/en/your-local-government/accessibility.aspx>

Appendix A - AODA and IASR Compliance Overview

General Requirements

IASR Requirement	Compliance Status
Establishment of Accessibility Policies	The Municipality has established the policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards, outlining how the Municipality will achieve accessibility through meeting its requirements under the IASR. The Policy includes a statement of organization commitment and is available on the Municipal website.
Accessibility Plans	<p>The Municipality has established a Multi-Year Accessibility Plan, outlining the Municipality's strategy to prevent and remove barriers and meet its requirements under the IASR. The 2024-2028 Multi-Year Accessibility Plan builds on the Municipality's past efforts and accomplishments in improving accessibility and replaces the previous 2019-2023 Multi-Year Accessibility Plan.</p> <p>The Municipality's Multi-Year Accessibility Plan, and annual status reports. Will be made available on the Municipal website.</p> <p>The Municipality will review and update the Accessibility Plan at least once every (5) years.</p>

IASR Requirement	Compliance Status
Procuring or Acquiring Goods, Services or Facilities	<p>The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions that the Municipality will use accessibility criteria and features when procuring or acquiring goods, service or facilities except where not practicable to do so.</p> <p>Bylaw 2022-23 Purchasing Bylaw includes provisions that consideration shall be given to accessibility requirements when procuring or acquiring goods and/or services and, to use accessibility criteria and features where practicable.</p>
Self-service Kiosks	<p>The Municipality does not currently have any Self-service Kiosks. Any future design, procurement or acquisition of Self-service Kiosks by the Municipality shall have regard to the accessibility for persons with disabilities.</p>
Training	<p>The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding training.</p> <p>Training is provided to all Council members, employees and other staff members on the requirements of the IASR and the Ontario Human Rights Code as it pertains to persons with disabilities. Training is provided as soon as practicable and is appropriate to the duties of the person.</p> <p>The development and implementation of a training program for volunteers on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities is included in this Plan as a Proposed Action. The training shall be appropriate to the duties of the volunteers.</p>

Information and Communication Standard

IASR Requirement	Compliance Status
Feedback	<p>A Feedback Form is available on the Municipal website. The form can be submitted electronically, and form submissions are directed to the Administrative Coordinator who will forward Accessibility feedback to the Clerk-Treasurer. Alternate methods of providing feedback are also available. Persons submitting feedback can expect to receive a response within five (5) business days.</p>
Accessible Formats and Communication Supports	<p>The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding accessible formats and communication supports.</p> <p>The Municipality will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner.</p> <p>The Municipal website Accessibility page includes information on how to request a document in an alternate format.</p> <p>Publicly posted corporate documents, including but not limited to, Council and Committee Agendas and Minutes are posted in an accessible format.</p> <p>Continue to hold Council Meetings in a hybrid format where a telephone option is available</p>
Emergency Procedure, Plans or Public Safety Information	<p>The Municipality includes notification of the availability of accessible formats and communication supports to the public with respect to emergency procedures, plans and public safety information by including a statement advising that accessible formats and communication supports are available upon request.</p>

IASR Requirement	Compliance Status
Accessible Website and Web Content	<p>The Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding website accessibility.</p> <p>The Municipal website (implemented in 2020) conforms to WCAG 2.0 Level AA. The Municipality will endeavour to ensure that publicly posted documents are made available in accessible document format.</p>
Accessibility Reports (Compliance)	The Municipality submits Provincial Accessibility Report as prescribed..

Employment Standard

IASR Requirement	Compliance Status
Recruitment, Assessment or Selection Process	<p>The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding the availability of accommodation for applicants with disabilities in its recruitment process.</p> <p>Municipal job postings include a notice about the availability of accommodation for applicants with disabilities..</p>
Notice to successful applicants	The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding notifying successful applicants of the policies for accommodating

IASR Requirement	Compliance Status
	employees with disabilities. Notification is provided in the offers of employment.
Informing Employees of Supports	The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding employee notification of policies to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability. This information is provided as part of an employee's orientation and whenever there is a change in policies on the provision of job accommodations.
Accessible Formats and Communication Supports for Employees	The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding the provision of accessible formats and communication supports for employees with disabilities.
Accessible Formats and Communication Supports for Employees	The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions regarding the provision of accessible formats and communication supports for employees with disabilities.
Workplace Emergency Response Information	The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards outlines a process for providing individualized workplace emergency response information to employees who have a disability, if necessary. Individualized emergency response plans are reviewed annually or when an employee moves to a different location in the organization.

IASR Requirement	Compliance Status
Documented Individualized Accommodation Plans	The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes a written process for the development of documented individual accommodation plans for employees with disabilities. Individualized accommodation plans are reviewed annually or when an employee with a disability is deployed to a new role.
Return to Work Process	The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes a written return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.
Performance Management	<p>The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards provides that the Municipality will take into account the accommodation needs of employees when using performance management processes.</p> <p>A Performance Management policy is under development that will include provisions that the accessibility needs of employees with disabilities, as well as individual accommodation plans, will be taken into account when using the Municipality's performance management process.</p>
Career Development and Advancement	The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards provides that the Municipality will take into account the accommodation needs of employees when providing career development and advancement information.

IASR Requirement	Compliance Status
Redeployment	<p>The policy Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards includes provisions that if deploying an employee with a disability to a new role, the Municipality will ensure that the accommodations are adjusted to fit the new role prior to moving the employee and that any individual accommodation plan will be reviewed in relation to the requirements of the new job.</p>

Transportation Standard

IASR Requirement	Compliance Status
Transportation	The transportation standards requirements under the IASR currently do not apply to the Municipality as it does not currently provide conventional, specialized or other transportation services and does not license taxicabs. Any future provision of such transportation services by the Municipality shall have regard to the accessibility for persons with disabilities and be subject to the requirements of the IASR.

Design of Public Spaces Standard

IASR Requirement	Compliance Status
Meet the accessibility requirements when constructing and maintaining new or redevelopment elements of public spaces	Staff review the requirements of the Design of Public Spaces Standard when undertaking new construction or redevelopment of areas for recreational trails, outdoor play spaces, exterior paths, and service-related elements.

Customer Service Standard

IASR Requirement	Compliance Status
Establishment of Customer Service Policies and Procedures	The Municipality has established Policy 1.03 Accessibility: Customer Service Standard, outlining the Municipality's strategy to prevent and remove barriers and improve opportunities for persons with disabilities in the provision of goods, services or facilities by the Municipality. The Policy is available on the Municipal website.
Use of Service Animals and Support Persons	The policy Accessibility: Customer Service Standard, includes provisions with respect to the use of service animals and support persons for persons with disabilities when accessing Municipal goods, services or facilities.
Notice of Temporary Disruptions	The policy Accessibility: Customer Service Standard, includes provisions with respect to how the Municipality will provide notice of temporary service disruptions to facilities or services.
Training for Staff	<p>The policy Accessibility: Customer Service Standard, includes provisions with respect to providing training to employees. Accessible Customer Service Training is provided to all Council members, and staff as part of the training provided on the IASR and the Ontario Human Rights Code as it pertains to persons with disabilities. This training is provided through the orientation process.</p> <p>The development and implementation of a training program for volunteers on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities is included in this Plan as a Proposed Action. The training shall be appropriate to the duties of the volunteers.</p>

IASR Requirement	Compliance Status
Feedback Process	<p>A Feedback Form is available on the Municipal website. The form can be submitted electronically, and form submissions are received by the Administrative Coordinator who forwards accessibility feedback to the Clerk-Treasurer. Alternate methods of providing feedback are also available. Persons submitting feedback can expect to receive a response within five (5) business days.</p>
Format of Documents	<p>The Municipality will, upon request, provide or arrange for the provision of a document required under this Standard of the IASR, or the information contained in the document, in an accessible format or with communication supports for persons with disabilities, in a timely manner.</p>

Appendix B – 2024 – 2028 Accessibility Action Plan

Appendix B includes planned projects and tasks throughout the life of the Plan. It will be updated annually to identify and monitor progress.

General Requirements

General Requirements: Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Review the Municipality's Accessibility for Ontarians with Disabilities Act: Integrated Accessibility Standards Policy periodically during the term of this Plan	Administration	2024, 2026, 2028	
Submit Provincial Accessibility Report as prescribed (every two years for designated public sector organizations)	Administration	2024, 2026, 2028	
Prepare, and post on the Municipal website, an Annual Status Report identifying the progress of measures taken to implement this Plan.	Administration	Annually	

General Requirements: Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Give consideration to accessibility requirements when procuring or acquiring goods and/or services and, to use accessibility criteria and features where practicable.	All	Ongoing	
Provide training to all Council members and employees on the requirements of the accessibility standards in the IASR and the Human Rights Code as it pertains to persons with disabilities. Training will be provided in a way that best suits the duties of Council and employees.	Administration	Ongoing	
Review and update this Plan prior to end of 2028.	Administration	2028	

Information and Communication Standard

Information and Communication Standard: Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Provide or arrange for accessible formats and communication supports in a timely manner, upon request.	Administration	Ongoing	
Provide emergency procedures, plans of public safety information to the public in accessible format or with appropriate communication supports, as soon as practicable, upon request.	Emergency Services	Ongoing	
Establish a process and accountability framework to monitor the Municipality's website and web content to ensure continued compliance with WCAG 2.0 Level AA.	Administration	2025	
Continue to Monitor Council Meetings for audio visual quality	Administration	Ongoing	
Continue to provide training and resources to staff on creating accessible	Administration	Ongoing	

Information and Communication Standard: Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
documents and communications.			

Employment Standards

Employment Standards: Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Continue to provide information on accommodation in the recruitment process on all job postings	Administration	Ongoing	
Continue to notify new hires of policies for accommodating employees with disabilities.	Administration	Ongoing	
Review existing individual accommodation plans for employees with disabilities to ensure they are reflective of current needs periodically during the term of this Plan.	Administration	Annually	

Transportation Standard

Transportation Standard: Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Give consideration to accessibility requirements in development of active transportation routes and features where practicable.	Public Works	Ongoing	
Review signage as it is replaced giving consideration to visibility, legibility, consistency, colour contrast, surface (glare) and positioning.	Public Works	Ongoing	

Design of Public Spaces Standard

Design of Public Spaces Standard: Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Establish a process for consultation with the public and persons with disabilities when constructing or redeveloping recreational trails, outdoor play spaces, etc. under the IASR.	Administration	2025	

Design of Public Spaces Standard: Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Review accessibility legislation and this Plan when creating new public spaces, making renovations to Municipal property and when designing and building new infrastructure and seek opportunities to enhance accessibility and remove barriers.	All	Ongoing	
Review and give consideration to the accessibility analysis findings of the Facilities Master Plan with the implementation of that Plan.	All	Ongoing	
Give consideration to accessibility in the development of open spaces, including trails, with the implementation of the Open Spaces Master Plan	Administration	Ongoing	
Continue conversion of outdoor space washroom facilities to barrier free facilities, until all facilities have been converted..	Administration	Ongoing	

Design of Public Spaces Standard: Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Develop procedures for the preventative and emergency maintenance of the accessible elements required in the Design of Public Spaces Standards, such as curbs and ramps, handrails and tactile indicators on stairs.	Adminsitrtion, Public Works	2024-2026	

Customer Service Standard

Customer Service Standard: Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Review the Municipality's Accessibility: Customer Service Standard Policy periodically during the term of this Plan.	Administration	2024, 2026, 2028	
Develop and implement a training program for volunteers on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities.	Administration	2025	

Customer Service Standard: Proposed Action	Lead Department(s)	Timeline	Progress/Completion Status (To be updated annually)
Develop an Election Accessibility Plan to support the Municipality's commitment to the identification, removal and prevention of barriers in regard to the 2026 Municipal Election.	Administration	2026	