



## **Township of Zorra Accessibility Annual Status Report** December 2020

Ontario Regulation 191/11 entitled *Integrated Accessibility Standards Regulation* states:

4. (3) The government of Ontario, Legislative Assembly and designated public sector organizations shall,
  - (a) Prepare an annual status report on the progress of measures taken to implement the strategy referenced in clause (1) (a) (multi-year accessibility plan), including steps taken to comply with this Regulation; and
  - (b) Post the status report on their website, if any, and provide the report in an accessible format upon request. O. Reg. 191/11, s. 4 (3); O. Reg. 413/12, s. 3 (1).

This document shall serve as the Township of Zorra's annual status report on the progress of the Township's Multi-Year Accessibility Plan. The Township's Multi-Year Accessibility Plan outlines the goals and objectives of the Township for improving accessibility throughout the community. The goals and actions taken for each standard over the course of 2020 are listed on the following pages.

Table 1. Information and Communication Standards: Goals and Actions Taken in 2020

Standard	Goal	Action(s) Taken
Information and Communication Standards	The Township shall meet Web Content Accessibility Guidelines Level AA regarding Township websites and web content.	<p>The County of Oxford transitioned to using Monsido, a web-based program that uses automated scans and error detection to enhance accessibility on the Township website.</p> <p>Monsido also has a built-in accessibility page assist feature. This feature makes the Township website more accessible and helps residents to better navigate the Township's website.</p> <p>The County is also working on reviewing and updating the Township's website accessibility compliance with WCAG Level AA.</p>
Information and Communication Standards	Accessible documents	<p>The Township purchased the iCompass program, an agenda-setting and meeting management software, that publishes all Council and committee agendas, minutes, and resolutions in accessible formats.</p> <p>Township staff (in the Corporate Services Department) registered a webinar hosted by AMCTO on Accessible Documents. Staff to disseminate the information to Township staff in early 2021.</p>
Information and Communication Standards	To provide alternative methods to convey and communicate information to residents based on their abilities.	<p>The Township of Zorra offers documents in accessible format upon request.</p> <p>All Township policies have been updated to include an accessibility clause, which states the following: "If you require this document to be in an accessible format, please contact Karen Martin, the Director of Corporate Services at <a href="mailto:kmartin@zorra.on.ca">kmartin@zorra.on.ca</a> or 519-485-2490 ext. 7228." All policies moving forward will also have this wording.</p> <p>The Township of Zorra began livestreaming the Township Council meetings in April 2020 onto YouTube. Township staff have updated the sound system in the Council chambers, which provides a clearer sound for those listening. This provides an alternative method to convey information to residents about the Township of Zorra Council's decision-making.</p>

Table 2. Design of Public Spaces Standards: Goals and Actions Taken in 2020

Standard	Goal	Action(s) Taken
Design of Public Spaces	Park trail development, including a set of intrapark trails providing accessible links to park amenities.	The Township constructed a new AODA compliant trail from Boyd Boulevard to Middleton Street in the Village of Thamesford.
Design of Public Spaces	Council chambers accessibility update	The Township purchased cameras and an updated audio system for live-streaming Zorra Council meetings.
Design of Public Spaces	Incorporate accessible features into the Township's recreation retrofit and replacement program	<p>The Township replaced the play structures at Wallace Park with AODA compliant play structures and surfacing.</p> <p>The Township purchased and installed accessible swing sets at South Lions Park in Thamesford and Matheson Park in Embro.</p>
Design of Public Spaces	Accessible washrooms for Township facilities.	<p>Accessible washroom controls have been added to the Embro-Zorra Community Centre washrooms.</p> <p>The renovations at the Thamesford District Recreation Centre to renovate the coaches room into a universal washroom renovations are in progress.</p>
Design of Public Spaces	Update Harrington Hall entrance and washroom to be more user-friendly for those with disabilities.	The Township applied to the Enabling Accessibility Fund grant in 2018 for funding for accessibility improvements to the hall, which was approved in January 2019. This funding allowed the municipality to complete the accessible entrance and washroom upgrades.

Table 3. Customer Service Standards: Goals and Actions Taken in 2020

<b>Standard</b>	<b>Goal</b>	<b>Action(s) Taken</b>
Customer Service	The Township will ensure that our programs and services are easy to navigate and that our customers are given options	The Township purchased new facility signs in late 2020. The signs have a large font size and there is a distinct contrast between the letter colour and the background. The signs will be installed in 2021.
Customer Service	Increase self-serve options for residents to perform tasks themselves.	The Township is increasingly moving services and documents online so that residents have the option to complete in person or online. In 2020 the Township initiated a public engagement form on the Township of Zorra iCompass portal so that residents can complete this form directly online.