

**Township of Zorra**  
**Accessibility Annual Status Report**  
**December 31, 2019**

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).

**General accessibility achievements for 2019:**

- ✓ As of January 8, 2019 the Township has fulfilled all legislative requirements of the *Integrated Accessibility Standards Regulation*. This included:
  - Adopting the Township's Integrated Accessibility Standards Policy #200-18; Performance Management, Career Advancement and Redeployment Policy #300-34; Work Accommodation and Return to Work Policy #300-35; and Accessibility Training Policy #300-36.
  - Amending the Township's Accessibility Standards for Customer Service Policy #200-09 and Recruitment and Hiring Procedures Policy #300-03.
- ✓ In early 2019, the Township's Multi-Year Accessibility Plan was reviewed and updated.

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 goal over the course of 2019 are listed below:

Information and Communication Standards				
Goal	Proposed Action	Action(s) Taken	Time Frame	
I.1	The Township shall meet Web Content Accessibility Guidelines Level AA regarding Township websites and web content.	<ul style="list-style-type: none"> <li>- Use an online auditing tool (Siteimprove) to scan the Township's website content for accessibility and identifying errors.</li> <li>- Oxford County IT department to review and update the Township's website in compliance with the WCAG Level AA</li> </ul>	Staff signed up to receive monthly reports regarding accessibility of website.	Jan 1, 2021
I.2	Accessible documents	<ul style="list-style-type: none"> <li>- Ongoing conversion of departmental templates to accessible formats</li> <li>- Train all Township of Zorra staff on making documents (word, PDF, etc.) accessible.</li> </ul>		Jan 1, 2021

I.3	To provide alternative methods to convey and communicate information to residents based on their abilities.	<ul style="list-style-type: none"> <li>- Create a statement to be added to the Township's website to inform the public that documents are available in an accessible format upon request.</li> </ul>	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. 228."	2019
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**Employment Standards**

E.1	Eliminate accessibility barriers in existing policies and procedures for employees.	<ul style="list-style-type: none"> <li>- Regularly review policies, procedures and practices to ensure accessibility.</li> </ul>	The Township has updated their Work Accommodation and Safe Return to Work Policy to adopt a process to support employees who have been absent from work due to a disability, including documenting individual accommodation plans for individuals with disabilities.	Ongoing
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	Goal	Proposed Action	Action(s) Taken	Time Frame
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E.2	Update the Township's Emergency Response Information for all Township buildings and facilities.	<ul style="list-style-type: none"> <li>- Website updates with more detailed fire and safety information for Township facilities for people with disabilities</li> <li>- Accessibility means are considered when completing emergency management mock sessions.</li> </ul>		Ongoing
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## Design of Public Spaces Standard

D. 1	Park trail development, including a set of intrapark trails providing accessible links to park amenities.	<ul style="list-style-type: none"> <li>- The Township shall consult with the public and persons with disabilities when constructing new or redeveloping existing trails</li> <li>- The Accessibility Coordinator for Oxford County as well as Oxford County's Accessibility Advisory Committee shall also be consulted to ensure that the technical requirements for the accessibility of trails is being met, including the trail routes and construction materials.</li> </ul>		2019-2023
D. 2	Council Chambers accessibility updates	<ul style="list-style-type: none"> <li>- Install automatic door openers entering into Council Chambers</li> </ul>		
<b>Goal</b>		<b>Proposed Action</b>	<b>Action(s) Taken</b>	<b>Time Frame</b>
D. 3	Incorporate accessible features into the Township's recreation retrofit and replacement program	<ul style="list-style-type: none"> <li>- Zorra's 6 play structures will be replaced or retrofitted to comply with Annex H of the CSA Standard-Z614-14 (establishes minimum accessibility requirements for newly constructed playspaces as well as renovations and retrofits to existing playgrounds).</li> </ul>		2020-2023

D. 4	Accessible washrooms for Township facilities.	<ul style="list-style-type: none"> <li>- Renovation of the South Lions Park washroom to be barrier-free serving the Thamesford Splash Pad along with the playground and baseball field.</li> <li>- Conversion of Embro Community Centre barrier-free washroom to universal washroom. Door controls and emergency signalling to be added.</li> <li>- Thamesford District Recreation Centre washroom renovation of a seldom used coaches room into an AODA compliant universal washroom</li> </ul>		2020  2020  2021
D. 5	Update Harrington Hall entrance and washroom to be more user-friendly for those with disabilities.	<ul style="list-style-type: none"> <li>- Construct a handicap access ramp, with handrails, to the main entrance and install a push button door operator on the main entrance.</li> <li>- Also, install a push button door operator on the washroom door.</li> </ul>	Applied to the Enabling Accessibility Fund grant in 2018 for funding for accessibility improvements to the hall, which was approved in January 2019.	2019
<b>Customer Service</b>				
C. 1	The Township will ensure that our programs and services are easy to navigate and that our customers are given options	<ul style="list-style-type: none"> <li>- Enhancements to physical wayfinding, including improved signage throughout all buildings and increasing font size on posted signs.</li> </ul>		Ongoing

	Goal	Proposed Action	Action(s) Taken	Time Frame
C.2	Increase self-serve options for residents to perform tasks themselves.	- Regularly review policies, procedures and practices to ensure accessibility.		Ongoing