

Township of Zorra Accessibility Annual Status Report

May 2023

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 2022 are listed on the following pages.

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 has 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 Township recently transitioned to a new website that is WCAG AA compliant.</p>
Information and Communication Standards	Accessible documents	All Township documents uploaded to the website continue to be provided in an accessible format.
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 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 kmartin@zorra.on.ca or 519-485-2490 ext. 7228."</p> <p>The Township of Zorra began providing closed captioning on all livestreamed council meetings.</p>
Employment Standards	Update the Township's Emergency Response Information for all Township buildings and facilities	<p>Additional accessibility information has been added to the Township's Emergency Management Response Plan.</p> <p>In 2022 the Township's Fire Prevention Office reviewed the fire plans and accessibility in all township facilities.</p>

Design of Public Spaces	Park trail development, including a set of intrapark trails providing accessible links to park amenities.	Grace Patterson Trail, Robert Fisher Trail, and Matheson Park Trail have all been completed.
Design of Public Spaces	Incorporate accessible features into the Township's recreation retrofit and replacement program	The Direction of Recreation and Facilities brought a detailed plan for future play structure replacement to Council in November of 2022.
Design of Public Spaces	Accessible washrooms for Township facilities.	The upcoming ZMCCC building has been designed to include accessible, universal washrooms.
Customer Service	The Township will ensure that our programs and services are easy to navigate and that our customers are given options.	The Township continued to use an increased font size on posted signs.
Customer Service	Increase self-serve options for residents to perform tasks themselves.	The Township continued to move more services online including the building permit services and voting services. By providing both internet and telephone voting the Township was able to increase convenience, sustainability, and accessibility by removing potential barriers and allowing voters to vote anytime, from anywhere.

Other

- All election staff were trained regarding accessibility and were available to provide assistance throughout the voting process.
- Accessibility was considered in voting and election procedures and procedures were sent to the Oxford County Accessibility Advisory Committee.
- Accessibility has been and will continue to be considered throughout the process of building the new Zorra Municipal Centre and Childcare Facility making it AODA compliant.
- The Fire Department's multi-station training included a specific session on responding to an emergency and supporting the needs of people with exceptionalities and accessibility requirements.