

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

### January 2024

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 2023 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.	The content on the Township website is continually reviewed and updated to include tool tips to all links, fix broken links, etc.
Information and Communication Standards	Accessible documents	Township Staff continued to work on converting all existing and new documents into an accessible format.
Information and Communication Standards	To provide alternative methods to convey and communicate information to residents based on their abilities.	Township Staff began including closed captioning on the Zorra Council Meeting livestreams on YouTube.
Employment Standards	Update the Township's Emergency Response Information for all Township buildings and facilities	<p>A new Emergency Response Plan with additional accessibility information was brought to Council for their review and was passed.</p> <p>In 2023 the Fire Chief incorporated accessibility components and considerations in the Emergency Services training sessions.</p>
Design of Public Spaces	Incorporate accessible features into the Township's recreation retrofit and replacement program	The Recreation Department awarded a tender for a playground replacement at North Park that will meet the CSA Standard and along with Annex H of the CSA Standard. This playground is scheduled to be installed in the spring.
Customer Service	Increase self-serve options for residents to perform tasks themselves.	Continued to review policies, procedures, and practices regarding permit applications. Cloudpermit web-based application allows residents, builders, and contractors to apply for building permits and to see the status of their permit at any given time. Cloudpermit also allows residents to book their own

Standard	Goal	Action(s) Taken
		<p>inspections and receive updates on the status of their inspection. This helps remove the barrier of having to attend the Municipal Office in-person during business hours and allows the applicant to apply when it is most convenient for them.</p> <p>Applications can still be submitted by paper when a computer or internet is not accessible.</p>

Other
<ul style="list-style-type: none"> <li>- Added four (4) additional accessible parking spots at TDRC to bring the total to six (6) accessible parking spots.</li> <li>- Installed a 5' wide accessible sidewalk from the street curb to the view area at the pool.</li> <li>- Removed one section of the stands in the viewing area at the pool to create an accessible spot.</li> <li>- Hired a Behavioural Inclusion Camp Leader for the camps run by the Recreation Department.</li> </ul>