

Township of Zorra Accessibility Annual Status Report

December 2025

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 2025 are listed on the following pages.

Standard	Goal	Action(s) Taken
Information and Communication Standards	Accessible videos	<ul style="list-style-type: none"> - Most Zorra Township YouTube videos have closed captioning enabled
Information and Communication Standards	Facilitate increased accessibility throughout the Township	<ul style="list-style-type: none"> - Accessibility resources for small businesses were shared in the Spring 2025 Zorra Now
Employment Standards	Eliminate accessibility barriers in existing policies and procedures for employees	<ul style="list-style-type: none"> - During ongoing policy review, staff continue to include an accessibility lens when reviewing policies
Design of Public Spaces	Incorporate accessible features into the Township's recreation retrofit and replacement program	<ul style="list-style-type: none"> - Staff applied for accessibility grants relating to recreation capital projects with the goal to exceed AODA requirements for playgrounds - The playground replacement at Memorial Park included several key features to support a variety of children with diverse needs including engineered wood fibre surfacing, accessible routes throughout the space, multiple ground-level play opportunities, and an accessible transfer station that provides access to the play structure - The playground replacement slated for 2026 has undergone a public feedback period to ensure accessibility preferences are captured
Design of Public Spaces	Keep all Township facilities accessibility compliant with continued maintenance	<ul style="list-style-type: none"> - Staff conducted accessibility audits of Township arenas using an AODA checklist to ensure compliance and record areas for improvement

Customer Service	The Township will ensure that our programs are easy to navigate and that our customers are given options	<ul style="list-style-type: none"> - Rule signage was updated and consolidated throughout the arena, using images instead of text to enhance wayfinding. - Equipment was provided to ensure everyone could join recreation programming comfortably (i.e. provided chairs during yoga classes, etc.).
Customer Service	Increase self-serve options for residents to perform tasks themselves	<ul style="list-style-type: none"> - Enhanced the flexibility and convenience of our payment and registration processes by introducing online booking for ice and hall rentals, adding wireless POS terminals to streamline transactions for drop-in programming and launching online registration for pickleball through the Pickup Hub app
Customer Service	Guarantee all facets of customer service are accessibility compliant	<ul style="list-style-type: none"> - Implemented accessibility tool kits including pen grips, signature guides, and magnifiers at the customer service desk at the Zorra Municipal Centre
Customer Service	Ensure all staff are up to date on customer service accessibility best practices	<ul style="list-style-type: none"> - Staff completed annual accessibility training