



THE CORPORATION OF THE UNITED TOWNSHIPS OF **HEAD, CLARA & MARIA**

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The United Townships of Head, Clara and Maria is committed to developing an accessible community for all residents, businesses and visitors. As required by the Accessibility for Ontarians with Disabilities Act and the Integrated Accessibility Standards, a Multi-Year Accessibility Plan and Accessibility Policy was developed to identify, prevent and remove barriers. These plans require updating and will be reviewed next year. To complement the Plan, an Annual Status Report has been prepared to report the progress of measures taken to implement the strategies identified within the Plan.

General

- Current plan is outdated and will require updating. This will be done in 2020.

Information and Communication Standards

- Staff are working to ensure compliance with regulations and municipal website will be updated in 2020.

Customer Service Standards

- Ongoing training for staff ensures that staff are aware of the Human Rights Code as it relates to disability.
- New staff receive accessibility training.

Employment Standards

- Accommodations continue to be available throughout the recruitment process and employment life cycle.

Design of Public Spaces Standards

- No changes to design of public spaces in 2019.

Standard Operations

- As per standard operational practices, the following is conducted on a regular basis either through legislative or municipal policy requirements:
- Repair, maintenance, and removal of barriers on municipal trails, sidewalks and public spaces.

- Fire Code inspections of private, public and municipal facilities.
- Building Code inspections of new or renovated facilities.
- Health and safety inspections of all municipal facilities.
- Emergency management measures to promote the safety of the community within times of emergency.

Availability of Report and Plan

- The Multi-Year Accessibility Plan and Annual Accessibility Status Report can be viewed on the United Townships of Head, Clara & Maria website at www.townshipsofheadclaramaria.ca.
- Accessibility Plan will be updated in 2020 and will include a formalized plan for annual reporting.

Feedback

- The Township of McNab/Braeside welcomes public input on how services and programs are delivered to persons with disabilities. Feedback is forwarded to the Clerk-Treasurer and is collected by telephone, email, in person or by mail. Please contact the Township office at 613-586-2625.