



Accessibility

The Accessibility for Ontarians with Disabilities Act, 2005

Progress Report 2019

Accessible formats and communications support available upon request.

Township of Southgate's Commitment to Accessibility

The Township of Southgate strives at all times to provide its goods and services in a way that respects the dignity and independence of all people. Southgate Township is also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

This progress report will provide an update on progress of measures taken to improve accessibility and implement the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11).

Reporting

The Multi-Year Accessibility Plan 2019-2022 requires that periodic updates to the plan be shared with Southgate Council and the Joint Accessibility Advisory Committee.

The 2019 Compliance Report (due for submission no later than December 31, 2019) requires that a Progress Report has been conducted.

Our Progress on the AODA Regulations

The following pages outline our accomplishments and our commitments in meeting the accessibility standards in five key areas: Customer Service, Information and Communication, Employment, Transportation and Design of Public Spaces.

There are also general requirements that apply across all the accessibility standards.

General Requirements

Procurement:

- Purchase of new office chairs for Staff who identified the need completed in 2019.

Training:

- Staff who complete website development and updating received training to ensure the new Southgate website is and remains accessible.

Feedback:

- The Grey County Joint Accessibility Advisory Committee attended the Township of Southgate Administration office and the Dundalk Community Centre in June, 2019 to provide suggestions to improve the accessibility of those facilities.
- Southgate has not received any accessibility feedback to date from the public.

Integrated Accessibility Standards Regulation (IASR)

Accessible Customer Service Standard

- All new employees joining the organization will complete the accessible customer service and Human Rights Code Training as part of their mandatory orientation.
- Staff continue to review individual job descriptions to identify which employees need individualized training on specific standards of the IASR due to their job responsibilities.

Information and Communication Standard

- Staff received Website training on how to create accessible documents and web content.
- Continuously strive to produce all digital media in a fully accessible format.
- Continue to convert forms and documents on the Southgate website to be fillable accessible PDF's.

Employment Standard

- Implemented wording for each job posting to include, "The Township of Southgate is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance. This document can be made available in other accessible formats as soon as practical and upon request."

Transportation Standard

- The Township of Southgate does not currently provide a public transportation program, nor does it license taxicabs as regulated under the Transportation Standard.

Design of Public Spaces Standard

- The outside of the Southgate Administration Office was upgraded to include a handrail on the ramp for people entering into the building and two more accessible parking spaces, clearly marked were provided.
- The inside of the Southgate Administration Office was renovated to create an accessible front administration counter and accessible access to the Council Chambers room.
- Multiple Township facilities converted to LED lighting in 2019.
- The upstairs of the Dundalk Community Centre is currently under renovation and will comply with accessibility standards as set out in the Ontario Building Code. Renovations should be completed in the early part of 2020.

Ongoing Review of the Multi-Year Accessibility Plan

Ongoing review and feedback are important for the plan to stay effective. Southgate will continue to collect feedback and implement changes that will enhance the accessibility of its services. Members of the public are encouraged to make comments on this plan and accessibility matters in general.

Additionally, this plan will be reviewed by Clerk's Department staff members and annual status reports will be provided to the Grey County Joint Accessibility Advisory Committee and Southgate Council.