

Township of Stirling-Rawdon



Multi-Year Accessibility Plan 2025 – 2030

Table of Contents

1. Introduction	3
2. Municipal Profile	3
3. Council's Commitment	4
4. Goals and Objectives	4
Addressing Barriers	4
Maintenance of Accessible Elements	5
Design of Public Spaces	5
Notice of Temporary Disruption	5
Training	5
Employment	6
Procurement	6
Feedback and Communication	7

1. Introduction

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) received Royal Assent on June 13, 2005. AODA is an Ontario law mandating that organizations must follow standards to become more accessible to people with disabilities. The purpose of the AODA is to create accessibility standards that organizations must follow and to make an accessible province for all Ontarians.

The AODA mandates the provincial government; the broader public sector (e.g. municipal governments, school boards, hospitals, colleges and universities and public transportation providers) to develop accessibility policies and make them public. Accessibility policies are intended to help organizations to set goals to make themselves more accessible.

Members of the Municipality can work together to identify barriers that prevent people with disabilities from accessing municipal facilities and goods and services and to determine how to address existing barriers and to prevent new barriers from being established.

The AODA is made up of five standards, as well as some general requirements, and they include:

- Information and communications
- Employment
- Transportation
- Design of public spaces
- Customer service

The AODA standards are part of the Integrated Accessibility Standards Regulation (IASR). The IASR includes, in addition to requirements specific to each standard, the following general requirements:

- Provide training to staff and volunteers
- Develop an accessibility policy
- Create a multi-year accessibility plan and update it every five years
- Consider accessibility in procurement and when designing or purchasing self-service kiosks

2. Municipal Profile

The Township of Stirling-Rawdon is a rural municipality located in the southern part of Hastings County, east of the Greater Toronto Area. With a population of 5,015 (as per the 2021 Statistics Canada Census), the Township covers an area of 282.48

km². The Township is bounded by the City of Quinte West to the south, Municipality of Trent Hills to the west, the Township of Marmora and Lake to the north, and the Township of Centre Hastings to the east. The Township is in close proximity to the City of Belleville. Two settlement areas complement the Township.

3. Council's Commitment

Council of the Township of Stirling-Rawdon supports the vision of a more inclusive municipality which endorses independence and opportunity for all people through the elimination of barriers to access and is dedicated to improving the quality of life for all people with disabilities.

4. Goals and Objectives

This report describes the measures that the Township of Stirling-Rawdon has undertaken and will take to identify, remove and prevent barriers to people with disabilities who utilize the facilities and services of the Township, including staff.

Addressing Barriers

Staff will undertake to complete an informal site audit of municipally owned buildings to assess any barriers which may exist and provide solutions to remove those barriers to comply with current legislation under AODA.

The Township's website is compliant with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.

In 2025 the Township completed the construction of a permanent, barrier free washroom facility at the Henry Street Park.

A review of newsletters, notices, tax and utilities bills will be undertaken to ensure they also meet legislative requirements.

The Township welcomes people with disabilities who are accompanied by a service animal in the areas of our facilities that are open to the public and other third parties. All staff are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

The Township is also committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Township facilities with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on Township premises.

Maintenance of Accessible Elements

The Township conducts Health and Safety inspections, which includes inspection of accessibility elements such as, hand rails, automated accessibility doors, clear pathways etc. If there is a temporary disruption due to the maintenance of accessible elements, the Township will follow the Notice of Temporary disruptions process. The Township monitors accessible elements and maintains them through regularly planned preventative maintenance.

Design of Public Spaces

Design of Public Spaces focuses on removing barriers in public spaces and buildings that are newly constructed or developed. Examples include: recreational trails, outdoor public use seating areas, outdoor play spaces, exterior paths of travel, accessible parking, obtaining services and maintenance.

The Design of Public Spaces includes technical requirements such as the surface types and width sizing of public trails, the slope of ramps, the number of required accessible parking spaces and the number of required accessible service counters. When required, the Township will consult with members of the public prior to the design and construction of new or redeveloped public spaces. Facility inspections will be conducted by staff once per term of Council or as required.

The Township also complies with the Ontario Building Code's requirements for accessibility in the built environment. The Township ensures that municipal facilities that are newly built or undergo significant renovations, including outdoor spaces such as parks and playgrounds, conform to all required specifications of the Ontario Building Code and the IASR.

Notice of Temporary Disruption

The Township of Stirling-Rawdon provides customers with notice in the event of a planned or unexpected disruption in facilities or services usually used by people with disabilities. This notice includes information about the reason for the disruption, its anticipation duration, and a description of alternative facilities or services, if available. The notice is placed at public entrances and service counters on our premises, as well as the Township's website.

Training

The Township of Stirling-Rawdon provides training for all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development of customer service policies, practices and procedures.

Training includes the following:

- The purpose of the *Accessibility for Ontarians with Disabilities Act 2005* and the requirements of the Customer Service Standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.
- How to use the automatic door openers on the Township of Stirling-Rawdon premises.
- What to do if a person is having difficulty in accessing the Township goods and services.
- Township policies, practices and procedures relating to the customer service standard.
- Staff are also trained in policies, practices and procedures that affect the way goods and services are provided to people with disabilities. This training continues on an ongoing basis when changes are made to these policies, practices and procedures.

Employment

The Township of Stirling-Rawdon provides workplace accommodations to staff under the *Ontario Human Rights Code*. The Code protects people from discrimination and harassment because of past, present and perceived disabilities. These accommodations include modifying the terms and conditions of employment and/or making adjustments in the workplace. The Employment Standard will be used to support recruitment and accommodation of employees with disabilities, including: recruitment, assessment and selection; accessible formats and communication support for employees; workplace emergency response information; individual accommodation plans; return to work processes; and performance management and career development.

Procurement

The Township of Stirling-Rawdon has regard for accessibility criteria and features when procuring or acquiring goods, services or facilities.

When procuring third party services, the Township ensures that the firm provides accessible customer service and that their staff have had accessible customer training.

Feedback and Communication

Members of the public are encouraged to make comments on the Township of Stirling-Rawdon's Multi-Year Accessibility Plan and accessibility matters in general. Obtaining feedback is an integral part of the evaluation process and the Township is committed to reviewing and expanding strategies to ensure engagement with key stakeholders.

The Township's Multi-Year Accessibility Plan is available on the Township website. Alternate formats and hard copies of this plan are available on request.

To submit feedback or request a copy of this plan, please contact our office: Township of Stirling-Rawdon (613)395-3380 or clerk@stirling-rawdon.com.