

Loyalist Township Multi-Year Accessibility Plan 2024-2028



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Greetings from Loyalist Township Mayor



On behalf of Loyalist Township Council, I am pleased to share with you the Township’s Multi-Year Accessibility Plan (2024-2028).

This plan outlines Loyalist Township’s continued commitment to identify, prevent and eliminate accessibility barriers.

In early 2023, Loyalist Township created an Accessibility Working Group consisting of employees representing a variety of Township divisions and departments. This group meets regularly to ensure that accessibility considerations are incorporated into Loyalist Township's day-to-day operations. This Working Group provided updates, input, and reviewed the Accessibility Plan prior to distribution to the Joint Accessibility Advisory Committee.

This Multi-Year Accessibility Plan represents Loyalist Township’s commitment to fostering an inclusive community where all residents, employees and visitors feel valued, welcomed, and enjoy a sense of belonging.



Jim Hegadorn, Mayor

Statement from Joint Accessibility Advisory Committee

The Lennox & Addington Joint Accessibility Advisory Committee commends Loyalist Township for their inclusion within their 2024-2028 Multi-Year Plan. We wish them the best of luck with the implementation of their plan.



Kelly McCaugherty, Vice-Chair and Community Member
Lennox and Addington Joint Accessibility Advisory Committee

Municipal Overview



Loyalist Township is a growing community of 17,000 plus people situated on the north shore of Lake Ontario between the Town of Greater Napanee and the City of Kingston. The Township is a blend of rural and urban areas with a number of smaller hamlets throughout, including its very own island community, accessible by ferry.

The Township offers many amenities for visitors of all interests and ages. Loyalist Parkway runs along the lakefront, a defining feature of the Township, between Amherstview and the western boundary of the Township.

The Corporation of Loyalist Township is governed by an elected council consisting of a Mayor, Deputy Mayor and five Councillors which are elected by ward and currently serving a four year term. The actual governing of the Township follows the rules and regulations set out by the Provincial Government in the *Municipal Act*. Township Council makes decisions affecting the community and the services provided by Loyalist Township.

Loyalist Township provides a wide range of municipal services that promote a prosperous quality of life for residents, the business community, and visitors, through the effective delivery of services and governance. The Township employs 276 full-time, part-time, casual, temporary, student employees and 100 volunteer firefighters. There's an average of 350 employees at any given time.

Executive Summary

We're pleased to present Loyalist Township's 2024-2028 Multi-Year Accessibility Plan. This is our five-year accessibility plan which builds on the accomplishments of the 2018-2023 plan. The plan was developed in consultation with the County of Lennox and Addington's Accessibility Advisory Committee, public consultation and Township employees. The 2024-2028 Plan acts as our accessibility road map, outlining key actions to meet the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. It helps us relay our commitment to accessibility and an inclusive community.

Approximately 2.9 million Ontarians aged 15+ currently have one or more disabilities. By 2040, this number will increase by another one million.¹

The target goal for an accessible Ontario is 2025.²

Legislated Background

¹ Disability estimates based on disability rates by age and gender categories as found on the 2017 Canadian Study on Disability

² Accessibility for Ontarians with Disabilities Act, 2005

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Ontarians with Disabilities Act, 2001 (ODA)

In December 2001, the *Ontarians with Disabilities Act, 2001 (ODA)* was passed into law. The ODA is a law that sets out a process for developing and enforcing accessibility standards.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

In June 2005, the Ontario government took a strong stand on accessibility when it passed the *Accessibility for Ontarians with Disabilities Act (AODA)* into law. The AODA is an Ontario Law mandating that organizations must follow standards to become more accessible to people with disabilities. The goal for the province is to be fully accessible by 2025. All levels of government, private sectors, and non-profits must comply with this legislation.³ [Integrated Accessibility Standards \(O. Reg. 191/11\)](#)

Recognizing the history of discrimination against persons with disabilities in Ontario, the purpose of this Act is to benefit all Ontarians by,

- (a) developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025; and
- (b) providing for the involvement of persons with disabilities, of the Government of Ontario and of representatives of industries and of various sectors of the economy in the development of the accessibility standards. 2005, c.11, s.1.⁴

Joint Accessibility Advisory Committee (JAAC)

In April 2002, the Council of the County of Lennox and Addington supported the creation of a single Joint Accessibility Advisory Committee to address the requirements of the *Ontarians with Disabilities Act, 2001*. The joint committee is appointed for the County of Lennox and Addington, the Town of Greater Napanee, the Townships of Stone Mills, Addington Highlands and Loyalist Township. The Joint Accessibility Advisory Committee is comprised of two (2) members of County Council and three (3) members from the County community with disabilities. An auxiliary panel, as affiliates to the Joint Accessibility Advisory Committee, provides support and advice. It is comprised of one staff representative from each of the five partner organizations and three representatives from the community who are directly involved with services to improve accessibility and opportunities for citizens with disabilities.

The role of the Joint Accessibility Advisory Committee includes reviewing and advising the Councils on the following areas, as they pertain to accessibility:

³ [Accessibility for Ontarians with Disabilities Act](#)

⁴ [O.Reg. 191/11 Integrated Accessibility Standards](#)

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- Requirements under the *Accessibility for Ontarians with Disabilities Act* (AODA) and any other legislation,
- Site plans of new and existing municipal buildings,
- Significant renovations to municipal facilities,
- Leased facilities or any other facility used as a municipal building, and
- Goods and services provided by the municipality or agents providing services under contract with the municipality.

Accessibility Working Group

The Accessibility Working Group is a Loyalist Township internal team focused on continually advancing accessibility and removing barriers to improve inclusivity in Loyalist Township for people of all abilities. The purpose of the working group is to provide a forum for Township divisions to share key initiatives and leading practices in service and program delivery, as well as support corporate and divisional compliance with all accessibility legislation, including the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#). The objective of the working group is to promote Loyalist Township's commitment to accessibility and to align with the Township's strategic plan, corporate priorities, accessibility compliance and employment initiatives across all Township divisions. This will be achieved primarily through the active membership who will provide input, direction and leadership in demonstrating and sharing programs, services and initiatives primarily related to accessibility that result in access, experience and outcomes for service users, residents, visitors and staff.

Accessibility Partnerships

The Township participates in the Ontario Network of Accessibility Professionals (ONAP). This network is composed of accessibility professionals within the broader public sector across Ontario and its purpose is to share best practices and resources in accessibility.



Municipal Accessibility Plan

The Council of Loyalist Township receives an Accessibility Plan prepared by the Clerk's Division and the Accessibility Working Group with consultation with the County of Lennox and Addington's Joint Accessibility Advisory Committee (JAAC). The plan addresses the identification, removal and prevention of barriers to persons with disabilities in the municipality by-laws and in its policies, programs, practices, services and facilities.

The Five Standards

2024-2028

There are five standards under the province's [Integrated Accessibility Standards Regulation](#) (IASR) that support the creation of an accessible province by 2025:

1. **Customer Service Standards**
2. **Information and Communications Standard**
3. **Employment Standard**
4. **Transportation Standard**
5. **Design of Public Spaces Standard**

Accessibility Achievements

Loyalist Township is working to achieve an accessible and barrier-free community by 2025. The Township is committed to assessing its policies, programs, practices, services and facilities, to identify, remove or prevent barriers to persons with disabilities.

✓ Any item showing a check mark is an item that has been addressed and/or implemented during the duration of the 2018-2023 plan

Any item showing a box is an item that needs to be addressed and/or implemented.

X Any item showing an "X" is an item that cannot or will not be addressed and/or implemented during the duration of the 2024-2028 plan

Five Standards

1. Customer Service Standards

The Township is committed to welcoming visiting persons with disabilities who are accompanied by a support person. If a visiting person with a disability is accompanied by a support person, the Township ensures that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises. Establish policies, practices and procedures that are consistent in order to provide goods or services in a manner that respects the dignity and independence of persons with disabilities.

The Township is committed to providing individual accommodation to its customers where appropriate by creating its own alternate formats of printed materials. Upon request, alternate formats shall be provided in a manner in which is to be agreed upon by the requester and the Township.

Training

Loyalist Township is committed to providing training regarding accessibility and the Ontario Human Rights Code, as required by the AODA. The Township will:

- Train all employees on the Integrated Accessibility Standards Regulation (IASR) O. Reg. 191/11, S.7 (1) and the Ontario Human Rights Code as it applies to people with disabilities.
- Train new employees as part of the orientation process.
- Provide additional training to employees, should there be changes to accessibility policies.
- Maintain a record of training provided.

Self-Service Kiosks

- Loyalist Township does not currently provide services using self-service kiosks. In the event that Loyalist Township procures self-service kiosks, accessibility features will be included in the design.

Notice of Temporary Disruptions

The Township is committed to establishing, implementing and maintaining a process to provide notice of service disruptions. If, in order to obtain, use or benefit from the Township's goods or services, persons with disabilities usually use particular facilities or services of the Township and if there is a temporary disruption in those facilities or services in whole or in part, the Township shall give notice of the disruption to the public.

Notice of the disruption must include the following information:

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- the reason for the disruption
- the anticipated duration
- a description of what alternative facilities or services are available, if any

Notice shall be given by posting the information at a conspicuous place at the location of the disruption which may include any or all entrances and by posting it on the Township website or by such other method as is reasonable in the circumstance.

Establishment of Accessibility Policies

- ✓ Developed Multi-Year Accessibility Plan
- ✓ Posting Accessibility Plan on website
- ✓ Providing alternate format upon request
- ✓ Reviewing and updating Accessibility Plan at least every five years
- ✓ Consulting with Accessibility Advisory Committee
- Post Annual Status Report

2018-2023 key actions

- ✓ Created and implemented a system to provide notice of temporary disruptions.
- ✓ Take people's disabilities into account when communicating with them.
- ✓ Provide billing information to customers in alternative formats when requested.
- ✓ Welcome people with disabilities and their service animals and support persons to access services.
- ✓ Notify customers when services are disrupted using multiple channels of communications.
- ✓ Provide training to new Township employees on accessible customer service and the Ontario Human Rights Code and the AODA.
- ✓ Train all employees on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code as it applies to people with disabilities.
- ✓ Train new employees as part of the orientation process.
- ✓ Provide additional training to employees, should there be changes to accessibility policies.
- ✓ Maintain a record of training provided.

2024-2028 key actions

- Annual review of policies to ensure written in plain language with updated phrasing consistent with [Regulation 429/07](#).

2024-2028

- Update the Accessible Customer Service Policy by 2025 as part of Loyalist's policy review process. The current policy was created in 2017.
- Ensure ongoing AODA compliance.
- Providing Accessible Customer Service training for full-time and part-time staff, volunteers, Council and committee members, etc.
- Ongoing training and onboarding with respect to the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code as it relates to accessibility.
- Create the "Guide to Creating Accessible Documents"
- Provide training to staff on creating accessible documents, as required.
- Improved onboarding process through Human Resources platform.
- Amendments to the procurement process for successful respondents and request for proposals requirements for training.

2. Information and Communications



Loyalist Township is committed to providing information and communications in accessible formats based upon the requests of people with disabilities.

2018-2023 key actions

- ✓ Communicate our willingness to accept feedback and respond to feedback regarding accessibility.
- ✓ Provide communications in accessible formats, available upon request.
- Maintain the website to be compliant with WCAG 2.0, level AA.
- ✓ Website redevelopment to highlight accessibility initiatives throughout the Township.

2024-2028

- ✓ Make public emergency plans available in accessible formats, available upon request.
- ✓ 2018 and 2022 Municipal Elections - Municipal Election Accessibility Plan and accessible checklists for voting locations located in Loyalist Township.
- ✓ Alternative voting methods available Municipal Elections 2018 and 2022.
- ✓ ReachDeck software available (BrowseAloud) on the Loyalist Township website.
- ✓ Municipal Noticeboard Policy approved by Council. Notice board messages to be in simple language and accessible format.
- ✓ New website form was created and uploaded to the Loyalist Township website to request documents in accessible format.
- ✓ As part of the Loyalist Township branding, email signatures are now in accessible format.
- ✓ Community Engagement Framework accessible and inclusive.
- ✓ Community surveys such as the Splash Pad and Community Hub included accessibility and inclusivity questions.
- ✓ Council approved the design of new park signs.
- ✓ Accessibility Update Reports provided to Loyalist Township Council and posted on the website.

2024-2028 key actions

- Loyalist Township website will be reviewed by the internal website working group
- New Loyalist branding will include accessible fonts and format
- Closed Captioning for virtual Council and Committee meetings
- New Loyalist Township signage to be accessible
- Maintain the website to be compliant with WCAG 2.0, level AA
- Create accessibility checklist for writing Council and Committee meeting reports
- Create a map of accessible locations in Loyalist Township through a web provider
- Accessible tours with assistive listening of Loyalist Township locations and facilities (Heritage locations, museums)
- Adopt Accessibility Design Standards for Loyalist Township

Procuring or Acquiring Goods, Services and Facilities

Loyalist Township, under [Procurement By-law](#), is required when purchasing goods, services, and facilities to incorporate accessibility design, criteria and features except where it is not practical to do so. The Township commits that when specifications are prepared for procurement, such specifications will take into account the *Accessibility for Ontarians with Disabilities Act 2005*.

- Incorporating accessibility criteria and features
- Providing explanation, upon request, if not practicable to do the above

2024-2028 key actions

- Review accessibility criteria and features in the Procurement By-law.
- Create a one-page form (checklist) for successful respondents such as contractors/consultants who are providing services, delivering goods, products or materials.
- Update the information included in the procurement process regarding the legislative requirements for AODA training.

3. Employment Standard



The Human Resources Division in co-operation with management and union representatives, provides for accommodation of workers when needed. Accommodation requests are reviewed in each situation and may include changes to job responsibilities, hours of work, and/or equipment. All job postings include an equity statement that outlines that the Township provides support in its recruitment and selection processes to applicants with disabilities, including accommodation that takes into account an

applicant's accessibility needs. Candidates requiring accommodation during the recruitment process are asked to contact the Human Resources Division.

Loyalist Township complies with the employment standard in the following ways:

- Providing individualized workplace emergency response information to employees who have a disability, where necessary.
- Including communications to employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process.

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- Notifying applicants that accommodation is available when assessment is part of the recruitment process. Providing newly hired employees with disabilities accommodations when required.
- Informing existing and new employees of policies used to support employees with disabilities and job accommodations. Whenever there is a change in policy, updated information will be provided.
- Providing accessible formats of information needed to perform jobs to any employee upon request.
- Documenting individual accommodation plans for employees with a disability, as needed.

2018-2023 key actions

- ✓ Training new employees on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code, through the onboarding process.

2024-2028 key actions

- Training new employees on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code, through the onboarding process.
- A new corporate orientation program for employees will include accessibility requirements as part of the onboarding process.
- Refresher training on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code to be provided.

4. Transportation



The Township ensures that taxi licensing obligations are met, and identification is visible in accordance with the legislation. The Township also ensures that no person with a disability is charged additional fees or is charged a fee for storage of mobility aids or mobility assistive devices.

2024-2028

The Township provides conventional bus service that is fully equipped to service-disabled individuals with wheelchairs, power scooters and other mobility devices. Conventional bus drivers have been trained on a variety of mobility and assistive devices.

For those individuals who cannot use the conventional bus service an Accessible Transportation Service started in September 2023 using subsidized accessible taxis as a pilot project for the Amherstview Transit Area. Fares will maintain parity with the conventional transit service. In consultation with the Joint Accessibility Advisory Committee public opinion polls are developed and used by the Township to collect accessibility information to ensure our transit services meet the requirements of our disabled persons.

2018-2023 key actions

- ✓ In 2019, the Township surveyed residents to gather ideas and opinions about accessible transit services. The report and survey results went to Council and partnership discussions took place in 2020.
- ✓ Loyalist Township Council identified improving the public transportation system as a key objective in the 2019 Strategic Plan and has committed to review, assess, and suggest enhancements to the transit system which could benefit the Loyalist Community.
- ✓ In 2022, the Amherst Island Ferry dock and terminals completed.
- ✓ In August 2023, subsidized pilot program for accessible taxis on Route 10 (Amherstview) with the Kingston & Area Taxi Commission.
- ✓ Kingston Transit buses which serve Route 10 in Amherstview are considered accessible with low floors and kneeling capability, ramps or lifts which can be lowered to allow the loading of wheelchairs and scooters, space to secure two mobility aids, on-board announcement system for next bus stop and electronic LED display with upcoming bus stop.
- Upgrade bus stops to meet accessibility standards - based on the completion of the transit review.
 - ✓ New electric Amherst Island ferry built to meet accessibility standards.
 - ✓ All new projects to meet accessibility guidelines and standards.
 - ✓ Use multi-modal communication (multiple points of entry and delivery) to send ferry service alert communications simultaneously to registered contacts, via common voice and text-based communication points, including telecommunications device for the deaf (TDD)

2024-2028 key actions

- Program for accessible transit to be renewed. Pilot project in 2023.
- All new projects to meet accessibility guidelines and standards.

5. Design of Public Spaces



Loyalist Township is committed to meeting the requirements of the AODA in relation to public spaces.

The Township will:

- Follow the Design of Public Spaces standard when building or making any changes to exterior paths of travel, rest areas, ramps, stairs, curb ramps and depressed curbs. Install accessible pedestrian signals which meet the requirements of the Design of Public Spaces Standard when new pedestrian signals are being installed or existing pedestrian signals are being replaced at a pedestrian crossover.
- Provide the number of accessible parking spaces at new or renovated Township service locations, in keeping with the numbers set out in the Design of Public Spaces Standard.
- Determine the best location for the accessible parking spaces in relation to accessible entrances.
- Meet all the requirements of the Design of Public Spaces Standard when constructing new or replacing existing service counters.
- Provide accessible seating when constructing a new waiting area or redeveloping an existing waiting area.



The Township has a number of other projects that will have accessibility related components planned for the coming years. The Annual Status Report will include project updates.

2018-2023 key actions

2018 - Granular pathways in Hawley Court Park in Bath completed.

2018 - Davy Street in Bath sidewalk installation completed.

2018 - Construction of the Amherst Island Fire Station includes accessibility design features.

2019 - New gazebo in Centennial Park North, Bath was constructed. This structure is fully accessible and meets the requirements of the AODA. As part of the new gazebo project, the parking spaces were paved, and a pathway was created to increase accessibility to the park.

2022 - Improved ramp entrance to Layer Cake Hall located in Bath.

2022 - Completion of asphalt paving of existing gravel pathways at Babcock Mills.

2022 and 2023 - Treat Accessibly Accessible Trunk or Treating event.

2023 - Accessible Park benches installed at several parks in Loyalist Township.

2023 - New Commemorative Program includes accessible concrete area with the new benches in parks and public spaces.

2023 - Community Hub designs shared with the Joint Accessibility Advisory Committee. (JAAC)

2023 - Leisure and Activity Centre universal washrooms.

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2023 - Splash Pad public engagement including a survey contained questions about inclusivity and accessibility.

2023 - Installation of assisted listening devices in Council Chambers at the Odessa Municipal Office.

2023 - Design underway for new Utilities Office building at Millhaven Garage considers the incorporation of accessible features throughout the facility.

2023 - Construction of multi-use pathways around the Lakeside Ponds development in Amherstview.

2023 - Odessa Office renovations to customer service counter and improvements to ensure accessible staff washrooms.

2023 - Council Chambers addition of portable ramp for access to council dais.

2023 - Odessa Municipal Office main entrance automatic door openers changed from single door to double door to increase door width to meet and exceed standards.

2023 - Leisure Activity Centre universal washroom improvements include automatic door opener and emergency call system. This will provide the necessary improvements to the single washroom unit at the centre.

2023 - replenishing material around playground structures to provide safer surface as per playground standards and accessibility standards.

Finkle's Shore Park, Bath the project resulted in a new paved parking lot with accessible parking spaces.

Briscoe Park, Bath project completed in 2020 focused on increasing the accessibility to the playground structure. Swings, including an inclusive seat, added in 2023.

Violet waste disposal site improvements to customer service and scale house.

2024-2028 key actions

- Adopt an Accessibility Design Standards for Loyalist Township
- Accessibility Checklist for Urban Design Standards, for review of site plans
- Accessibility Checklist included in the Engineering Design Standards
- Infrastructure Master Plan to recommend sidewalk retrofits to improve pedestrian safety and accessibility in older neighborhoods, as well as recommend expanded trail networks
- All new projects to meet accessibility guidelines and standards

Glossary of Key Terms

2024-2028

Accessibility refers to the design of products, devices, services, or environments for people who experience disabilities.

[Accessibility for Ontarians with Disabilities Act \(AODA\)](#) is a provincial law that sets out a process for developing and enforcing accessibility standards.

Accessible Formats may include, but are not limited to, large print, recorded audio, electronic formats, Braille and other formats.

Barrier is a circumstance or obstacle that keeps people apart. For people with disabilities, barriers can take many forms including attitudinal, communication, physical, policy, programmatic, social, and transportation.

Communications means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

Communication Supports may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Customer Service Standard helps remove barriers for people with disabilities so they can access goods, services or facilities.

Design of Public Spaces Standard helps organizations make new and redeveloped outdoor public areas accessible.

Disability Defined as per Section 2 of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 and the Human Rights Code, R.S.O. 1990, c. H.19, as follows: Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

A condition of mental impairment or a developmental disability,

A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

A mental disorder, or

An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.”

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Employment Standard helps make hiring and employee support practices more accessible.

Information and Communications Standard helps organizations make their information accessible to people with disabilities.

Information includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning. O. Reg. 191/11, s. 9 (1).

[Integrated Accessibility Standards Regulation \(IASR\)](#) establishes the accessibility standards for each of information and communications, employment, transportation, the design of public spaces and customer service.

Kiosk An interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

Service Animals As per Section 80.45(4) of the IASR: An animal is a service animal for a person with a disability if:

1. the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
2. the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - a) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - b) A member of the College of Chiropractors of Ontario.
 - c) A member of the College of Nurses of Ontario.
 - d) A member of the College of Occupational Therapists of Ontario.
 - e) A member of the College of Optometrists of Ontario.
 - f) A member of the College of Physicians and Surgeons of Ontario.
 - g) A member of the College of Physiotherapists of Ontario.
 - h) A member of the College of Psychologists of Ontario.
 - i) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. (O. Reg. 165/16, s. 16).

Support Person As per Section 80.4(3) of the IASR: A support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Standard The Act operates by bringing accessibility standards into regulation. Accessibility standards are laws that individuals, government, businesses, nonprofits, and public sector organizations must follow in order to become more accessible. The

2024-2028

accessibility standards contain timelines for the implementation of required measures and help organizations identify, remove, and prevent barriers in order to improve accessibility for people with disabilities.

Taxicab means a motor vehicle as defined in the *Highway Traffic Act*, other than a car pool vehicle, having a seating capacity of not more than six persons, exclusive of the driver, hired for one specific trip for the transportation exclusively of one person or group of persons, one fare or charge only being collected or made for the trip and that is licensed as a taxicab by a municipality; (“taxi”)

Transit bus means a class of bus which, while operated on a highway, as defined in the *Highway Traffic Act*, is designed and intended to be used for passenger transportation O. Reg. 191/11, s. 33; O. Reg. 413/12, s. 5.

Transportation Standard makes it easier for everyone to travel in the province.

Web Content Accessibility Guidelines means the World Wide Web Consortium Recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines (WCAG) 2.0



For More Information

For information on accessibility and this plan please contact the Clerks Division 613-386-7351 or email accessibility@loyalist.ca

This plan is available on the [Loyalist Township's website](#)

Appendix A Summary of Key Actions 2024-2028

(based on the five standards)

1. Customer Service Standards
2. Information and Communications
3. Employment Standard
4. Transportation
5. Design of Public Spaces

Standards	Responsible	Action Item	Anticipated Date of Completion (within 5 years)
1	Clerks	Update the Accessible Customer Service Policy	2025
1	All Divisions	Ensure ongoing AODA Compliance	2024, 2025, 2026, 2027, 2028
1	Human Resources	Provide ongoing training and onboarding with respect to the IASR and the Ontario Human Rights Code	2024, 2025, 2026, 2027, 2028
1	Clerks	Post Annual Status Report	2024, 2025, 2026, 2027, 2028
1	Clerks/ Human Resources	Provide Accessible Customer Service training to staff, volunteers, Council and Committee members	2024, 2025, 2026, 2027, 2028
1	Clerks	Create the "Guide to Creating Accessible Documents and provide training to staff as required.	2024

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1	Clerks	Annual Review of policies to ensure written in plain language with updated phrasing consistent with Regulation 429/07	2024, 2025, 2026, 2027, 2028
1	Finance	Amendments to the Procurement process for successful respondents as per AODA requirements and training	2024
2	Communications	Maintain the Loyalist Township website to be compliant with WCAG 2.0 Level AA	2024, 2025, 2026, 2027, 2028
2	Communications	New Loyalist Township Branding including signage to be accessible	
2	Communications	Surveys to include questions regarding accessibility and inclusivity.	2024, 2025, 2026, 2027, 2028
2	Communications	Loyalist Township website to be reviewed by the internal Website Working Group	2024, 2025
2	Communications	Closed Captioning for virtual Council	2024

		and Committee meetings	
2	All Divisions	Adopt Accessibility Design Standards for Loyalist Township	2024, 2025
2	Clerks	Create an Accessibility Checklist for Council and Committee Reports	2024
2	Communications, Information Technology/GIS, Parks and Recreation	Create a map of accessible locations in Loyalist Township	2024, 2025
2	Heritage, Culture & Tourism, Communications	Accessible Tours with assistive listening of Loyalist Township locations and facilities.	2024, 2025, 2026, 2027, 2028
2	Clerks/ Finance	Update the information included in the procurement process regarding the legislative requirement with AODA	2024
2	Clerks/Finance	Crte a one-page form (checklist) for successful respondents who are providing services, delivering	2024

		goods, products or materials.	
3	Human Resources	Train new employees on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code, included with onboarding	2024, 2025, 2026, 2027, 2028
3	Human Resources	New corporate orientation for employees to include section on accessibility as part of the onboarding process	2024
3	Human Resources/ Clerks	Refresher training on the IASR and the Ontario Human Rights Code.	2024, 2025, 2026, 2027, 2028
4	Public Works	Pilot program for accessible taxis on Route10	2023-2024
4	Public Works	Upgrade bus stops to meet accessibility standards (based on the completion of the transit review)	
4	Public Works	Program for Accessible	

2024-2028

		Transportation to be renewed.	
4	All Divisions	All new projects to meet accessibility guidelines and standards	2024, 2025, 2026, 2027, 2028
5	All	Approval of Accessibility Design Standards for Loyalist Township	2025
5	Parks and Recreation	Commemorative Benches program includes accessible concrete area with the new benches	2024, 2025, 2026, 2027, 2028

