

Multi-Year Accessibility Plan 2013-2018

FOR THE TOWNSHIP OF RAMARA
UPDATED NOVEMBER, 2017

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INTRODUCTION

The Ontarians with Disabilities Act, 2001 (ODA) came into force and effect to improve access and opportunities for people with disabilities and to provide for their involvement in identifying, removing and preventing barriers. The ODA mandates municipalities prepare an Accessibility Plan. The ODA continues to be in force and effect until it is repealed.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) reinforces the requirements of developing and enforcing of accessibility standards by all organizations to make Ontario fully accessible by the year 2025. A full range of disabilities are addressed by the Act including physical, sensory, mental health development and learning. The AODA identifies the following accessibility standards:

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

The Accessible Customer Service Standard, Ontario Regulation 429/07, came into force and effect on January 1, 2008 and requires municipalities to establish policies, procedures and practices on the provision of goods and services to people with disabilities.

On July 1, 2016, the Accessible Customer Service Standard went under a review and amendments were made to bring it in line with the Integrated Accessible Standards Regulation

The next three (3) standards, Information and Communication, Employment and Transportation have been combined under one regulation – the Integrated Accessibility Standard Regulation – is now law and is being phased in between 2011-2025.

MUNICIPAL PROFILE

Ramara Township is situated in Central Ontario along the north-eastern shores of Lake Simcoe and Lake Couchiching. We are located in Simcoe County, in the heartland of Cottage Country, offering a touch of urban lifestyle in beautiful rural surroundings.

Ramara is a gateway to relaxation, recreational activities, and retirement communities. The Township of Ramara has miles of shoreline properties, clean water, public beaches, cottage rentals, summer resorts, family camping, sporting activities, Casino Rama, conference centres (Geneva Park and Fern Resort), as well as, retirement/resort communities (Lagoon City and Bayshore Village). Ramara is proud of its strong agricultural and resource extraction industries.

Just imagine relaxing in a comfortable chair, reading a good book, enjoying the warm summer breeze, or perhaps watching the glorious sunset over a beautiful lake.

STATEMENT OF COMMITMENT

Ramara is committed to treating all people in a way that allows them to maintain their dignity and independence. Ramara believes in integration and equal opportunity. Ramara is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

ACCESSIBLE CUSTOMER SERVICE STANDARD

Ramara adopted the following policies under the Accessible Customer Service Standard November, 2009.

Guide Dogs/Service Animals

Any person with a disability accompanied by a guide dog or other service animal will be permitted to enter the premises with the animal and keep it with him/her, unless the animal is otherwise excluded from the premises by law.

If the service animal is excluded from the premises by law, the Township will look to other available measures to allow the person with the disability to obtain, use or benefit from the goods or services.

Support Persons

When a person with a disability is accompanied by a support person, both are permitted to enter together and are not prevented from having access to each other while on the premises. It may be a requirement of the Township that a person with a disability to be accompanied by a support person in order to protect the health and safety of the person with a disability while on the premises.

Where fees for goods or services are required as admission to the premises the Township will waive any fee or fare with respect to support persons.

Disruption of Services

In the event of a planned or unexpected disruption in a facility or service usually used by persons with disabilities, the Township shall give notice of the disruption to the public.

The notice shall include information about the reason for the disruption, its anticipated duration and provide alternatives, if available.

Feedback Process

The public is permitted to provide feedback on accessibility of the provision of goods and services by telephone or in person through the Customer Care Call Centre; correspondence; and the Annual Accessibility Public Meeting.

Assistive Devices

Persons with disabilities are permitted to use personal assistive devices in order to access goods or services of the Township. The Township may also provide assistive devices if available in order that persons with disabilities may access the goods or services.

Training for Staff

All employees, including volunteers, students and contractors shall receive training on the provision of its goods or services to persons with disabilities.

GENERAL REQUIREMENTS

Multi-Year Accessibility Plans

The Township shall establish, implement, maintain and document this multi-year Accessibility Plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; post the Accessibility Plan on the Township's website, and provide the Plan in an accessible format upon request; and review and update the Accessibility Plan at least every five (5) years.

The Township shall establish, review and update this Plan in consultation with persons with disabilities, and in consultation with Senior Staff.

The Township shall prepare an annual status report to Council on the progress of measures taken to implement the accessibility strategy; and post the status report on the website, and provide the report in an accessible format upon request.

Procuring or Acquiring Goods, Services or Facilities

The Township shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not feasible to do so. If the Township determines that it is not feasible to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, it shall provide an explanation to the public, upon request, in accessible format or with the appropriate communication supports, as soon as practicable.

Self-Service Kiosks

If the Township begins providing public services through one (1) or more interactive electronic self-serve kiosks, it shall consider and incorporate accessibility features when designing, procuring or acquiring such kiosks.

Training

The Township shall ensure that training is provided on the requirements of the IASR and on the *Human Rights Code* as it pertains to persons with disabilities to all employees and volunteers; all persons who participate in developing policies; and all other persons who provide goods, services or facilities on behalf of the Township. The training shall be appropriate to the duties of the employees, volunteers and other persons.

Every person shall be trained as soon as feasible and such training shall be provided in respect of any changes to the policies on an ongoing basis. The Township shall keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.

INFORMATION AND COMMUNICATION

Emergency Information

Emergency procedures, plans or public safety information that is made available to the public will be provided in an accessible format or with appropriate communication supports, upon request, as soon as practicable.

Feedback

Ramara shall maintain its accessible feedback process as developed under O. Reg 429/07 – Accessibility Standards for Customer Service. Further, the Township shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. Ramara shall notify the public about the availability of accessible formats and communication supports.

Accessible Websites and Web Content

2014-Ramara shall ensure that all new internet websites and web content on those sites conform to the Web Content Accessibility Guidelines (WCAG) 2.0, Level A.

2021-Ramara shall ensure that all internet websites and web content on those sites conform to the WCAG 2.0, Level AA.

Accessible formats and communication supports

Ramara shall provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request, and in a timely manner that takes into account the person's needs; and at a cost that is no more than the regular cost charged for the same information. The Township will consult with the person making the request in determining the suitability of an accessible format or communication support. The Township shall notify the public about the availability of accessible formats and communication supports.

The Plan will be available to the public on the Township's website. The Plan is also available in alternate formats upon request.

EMPLOYMENT

The Township shall:

- Make reasonable effort to create an overall accessible work environment.
- Create a suitable accessible work environment for employees with disabilities as soon as practicable after the Township becomes aware of the disability.
- Consult with the employee to take into account their accessibility needs.

Employees are responsible to make the Township aware of their disability. However, if an employee appears to be struggling in the workplace or is clearly unwell, the employee's Supervisor/Manager can consult with the Chief Administrative Officer to obtain advice.

Workplace Emergency Response Information

Ramara will provide individualized emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.

Recruitment, Assessment and Selection

Ramara will advise job applicants that people with disabilities will be accommodated throughout the recruitment, assessment and selection process. If a job applicant requests accommodations, Ramara will consult with them and make adjustments that best suit their needs. Successful applicants will be notified of policies for accommodating employees with disabilities.

Information for Employees

Ramara will provide information to employees with disabilities in a manner that meets with their disability.

Processes to Accommodate Employees

Ramara will work with employees to develop plans and processes that meet their needs.

Personal Workplace Emergency Response Information

In order to prepare for the specific needs of employees with disabilities in emergency situations such as fire, power outages, severe weather, natural disasters and security incidents, the Township shall work with employees with disabilities to develop individualized workplace emergency response information while discreetly respecting the employee's privacy.

Individualized Accommodation Plans

The Township will develop written Individual Accommodation Plans for employees with disabilities upon request. Individual accommodation plans are not required if the employee does not make the Township aware of their disability.

Return to Work Process

The Township shall ensure that the written Return to Work Process adequately supports employees who have been absent from work due to a disability and who require accommodations to return to work. The process will address steps to take to facilitate the return to work including the development of an individual accommodation plan.

Performance Management, Career Development and Advancement, and Redeployment

The Township shall take into account the accessibility needs of employees with disabilities and Individual Accommodation Plans in the Performance Management process, when providing career development and advancement opportunities, and when considering redeployment for an employee with a disability.

TRANSPORTATION

Accessible Taxicabs

Ramara will ensure that taxicabs are prohibited from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip; and from charging an additional fee for the storage of mobility aids or mobility assistive devices.

DESIGN OF PUBLIC SPACES

The Design of Public Spaces Standards applies to public spaces that are newly constructed or redeveloped on and after January 1, 2016.

Recreational Trails and Beach Access Routes

The Township will ensure that any new or reconstructed recreational trails and beach access routes will meet the requirements of the design of public spaces standard including minimum width and height measurements and surface material and shall consult with the public, persons with disabilities and the appropriate staff with regards to:

- i. The slope of the trail
- ii. The need for and location of ramps
- iii. The need for, location and design of: rest areas, passing areas, viewing areas, amenities and any other pertinent features of the trail

Trailhead signage must contain information about the physical characteristics of the trail (i.e. length, average and minimum width and location of amenities). Other media used to provide trail information such as website or brochure must contain the same information as the trailhead signage.

Note: Wilderness trails, backcountry trails, portage routes and trails meant exclusively for cross-country skiing, mountain biking or driving motorized recreational vehicles (i.e. snowmobiles and ATVs) are excluded from the Standard.

Outdoor Public Use Eating Areas

The Township will ensure that any new or reconstructed outdoor public use eating areas meet the requirements of the Standard including:

- i. Minimum 20% of new tables added, and no fewer than one, must be accessible to people using mobility devices;
- ii. Ground surface leading to accessible tables must be level, firm and stable for people using mobility devices;
- iii. Sufficient clear space surrounding accessible tables for people using mobility devices;

Outdoor Play Spaces

The Township will ensure that any new or reconstructed outdoor play spaces containing play equipment such as swings and/or play features such as logs, rocks, sand or water meet the following requirements:

- i. Consult with the public, people with disabilities and appropriate staff to identify the needs of users in the local community;
- ii. Incorporate sensory components to promote active play experiences (sand, water or sound);
- iii. Ensure there is sufficient space for children and caregivers to move through, in and around the play space;
- iv. Ensure ground surface is firm, stable and shock absorbing to prevent injuries;

Exterior Paths of Travel

Exterior paths of travel are sidewalks and walkways but do not include paths of travel regulated by the Ontario Building Code (from parking lot to building entrance). The Township will ensure that newly constructed or reconstructed exterior paths of travel will meet the technical requirements of the Standard:

- i. Minimum width and height measurements for sidewalks and walkways;
- ii. Minimum width, maximum steepness of slopes, size of landings and handrail requirements;
- iii. Stairs that connect to an exterior path of travel will be a certain size, have high tonal contrast and tactile walking surface at the top of each flight
- iv. Pedestrian curb ramps will align with direction of travel, minimum width and maximum steepness, tactile walking surface indicators;
- v. Accessible pedestrian signals will include features for people with vision loss and those who are deaf-blind;
- vi. Consult with the public, people with disabilities and the appropriate staff regarding the placement and design of rest areas;

Accessible Parking

Off and on-street parking requirements when building new or making significant modifications:

- i. Off-street accessible parking will include:
 - a. The required number of standard width accessible spaces and wider spaces identified as “van accessible”;
 - b. Accessible parking spaces will include access aisles between the parking spaces;
 - c. Accessible parking space signage must meet the requirements of Regulation 581 of the Highway Traffic Act.
- ii. On-street accessible parking will include:

- a. Consultation with public, people with disabilities and appropriate committee/staff regarding the need, location and design of accessible on-street parking;

Obtaining Services

The Township will ensure that all new or replaced service counters, fixed queuing guides and waiting areas, whether inside or outside, include a section that is accessible to people with disabilities:

- i. An accessible service counter must be useable by someone sitting in a mobility aid and have enough clear space to approach the counter
- ii. Queuing areas need to be wide enough to accommodate people using mobility devices and if there is more than one queuing line, there must be least one clearly identified as an accessible queuing area.
- iii. New or significantly altered waiting areas must have at least 3% of the new seating area to be accessible and no less than one accessible seating space.

Maintenance Planning of Public Spaces

The Township will incorporate within its accessibility plan, procedures for preventative and emergency maintenance of the accessible elements in public spaces and procedures for dealing with disruptions when accessible elements required under the design of public spaces standards are not in proper working order.

BARRIER IDENTIFICATION AND ACTION

2005
Architectural
<ul style="list-style-type: none"> ✓ Zoning Bylaw 2005.85 was amended to include the requirement for Accessible Parking spaces X Lack of sidewalks in Atherley identified as an issue for pedestrian /mobility device travel – planning study complete.
Physical
<ul style="list-style-type: none"> ✓ Street lighting is budgeted for 4 installations annually
Communication
<ul style="list-style-type: none"> ✓ Annual Public Accessibility Plan Meeting
2006
Procedural
<ul style="list-style-type: none"> ✓ Fines for parking in accessible spaces were addressed in the No Parking Bylaw ✓ Audit from Independent Living Services on all Township owned facilities

X Bylaw/ Policy Review – will commence when an AAC is mandated – population must be over 10,000
Physical
✓ Street lighting is budgeted for 4 installations annually
Communication
✓ Annual Public Accessibility Plan Meeting
Attitudinal
✓ Sensitivity training for all staff from Marion Tizzard from Independent Living Services
2007
Technological
✓ Upgrade to Ramara Township website allowed for electronic accessibility of Council Meeting Minutes and Agendas
Physical
<ul style="list-style-type: none"> ✓ Street lighting is budgeted for 4 installations annually ✓ Ramara Centre library installs accessible computer workstation with large print keyboard and font ✓ Street lighting is budgeted for 4 installations annually ✓ Entrance to Admin building includes accessible doors and ramp ✓ Entrance to Udney CC made accessible with parking paved at front accessible entrance ✓ Accessible parking spaces designated and signed at Longford CC
Architectural
<ul style="list-style-type: none"> ✓ Medical Centre renovations included accessible ramp, washrooms and automatic doors ✓ Entrance to Udney Community Centre made accessible with automatic doors ✓ Entrance to Longford Community Centre made accessible with automatic doors and access ramp ✓ Ramara Centre adds accessible door installations to access large hall and library
Procedural
X Site plan review for multiple unit residential, commercial, industrial and institutional buildings by persons with disabilities – not required at this time (no Accessibility Advisory Committee)
Communication
<ul style="list-style-type: none"> X Motion to Council to establish an Accessibility Advisory Committee turned down – NOTE: Not mandatory until population reaches 10,000 ✓ Annual Public Accessibility Plan Meeting
2008
Technological
✓ Identified need and added purchases of eBooks and audiobooks as part of the library collection
Physical

<ul style="list-style-type: none"> ✓ Accessible parking spaces identified and painted in the Environmental Services parking lot ✓ Brechin Library branch renovations completed to accommodate accessibility – ramp, doors, washrooms and aisle width ✓ Curb cuts identified and completed to Brechin sidewalks during sewer project ✓ Ramp purchased to allow wheelchairs and mobility devices to access stage at the Ramara Centre ✓ Street lighting is budgeted for 4 installations annually
Architectural
<ul style="list-style-type: none"> ✓ Accessible entrance doors added to the Environmental Services building
Attitudinal
<ul style="list-style-type: none"> ✓ Inclusion Facilitator hired for recreation (camp) programs ✓ Community Foundation grant received to purchase inclusion equipment for use in recreation programs
Communication
<ul style="list-style-type: none"> ✓ Annual Public Accessibility Plan Meeting
2009
Communication
<ul style="list-style-type: none"> ✓ Annual Public Accessibility Plan Meeting ✓ Ramara Centre LED sign installed to serve as an information vehicle to the public ✓ UPDATE – red bulbs are considered hard to read at night, staff looking into options to replace (grants)
Attitudinal
<ul style="list-style-type: none"> ✓ Inclusion Recreation and camp programs continue to grow
Physical
<ul style="list-style-type: none"> ✓ Street lighting is budgeted for 4 installations annually ✓ Fire alarm visual signals installed at Longford, Udney and Ramara Centre to alert persons with hearing disabilities in the event of a fire emergency ✓ Access to Poplar Crescent mail bar improved ground conditions and snow clearing to aid in access
Procedural
<ul style="list-style-type: none"> ✓ Staff sent to “Train the Trainer” workshop to be able to in-house train Council, Committees, Staff and Volunteers on regular intake
2010
Communication
<ul style="list-style-type: none"> ✓ Annual Public Accessibility Plan Meeting
Attitudinal
<ul style="list-style-type: none"> ✓ Inclusion Recreation and camp programs continue to grow
Physical
<ul style="list-style-type: none"> ✓ Street lighting is budgeted for 4 installations annually ✓ Walk signal installed at Creighton St & Hwy 12

<ul style="list-style-type: none"> ✓ Curb cuts identified as needed along Rama Rd trail to access at Floral Park – comments added to Active Transportation Plan and forwarded to County
2011
Physical
<ul style="list-style-type: none"> ✓ Construction of accessible Council Chambers completed ✓ Construction of fully accessible workstations in the administration office will allow for a person with a disability to have an accessible workspace if hired ✓ Street lighting is budgeted for 4 installations annually ✓ Fire hall #2 reconstruction includes a fully accessible community rooms and washrooms (including shower)
Communication
<ul style="list-style-type: none"> ✓ Annual Public Accessibility Plan Meeting
Attitudinal
<ul style="list-style-type: none"> ✓ Inclusion Recreation and camp programs continue to grow ✓ Community Foundation grant received to allow for accessible bussing for camp field trips – Summer 2011
2012
Communication
<ul style="list-style-type: none"> ✓ Annual Public Accessibility Plan Meeting ✓ Rural Broadband connection program information sessions held in October 2012. Township continues to work with the County and internet service providers to find alternatives for residents who cannot access reliable and affordable high speed internet.
Procedural
<ul style="list-style-type: none"> ✓ Active Transportation Plan (ATP) adopted by Council and added to long term initiatives. Includes a section for bicycle safety along major corridors. ✓ Council receives Recreation & Parks Master Plan
Attitudinal
<ul style="list-style-type: none"> ✓ Inclusion Recreation and camp programs continue to grow
Physical
<ul style="list-style-type: none"> ✓ Street lighting is budgeted for 4 installations annually ✓ Brechin Public Library shelving project completed – allows for wheelchair mobility around shelving units ✓ Outdoor perimeter lighting added to Environmental Services building(formerly Building/Planning department) ✓ Interior upgrades to the Environmental Services building include main floor meeting room, access to washroom, low counters ✓ Brechin Community Centre Board completes the rebuild of the ball park building which now includes accessible ramp, meeting room and washrooms open to the public made possible by grant received from the EnAbling Accessibility Fund ✓ Trail completed with matching grant from County of Simcoe Trails Connecting Communities Fund – included upgrades to inclines, resurfacing, trail widening and culverts to improve accessibility.

Technological
<ul style="list-style-type: none"> ✓ CNIB Partnership is established to borrow books on tape for children, teens and adults ✓ Daisy Reader purchase to play books on tape ✓ Increase in eBook and audiobook selection
2013
Communication
<ul style="list-style-type: none"> ✓ Annual Public Accessibility Plan Meeting
Physical
<ul style="list-style-type: none"> ✓ Street lighting is budgeted for 4 installations annually ✓ New administration building was officially opened in July allowing for a fully accessible work environment, Council Chambers and public access point. ✓ Line Painting completed at Brechin to Lagoon City trail across to Laguna Parkway.
Attitudinal
<ul style="list-style-type: none"> ✓ Recreation programs continue to foster an inclusive environment ✓ Change tables installed at Ramara Centre, Longford CC and Udney CC
2014
Communication
<ul style="list-style-type: none"> ✓ Annual Public Accessibility Plan Meeting
Physical
<ul style="list-style-type: none"> ✓ Street lighting is budgeted for 4 installations annually ✓ Ramara Centre accessible parking spots identified as trouble spots as vehicle users would have to exit vehicle and travel to the back of the vehicle to get to the Centre. Bollards moved and concrete sidewalk added to the front of the parking spots to improve this issue. ✓ Longford Community Centre – front door moved to provide a wider door for improved access.
Technological
<ul style="list-style-type: none"> ✓ EnAbling Access Grant received to update Simcoe County Library Co-op Libraries – including Ramara – to accessible status
2015
Technological
<ul style="list-style-type: none"> ✓ New Township website is deemed WCAG 2.0 Level A Compliant
Communication
<ul style="list-style-type: none"> ✓ Annual Public Accessibility Plan Meeting – changed to last Thursday in September (daytime) to accommodate seasonal residents or those going south for the Winter (before Thanksgiving)
Physical
<ul style="list-style-type: none"> ✓ Street lighting is budgeted for 4 installations annually ✓ Mara Medical Centre completes total renovation of the Centre –with help from CDC grant – to provide an accessible clinic space which will allow access to healthcare and aid in attracting a physician to the area for our rural population

2016
Communication
✓ Annual Public Accessibility Plan Meeting
Physical
<ul style="list-style-type: none"> ✓ Street lighting is budgeted for 4 installations annually – 1 on Fairgrounds at McArthur, 1 at Fountain Drive, 2 on Hwy 12 at Ramara Centre ✓ Firehall # 3 – accessible access ramp added ✓ Lagoon City Mailbar access identified as inaccessible for those using mobility devices –referred to Council September 2016
Attitudinal
<ul style="list-style-type: none"> ✓ Recreation Dept. continues to seek programs that meet the rising population of seniors within the Township ✓ Recreation Dept. continues to seek programs that are FREE or low cost to allow everyone to participate in activities without a financial burden ✓ Positions for Leaders in Training were created for children with special needs who have aged out of the day camp environment – giving them opportunities for Community Service Hours for high school requirements, essential job skills and confidence in the workplace and social setting. ✓ Recreation continues to encourage support persons or guide dogs to accompany persons with disabilities to recreation programs at no cost to the support person
Procedural
<ul style="list-style-type: none"> X Amendments to the Accessible Customer Service Policy to: <ul style="list-style-type: none"> • Incorporate into the IASR; • Continue to train all members of the organization on accessible customer service; • Service Animals – expand to accept documentation from a regulated health professional; • Support Persons – to waive admission fee or fare for support person, if one exists; • Feedback – ensure feedback process is accessible by providing or arranging for accessible formats and communication supports, on request; • Documenting policies, practices and procedures – continue to put accessible customer service policy in writing and make it publically available.
2017
Physical
<ul style="list-style-type: none"> X Curb cuts in trail at 2483 Simcoe Road X Street Lighting X Identified need for a Township Facility Checklist for accessibility.

PRIORITY LIST

Recommendations to Council to be addressed in 2018:

ONGOING INITIATIVES

- Continue to educate owners of public buildings when applying for renovations for permits that all structural renovations must be accessible
- Continue to investigate Rural Broadband sources
- Continue to receive public and staff feedback regarding barriers to accessibility and act upon it when deemed necessary by staff and Council
- Continue to improve access for all services for people of all abilities
- Continue with inclusion recreation for people with special needs
- Recreation & Parks Master Plan recommendations ongoing
- Support Physician Recruitment ongoing

SHORT-TERM INITIATIVES

- Curb cuts in trail at 2483 Simcoe Road
- Amendments to the Accessible Customer Service Standard Policy

LONG TERM INITIATIVES (as identified by the public)

- Act upon recommendations received by the Active Transportation Plan for safe bicycle and pedestrian routes
- Accessible chirping signals suggested at traffic lights in Brechin and Atherley on Provincial Highway 12
- Public access to beach at Lagoon City - Suggestion- Boardwalk
- Accessible Trails and Open Spaces

REVIEW AND MONITORING

This plan is reviewed and updated annually. Additional barriers will be identified and further recommendations will be made to Council. Township policies, bylaws, programs and services will continue to be reviewed, monitored and added throughout the year and years to come. The Township will strive to become barrier free to persons with disabilities.

COMMUNICATION OF THE PLAN

This plan will be available at the Township Administration Building; the Building, Planning and Environmental Services Building; the Ramara Centre; both libraries; and on the Township's website at www.ramara.ca. This plan will also be available in an alternate format or with the appropriate communication support, upon request, as soon as practicable.

If you have any questions regarding the Accessibility Plan for the Township of Ramara, please feel free to contact:

Township of Ramara
2297 Highway 12
P.O. Box 130
Brechtin, ON L0K 1B0
(705) 484-5374

Cathy Wainman, ext 242
cwainman@ramara.ca
Caroline Schiavone, 325-3091
cschiavone@ramara.ca