



# Annual Accessibility Status Report - 2021

The Township of Ramara has established a multi-year accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the *Accessibility for Ontarians with Disabilities Act* and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for the year 2021 on the progress of measures taken to improve accessibility in Ramara Township. The purpose of this report is to track our organization's progress and make the public aware of our initiatives. This report is available online at <https://www.ramara.ca/en/municipal-office/accessibility.aspx?mid=64509>

To request an alternate format of this annual status report, please contact:

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## Customer Service Accomplishments

- Continue to comply with the requirements of the Customer Service Standard;
- Ongoing training for new staff and volunteers;
- Improved feedback process;
- Staff education/training regarding the National Day for Truth and Reconciliation.

## General Requirements Accomplishments

- Annual Public Meeting regarding the Township's Multi-Year Accessibility Plan
- Preparation of the Annual Status Report
- Continue to incorporate accessibility features in the acquisition of goods, services and facilities wherever practicable;

## Information and communications Accomplishments

- Continued maintenance of website that is WCAG 2.0 Level AA compliant;
- Continued maintenance of social media platforms to ensure accessibility compliance;
- Improved closed captioning of streamed Council and Committee meetings;
- Increased use of online forms
- Increased ability to complete and submit planning applications online;
- Use of cloud based permitting application and processing systems for building permits;
- Council has moved to hybrid style of Council and Committee meetings;
- Council has partnered with several companies to bring internet services to hard to reach areas of the municipality.

## Employment Accomplishments

- Improved abilities to permit staff to work remotely;
- Continue to offer accommodations throughout the recruitment process and employment life cycle
- Side steps added to work trucks for easier access for staff

## Transportation – Not applicable

## Design of Public Spaces Accomplishments

- Implementation of a new parking strategy at the Township's waterfront access points;
- Ramara has been successful in obtaining a grant to install new playground equipment at the Atherley Lovely Day Park with accessibility features including:
  - Kid builder telescope
  - 2 kid building counters; one with adjustable height
  - Kid building vehicle reach panel (steering wheel)
  - Talking tubes
  - Pirate ship
  - Musical play accessible features include:
    - Congas
    - Concerto vibes
    - Cabasa
    - Concerto chimes
- Ramara is in the process of applying for more grant money for new playground equipment at the Lagoon City Beach and Bluebird Park;

## Next Steps

The following barriers were identified at the Annual Multi-Year Accessibility Plan Public Meeting, which will be addressed in 2021 and 2022 as budget allows:

- Designated accessible parking spaces at waterfront access points;
- Accessible picnic tables at beaches and parks;
- Accessible traffic signals in Brechin

Ramara will:

- Continue to identify, prevent and remove barriers
- Continue to receive feedback from the public, including people with disabilities
- Continue to support and educate staff on creating accessible documents
- Continue to review and update accessibility policies, procedures and practices and provide training when required;
- Continue to review customer feedback and take appropriate action
- Continue to hold annual public meetings to receive customer feedback