



# Annual Accessibility Status Report - 2025

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 2025 on the progress of measures taken to improve accessibility in Ramara Township. The purpose of this report is to track the organization's progress and provide the public an overview of yearly current and future initiatives. This report is available online at [Accessibility - Township of Ramara](#)

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

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## Customer Service Accomplishments

- Continue to comply with the requirements of the Customer Service Standard
- Staff onboarding training sessions
- Increased and improved online permitting capabilities
- Move of Township's website to a new, more accessible platform that is built to WCAG 2.1 Level AA compliance (see more under Information and Communication)
- Continued upgrading of forms and documentation on the Township's website to allow for screen reader capabilities
- Integration of other accessible software, including CityWide permitting
- Increased ability to complete applications online
- Increased ability for online payments
- Alternative contact information provided for residents who may have difficulty accessing standard communication channels

## General Required Accomplishments

- Preparation of the Annual Status Report
- Continued incorporation of accessibility features in the acquisition of goods, services and facilities wherever practicable
- Installed accessible toilets in the Ramara Centre public washroom
- Added accessible doors at the Ramara Centre to the outside and into the gym
- Installed a bench in front of the Ramara Centre to allow members of the public to rest as required
- Joint Accessibility Advisory Committee meetings and consultations

## Information and Communications Accomplishments

- Migrated to a new website platform that is WCAG 2.1 Level AA compliant
- As part of website migration, reviewed all website text for accessible writing, including:
  - Plain Language: Website content written in clear, straightforward language so it's easy for everyone to read and understand.
  - Organized Layout: Structuring content using headings, bullet points, and short paragraphs to improve readability. Applying proper HTML heading tags (e.g. H1, H2) to support navigation for screen readers.
  - Image Descriptions: Adding alt text to image so users with visual impairments can understand the information being conveyed.
  - Descriptive Links: Using clear, descriptive link text that indicates the destination or purpose of the link, rather than generic phrases like "click here."
- Continued maintenance of social media platforms to ensure accessibility compliance, including incorporating alt text for images, using descriptive captions, and following best practices
- Continued creation and use of online forms and providing forms in alternative formats
- Continued partnerships to bring internet services to hard-to-reach areas of the municipality
- Conducted community engagement campaigns using a variety of accessible formats
- Agendas, minutes, videos, and related materials are published on the CivicWeb Portal, providing convenient access to Council and Committee meetings. The portal includes direct links to livestreams and recordings with enhanced closed captioning. In addition, the system generates accessible outputs for agendas and minutes in both HTML and PDF formats
- All print, digital, and multimedia materials are developed in accordance with accessibility guidelines. This includes ensuring clear readability, compatibility with screen readers, proper colour contrast, and compliance with AODA requirements

## Employment Accomplishments

- Continued staff and volunteer onboarding training sessions
- Consultant and contractor onboarding training or submission of AODA compliant agreements

- Ergonomic Assessments were completed for some staff members
- Continued accomplishments were achieved to accommodate permanent and temporary disabilities
- Staff updated Health & Safety Policy #6 Early & Safe Return to Work and ensured alignment with current AODA requirements
- In process of reviewing other health and safety policies with a focus on accessibility

## Transportation – Not Applicable

## Design of Public Spaces Accomplishments

- Grant funding progress for the Enabling Accessibility Fund 2022 (Ramara Centre)
  - Projects completed
    - Toilet installations – Completed in 2025
    - Automated Doors and Decal installation in progress (door swinging and bathroom signage with braille) - Ramara Centre door operators installed with proper signage
- Parking lot upgrades were completed providing an additional level of accessibility - Longford Community Centre
- Paved road shoulders - Ramara Road 47 – From Concession 1 to Stone Gate
- Widened asphalt path - Lagoon City walking path
- Trails and Cycling Routes
  - Signage directing cyclists from Atherley to Bayshore Village and Brechin to Gamebridge - Completed
  - QR codes on signage – Part of new sign plan
  - Large and small signage at trailheads – Part of new sign plan
  - Continued development of trail systems such as the Trans Canada and Ganaraska Trail – Ongoing and resurfacing what is existing to be reviewed
  - Upgrades to road surfaces to be more accessible
  - Limited motorized vehicles use on roads for safety and accessibility purposes - Fountain Drive, Sideroad 15 and South River Road

## Coming Soon (Winter 2026)

- Building Condition Assessments will be completed in 2026 for municipal facilities, which include assessing the conditions for accessibility.
- The Municipal and School Board Election will take place in 2026, which will include accessible voting options for residents.
- The Ramara Centre received provincial funding for the installation of an accessible playground at the site. It will be designed and installed in 2026.

## Next Steps

- In 2026, the Township will be undertaking an update of its Multi-Year Accessibility Plan for the period of 2027-2031. A project plan is being provided to the Joint Accessibility Advisory Committee for review and comment.
- The Joint Accessibility Advisory Committee will be holding a regularly scheduled meeting on December 12 where it will be requested that the public provide comments for future community accessibility needs.