



2026-2030 Multi-Year Accessibility Plan



Approved on:
[DATE]



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A Message from the Mayor



On behalf of Council, I am pleased to present the Township of South Glengarry's Multi-Year Accessibility Plan. This plan reflects our continued commitment to building an inclusive community where everyone can access and participate fully in municipal programs, services, and public spaces.

Accessibility is about more than compliance; it's about creating a community that values dignity, independence, and equal opportunity for all.

The Township of South Glengarry is dedicated to removing barriers and ensuring that everyone can enjoy and contribute to our community. Over the past few years, we have made meaningful progress towards this goal. From installing accessible play structures in our parks to completing accessibility upgrades at the Township office, including an accessible washroom and service counter, we are taking tangible steps to make our facilities welcoming for all residents and visitors. These projects demonstrate our ongoing efforts to meet the requirements of the Accessibility for Ontarians with Disabilities Act while fostering inclusion in every aspect of municipal life.

Together, with the support of Council, staff, and our community partners, we will continue to identify and remove barriers to accessibility, ensuring that South Glengarry remains a place where everyone can live, work, and play.

Lachlan McDonald
Mayor, Township of South Glengarry



Statement of Commitment

The Township of South Glengarry is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

**Accessible parking at
Smithfield Park, Lancaster**





Introduction

The Township of South Glengarry plays a critical role in ensuring that people with disabilities have the opportunity to interact and contribute to the community. We strive to meet the needs of employees, residents, and customers with disabilities and are working towards removing and preventing barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps the Township of South Glengarry is taking to meet those requirements and to improve opportunities for people with disabilities.

This plan shows how the Township of South Glengarry will play its role in making Ontario an accessible province for all Ontarians.

Why Accessibility Matters

- By 2031, over 6 million people in Ontario will be either living with a disability or be 55 years of age and over.
- Accessibility not only helps people with disabilities, it also benefits seniors and families with young children.
- By learning how to better serve people with disabilities, services will be improved for everyone.
- It's just the right thing to do!



The Legislation

AODA

- The Accessibility for Ontarians with Disabilities Act (AODA) was enacted in order to develop, implement, and enforce accessibility standards to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises, and to provide for the involvement of persons with disabilities in the development of the accessibility standards.

IASR

- The Integrated Accessibility Standards Regulation (IASR 191/11) establishes accessibility standards and introduces requirements in the following areas:
 - Information and Communications
 - Employment
 - Transportation
 - Design of Public Spaces
 - Customer Service
- The IASR applies to all public, private, and not-for-profit organizations with at least one employee.

Definition of Persons with Disabilities



The Accessibility for Ontarians with Disabilities Act, 2005 defines 'disability' as:

- a) 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,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

SDG Accessibility Committee

South Glengarry participates in a joint accessibility advisory committee. The SDG Accessibility Committee is an advisory body that works with the upper and lower tier municipalities of the United Counties of SDG to develop and review policies to ensure that services provided by the municipalities comply with accessibility legislation.





Past Achievements to Remove and Prevent Barriers

Since the adoption of our 2020-2025 Multi-Year Accessibility Plan, the Township of South Glengarry has implemented a number of projects and programs to remove barriers and improve accessibility throughout the community.

Notable achievements include:

- The installation of an accessible public washroom and customer service counter at the Township Main office.
- Implementation of electronic services such as building permit applications and online payments, offer a means of doing business without having to physically attend the Township office.
- Implementation of an online HR Training platform, where staff are able to complete annual accessibility training which can be tracked and monitored for compliance.
- Accessible upgrades at the Nor'Westers and Loyalist Museum, including the installation of a ramp and accessible washroom.'
- Additional accommodations offered for recruitment efforts, such as offering virtual interviews.
- Accessible play structures installed in Glen Walter, Glendale Subdivision, North Lancaster, and Lancaster.
- A third-party audit of the Township's website to ensure compliance with Voiceover and JAWS screen readers.
- Sidewalk improvements in Martintown and Williamstown, including the addition of tactile walking surfaces at intersections in Williamstown.
- Improvement of sidewalk access from Bethune Street to the Nor'Westers Loyalist Museum.
- Updated accessibility features in washrooms of community centres and parks.

Monitoring Progress

In order to ensure that the targets established to address the removal of barriers are completed, annual reviews will be conducted by municipal staff.

The Multi-Year Accessibility Plan for the Township of South Glengarry shall be for a five year period, beginning on January 1, 2026 to December 31, 2031. In accordance with the legislation, the Plan will be reviewed and updated every five years, and an annual status report on the progress of measures taken to implement the plan will be completed and posted to the Township's website.

Appendix 'A' outlines the the Township's IASR Compliance Plan, identifying planned and ongoing efforts to promote accessibility throughout South Glengarry.

Any and all proposed projects and initiatives are subject to budget approval.

**Accessible play structure
installed at North Lancaster
Optimist Park**





Contact Us



613-347-1166



clerk@southglengarry.com



www.southglengarry.com

Feedback and Suggestions:

Feedback gives the Township opportunities to learn and improve. The Township encourages individuals to make suggestions on how we can improve our services and recognizes the right of customers to make a complaint. Feedback will be used to evaluate and revise policies and procedures to ensure accessible customer service is provided.

Feedback may be submitted to the Township by e-mail, telephone, in person or by any other agreed upon method.

The Township is pleased to provide documents in alternate formats on request.

Appendix 'A' - IASR Compliance Plan

Customer Service Standard	Action(s)	Status
Develop, implement and maintain policies governing provision of goods, services, and facilities to persons with disabilities.	<ul style="list-style-type: none"> “Accessibility Standards for Customer Service” updated in 2025. 	See attached Appendix ‘B’ for updated policy.
Use of service animals and support persons	<ul style="list-style-type: none"> Accessibility Standards for Customer Service Policy includes provisions for service animals and support persons. 	Completed, ongoing monitoring.
Notice of temporary disruptions.	<ul style="list-style-type: none"> Procedure for service disruptions is included in Accessibility Standards for Customer Service Policy. 	Completed, ongoing monitoring.
Train staff, volunteers, and others who provide goods/services/facilities on behalf of the Township about providing goods and services to people with disabilities.	<ul style="list-style-type: none"> Accessibility training completed annually by staff through HR Covered online platform. Training for new committee members to occur in 2026. 	Ongoing/Annual

CUSTOMER SERVICE STANDARD	ACTION(S)	STATUS
Establish a process for receiving and responding to feedback.	<ul style="list-style-type: none"> Accessibility Standards for Customer Service Policy includes provisions for responding to feedback. 	Completed, ongoing monitoring.
INFORMATION & COMMUNICATION	ACTION(S)	STATUS
Establish a procedure for receiving and responding to feedback.	<ul style="list-style-type: none"> Procedure is in place and will be reviewed and modified as required. 	Ongoing
Where emergency procedures, plan, and/or public safety information is available to the public, provide in accessible format or communication supports upon request.	<ul style="list-style-type: none"> Procedure is in place for accessible documents and communication supports. 	Ongoing
Standards review.	<ul style="list-style-type: none"> Continue to monitor changes to legislation and modify materials as needed. 	Monitoring

INFORMATION & COMMUNICATION	ACTION(S)	STATUS
Accessible website and web content	<ul style="list-style-type: none"> Working towards converting PDFs on Township website to accessible PDF format. New website launched in 2025 meets all current Accessibility standards. 	Ongoing review and update of PDF documents on Township website.
EMPLOYMENT	ACTION(S)	STATUS
Recruitment, selection and notification	<ul style="list-style-type: none"> Regularly review Human Resources Policy Manual to prevent or remove systemic employment barriers. Job postings include wording advising that accommodations are available through the recruitment process. 	Ongoing
Accessible formats and communication supports for employees	<ul style="list-style-type: none"> Continued consultation with employees to provide accessible formats as needed/requested. 	Ongoing
Workplace emergency response information	<ul style="list-style-type: none"> Amend HR Policy Manual to include provisions for individualized emergency response plans when requested. 	To be completed 2025/2026.

EMPLOYMENT	ACTION(S)	STATUS
Documented individual accommodation plans	<ul style="list-style-type: none"> Amend HR Policy Manual to include development of individual accommodation plans for employees with disabilities. 	To be completed 2025/2026.
Return to work process	<ul style="list-style-type: none"> Return to work process included in HR Policy Manual. 	Completed
Performance management, career development and redeployment	<ul style="list-style-type: none"> Continue to support employee development through learning opportunities. 	Ongoing
Standards review	<ul style="list-style-type: none"> Monitor changes to legislation and modify training materials as required. 	Ongoing
DESIGN OF PUBLIC SPACES	ACTION(S)	STATUS
Consultation	<ul style="list-style-type: none"> Continue to consult with the SDG Accessibility Committee. Complete an updated Accessibility Audit of Township-owned facilities. 	Ongoing

Design of Public Spaces	Action(s)	Status
Recreational Trails and Beach Access Routes	<ul style="list-style-type: none"> Consultation with SDG Advisory Committee when needed. 	Ongoing
Outdoor Public Access Eating Areas	<ul style="list-style-type: none"> Accessible picnic tables are available in outdoor public eating areas. Any newly created spaces with eating areas will include barrier-free options. 	Ongoing
Outdoor Play Structures	<ul style="list-style-type: none"> Procurement documents to include provisions for accessibility when purchasing or replacing play structures. Consultation with the public and SDG Accessibility Committee. 	Ongoing/As Needed
Exterior Paths of Travel	<ul style="list-style-type: none"> Continue to apply all technical requirements and design standards when constructing new or redeveloping existing paths of travel (ie. curbs, curb ramps, pathways, etc.) 	Ongoing

Design of Public Spaces	Action(s)	Status
Accessible Parking	<ul style="list-style-type: none"> Continue to apply requirements for accessible parking spaces for future developments. Work with local businesses to encourage the development of accessible parking spaces. 	Ongoing
Obtaining Services	<ul style="list-style-type: none"> The Township will apply required standards when renovating service counters and public waiting areas. 	Ongoing
Maintenance Planning	<ul style="list-style-type: none"> The Township will communicate emergency maintenance and disruptions through the Township's website, social media, and signage. 	Ongoing/As Needed
Legislative Review	<ul style="list-style-type: none"> Staff participate in training annually and continue to monitor legislation. 	Ongoing

South Glengarry				POLICY
Policy #:	2025-04		Review Frequency:	Every 5 Years
Approved By:	Council of the Township of South Glengarry		Date Approved:	
Subject:	Accessibility Standards for Customer Service		Appendix 'B'	Multi-Year Accessibility Plan

1. **POLICY STATEMENT**

1.1. In providing good accessible customer service, the Township of South Glengarry shall use reasonable efforts to ensure that policies, practices, and procedures are consistent with the following principles:

- a. Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- b. The provision of goods or services to persons with disabilities, and others, will be integrated, unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use, or benefit from the goods or services.
- c. Persons with disabilities will be given an opportunity equal to that given to others to obtain, use, and benefit from the goods or services.
- d. Persons with disabilities may use assistive devices and/or support persons when accessing goods and services.
- e. That the Township of South Glengarry employees, when communicating with a person with a disability, shall do so in a manner that considers the person's disability.

2. **APPLICATION**

2.1. This policy applies to every person who deals with members of the public or other third parties on behalf of the Township of South Glengarry, whether the person does so as an employee, agent, volunteer, or otherwise.

3. LEGISLATIVE AUTHORITY

3.1. The *Integrated Accessibility Standards* (O. Reg. 191/11), was created under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). The IASR sets out obligations for certain persons, businesses, and other organizations to provide customer service in a way that is accessible to people with disabilities in Ontario.

4. DEFINITIONS

- 4.1. “Assistive Device” shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids, and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids).
- 4.2. “Disability” and “Disabilities” shall mean the same as defined by the *Accessibility for Ontarians with Disabilities Act*.
- 4.3. “Employees” shall mean every person who deals with members of the public or other third parties on behalf of the Township of South Glengarry.
- 4.4. “Service Animals” shall mean any animal that is of service to a person with a disability.
- 4.5. “Support Person” shall mean any person, whether a paid professional, volunteer, family member, or friend, who accompanies a person with a disability to help with communications, personal care, medical needs, or access to goods or services.

5. PRINCIPLES

5.1. Accessible customer service follows four basic principles:

- a. Dignity – service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.
- b. Independence – when a person with a disability is enabled to do things on their own, without unnecessary help or interference from others.
- c. Integration – service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or a similar way as other customers, unless an alternative measure is necessary to enable a person with a disability to access goods or services.

- d. Equal Opportunity – service is provided to a person with a disability in such a way that they have an opportunity to access your goods or services equal to that given to others.

5.2. These basic principles will be taken into account when serving individuals with disabilities.

5.3. Employees of the Township of South Glengarry will:

- a. Consider how they can help people with disabilities access our services.
- b. Ask the individual, “How can I help?”
- c. When communicating with a person with a disability, do so in a manner that takes into account the person’s disability.
- d. Offer a variety of methods of communication.
- e. Understand the nature and scope of the services offered by the Township.

6. EXISTING POLICIES, PRACTICES, AND PROCEDURES

- 6.1. Existing policies, practices, and procedures will be reviewed and revised on an ongoing basis as gaps in policies are identified and impact the ability to provide goods or services to customers with disabilities.
- 6.2. Feedback from customers will be used to identify policy gaps.

7. ASSISTIVE DEVICES

- 7.1. Every employee shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services.

8. SERVICE ANIMALS

- 8.1. Service animals offer independence and security to many people with various disabilities. If a service animal is not identified by a vest or harness, a person may be asked to provide documentation from a regulated health professional in accordance with the Ontario Human Rights Code and AODA.
- 8.2. Every employee shall allow persons with disabilities to be accompanied by their service animal unless the animal is excluded by law. Where an animal is excluded by law, the reason why the animal is excluded shall be explained and other

reasonable arrangements to provide goods and services shall be explored in consultation with the person with the disability.

8.3. The service animal shall be under the care and control of the person with the disability. If a service animal is unruly or disruptive, an employee may ask the person with the disability to remove the animal from the area, and other reasonable arrangements to provide goods or services shall be explored in consultation with the person with the disability.

9. SUPPORT PERSONS

9.1. Support persons assist people with disabilities in a variety of ways, by assisting with communications such as an intervener sign language interpreter or as a Personal Support Worker providing physical assistance. A support person may also be a friend or relative that assists and supports the customer.

9.2. If a person with a disability is accompanied by a support person, employees shall ensure 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.

9.3. In the event that admission fees are charged, there will be no charge to the support person.

9.4. The Township of South Glengarry may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

10. SERVICE DISRUPTION – NOTICE

10.1. It is possible that from time to time, there will be disruptions in service, such as an entranceway that is under repair, renovations that limit access to an area, service to an elevator, or technology that is temporarily unavailable. If disruption in service is planned or expected, it is important to provide reasonable notice.

10.2. Notice of planned service disruptions must include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities.

10.3. Notice will be provided on the Township's website, social media pages, signs posted at affected sites, and, if suitable, advertised in local newspaper or radio a week in advance of the disruption.

10.4. In the event of an unexpected disruption in service, notice may be provided in an appropriate manner and as soon as practicable.

10.5. In the event of an unexpected service disruption, alternative methods of service may be considered and those impacted by the service interruption will be informed of any alternative methods.

11. FORMAT OF DOCUMENTS

11.1. If requested for a copy of a document in an alternative format, the Township of South Glengarry will make every attempt to provide the information requested in a format that is useful to the individual.

12. TRAINING

12.1. Training on Accessible Customer Service Standards will be provided to every employee who deals with the public on behalf of the Township of South Glengarry, including 3rd parties in accordance with the IASR.

12.2. Training will include:

- a. A review of applicable accessibility legislation.
- b. How to interact and communicate with persons with disabilities.
- c. How to interact with persons with disabilities who use an assistive device or require the assistance of a support person.
- d. How to use equipment on our premises that may help with the provision of goods or services to people with disabilities.
- e. What to do if a person with a particular type of disability is having difficulty accessing goods or services.
- f. The Accessibility Standards for Customer Service Policy for the Township of South Glengarry.

13. FEEDBACK

13.1. Feedback gives the Township of South Glengarry opportunity to learn and improve. The Township encourages individuals to make suggestions on ways to improve our services and recognize the right of customers to make a complaint.

13.2. To ensure that the delivery of goods and services to those individuals with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:

- a. In writing, in person, by e-mail, by telephone, or by any other agreed upon method, addressed to:

**The Office of the Clerk, Township of South Glengarry
6 Oak Street, PO Box 220, Lancaster, Ontario, K0C 1N0**

Email: clerk@southglengarry.com

Telephone: (613) 347-1166 ext. 2102

Fax: (613) 347-3411

13.3. The Clerk will respond in the same manner by which the feedback was received, unless otherwise requested by the customer. The feedback will be acknowledged and will set out the action, if any, to be taken in response to any complaints or suggestions.

13.4. Feedback will be encouraged by employees and the process for feedback will be explained to customers and posted on the Township's website.

13.5. Feedback will be used to assist with the revision of policies and procedures to provide accessible customer service.

13.6. Notice that the Township has an Accessibility Standards for Customer Service policy will be posted on the Township's website.

13.7. A copy of the policy will be provided upon request.