

DECEMBER 12, 2024

COUNCIL REPORT

REPORT NO. CC-031-2024

2024 ACCESSIBILITY STATUS REPORT

**ANDREA BOLTON
INTERIM COUNTY CLERK/ACCESSIBILITY COORDINATOR**

RECOMMENDATIONS

THAT Counties Council receive the Accessibility Status Report 2024 as attached to Report No. CC-031-2024; and

THAT the Report be posted on the Counties' website.

FINANCIAL IMPLICATIONS

Activities identified in the Accessibility Status Report 2024 can be found in the Multi-Year Accessibility Plan 2023-2027, which is reflected in the Counties' overall budget.

CLIMATE CHANGE IMPLICATIONS

Where possible reports are provided in a digital format to reduce the Counties' carbon footprint.

ACCESSIBILITY CONSIDERATIONS

This report can be made available in alternate accessible formats on request. Meetings of the Accessibility Advisory Committee are livestreamed with closed captioning.

COMMUNICATIONS CONSIDERATIONS

The Accessibility Status Report, upon receipt by Counties Council, will be posted to the Counties' website, as required in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

BACKGROUND

The AODA and the Integrated Accessibility Standards Regulation (IASR) requires designated public sector organizations to prepare an annual status report on the progress of measures taken to implement its Multi-Year Accessibility Plan and O. Reg. 191/11. The report must be posted on the designated public sector organization's website and provided in accessible formats upon request.

DISCUSSION/ALTERNATIVES

The United Counties of Leeds and Grenville's Multi-Year Accessibility Plan 2023-2027 sets out accessible goals for the Counties to achieve. The Accessibility Status Report identifies which of these goals were addressed in 2024, and suggests the immediate next steps for further accomplishments.

Accomplishments highlighted in the Accessibility Status Report 2024 touch on each of the Accessibility Standards which affect the Counties, including General accomplishments, the Information and Communication Standard, Customer Service Standard, Employment Standard, and Design of Public Spaces Standard.

ATTACHMENT

2024 Accessibility Status Report

The report set out above has been reviewed and the information verified by the individuals listed below.

ANDREA BOLTON
INTERIM COUNTY CLERK/ACCESSIBILITY COORDINATOR

DECEMBER 2, 2024
DATE

ALISON TUTAK
INTERIM CHIEF ADMINISTRATIVE OFFICER

DECEMBER 2, 2024
DATE

Accessibility Status Report 2024

The Accessibility Status Report is the annual update on the progress of measures taken to improve accessibility and implement the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the *Integrated Accessibility Standards Regulation* (IASR) (Ontario Regulation 191/11).

This status report includes accessibility initiatives that were undertaken in 2024 to implement the strategies outlined in the United Counties of Leeds and Grenville's Multi-Year Accessibility Plan and reflects on the activities of the Leeds and Grenville Accessibility Advisory Committee.

Statement of Commitment

The United Counties of Leeds and Grenville is a designated public sector organization under the AODA and is committed to meeting the accessibility needs of people with disabilities by providing goods, services, programs, and facilities in a manner that respects the dignity and independence of all people. The Counties is committed to provide persons with disabilities the same opportunities to access its goods, services, programs, and facilities in the same manner as other persons, wherever possible.

Highlights and Accomplishments 2024

General

- **Accessibility Advisory Committee (AAC):** The AAC held four meetings in 2024. The meetings were a hybrid mix of Zoom and in-person. The meetings were livestreamed on the Counties' website with closed captioning.
- **Advocacy:** The Accessibility Advisory Committee played a role in advocacy in several ways.
 - **Child Care and Early Years System:** Representatives of Leeds and Grenville's Children's Services Department met with the Accessibility Advisory Committee to launch a collaboration between the Department and the Committee regarding the development of child care program sites. The Committee will provide input into design during the construction phase. Another aspect of collaboration is the future creation of a tip-sheet for the Child Care Operators.
 - **Meeting with Accessibility Representatives from Across Leeds and Grenville:** Over 20 accessibility representatives from the Township of

more accessible. This is something that will be explored with the Ministry as part of the Compliance Agreement.

- **Subtitles/Closed Captioning:** Meetings that are livestreamed and recorded for the public are subtitled and available with closed captioning through the meeting software, eSCRIBE.

Customer Service Standard

- **Training:** Training for staff continued to ensure staff are aware of the Human Rights Code as it relates to disability, the Integrated Accessibility Standards Regulation (IASR), General Requirements, and the Customer Service Standard. This training is part of the onboarding process for all new staff.
- **Customer Service Standard Review of Initial Recommendations:** See Advocacy under General (above).

Employment Standard

- **Accommodations:** Accommodations continue to be available throughout the recruitment process and employment life cycle.
- **Accommodation for Candidates for Employment:** Potential candidates for employment are informed of the availability of accommodation.
- **Individual Emergency Plans:** During the onboarding process, employees are made aware of the availability of individual emergency plans designed to meet the needs of persons with disabilities. This is also advertised monthly in the staff newsletter.
- **New Employees Onboarding:** New employees participate in the Counties’ Onboarding Program, a part of which focuses on accessibility training. This training is done through the Counties’ Learning Management System and administered by Human Resources.

Design of Public Spaces Standard

- **Accessible Washroom – Limerick Forest – Inclusive Community Funding Application:** Forestry staff, with assistance from the Friends of Limerick Forest, continue to work on this project and construction is expected to be complete early in 2025. In May of 2024 staff applied for funding for this project under the Inclusive Community Grant. Unfortunately, staff were unsuccessful and funding was not provided. The project is continuing under the Departmental budget as approved by Council.

Goals and Next Steps for Accessibility

- Staff will continue to improve the quality of documents on the Counties' website in order to ensure accessibility.
- The Counties is seeking to create a new website in in 2025. The refreshed website will better incorporate accessibility features. The Counties hopes to work with the Ministry of Seniors and Accessibility to renew and expand the Web Content Accessibility Guidelines (WCAG) Compliance Plan developed with the Ministry.
- The Counties will work toward implementation of the goals set out in the 2023-2027 Multi-Year Accessibility Plan.
- Where appropriate, further collaboration on the construction of the G. Tackaberry and Family Home will occur.

Availability of Report and Plan

The Multi-Year Accessibility Plan and Annual Accessibility Status Reports can be accessed through the Counties website www.leedsgrenville.com.

Contact Information

Accessibility Coordinator
United Counties of Leeds and Grenville
25 Central Avenue West, Brockville ON K6V 4N6

Telephone	1-800-770-2170	613-342-3840 ext. 2307
Fax	613-342-2101	
Email	access@uclg.on.ca	

Feedback

The United Counties of Leeds and Grenville welcomes public input on how services and programs are delivered to persons with disabilities. Feedback is forwarded to the County Clerk and is collected by phone, email, website comments, in person, or by mail. Feedback in person is accepted at any of the Counties' public facilities and is accepted in accessible formats and with other communications supports as required.

Accessible Formats Available

Accessible format and communication supports are available upon request.