

**DECEMBER 18, 2025**

**COUNCIL**

**REPORT NO. CC-039-2025**

**2025 ACCESSIBILITY STATUS REPORT**

**ANDREA BOLTON**  
**DEPUTY CLERK/ACCESSIBILITY COORDINATOR**

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**RECOMMENDATIONS**

**THAT** Counties Council receive the 2025 Accessibility Status Report, as attached to Report No. CC-039-2025; and

**THAT** the Report be posted on the Counties' website.

**FINANCIAL IMPLICATIONS**

Activities identified in the 2025 Accessibility Status Report can be found in the Multi-Year Accessibility Plan 2023-2027, which is reflected in the Counties' overall budget.

**STRATEGIC INITIATIVES**

The activities outlined in this report serve to support Pillar 2, section 2.5, Promote Diversity, Equity and Inclusion in the Counties, by promoting accessibility in the community.

**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. The United Counties of Leeds and Grenville makes every effort to provide services in a manner that is inclusive, to ensure accessibility barriers are reduced or eliminated where possible. All Council meetings 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 Standards under 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 2025, and suggests the immediate next steps for further accomplishments.

Accomplishments highlighted in the 2025 Accessibility Status Report 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.

**ATTACHMENTS**

2025 Accessibility Status Report

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

**ANDREA BOLTON**  
**DEPUTY CLERK/ACCESSIBILITY COORDINATOR**

**DECEMBER 8, 2025**  
**DATE**

**AL HORSMAN**  
**CHIEF ADMINISTRATIVE OFFICER**

**DECEMBER 8, 2025**  
**DATE**

## 2025 Accessibility Status Report

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 2025 to implement the strategies outlined in the United Counties of Leeds and Grenville's Multi-Year Accessibility Plan and reflects 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 2025

#### General

- **Accessibility Advisory Committee (AAC):** The AAC held four meetings in 2025. The meetings were a hybrid mix of virtual 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.
  - **Inaugural Accessibility Summit/Event:** In 2025, the Accessibility Advisory Committee hosted the first Accessibility Summit/Event in Leeds and Grenville. The event, entitled Building Accessibility – It's Easier Than You Think, was designed to provide the business community and homeowners with information on how to make buildings and businesses more accessible to people with disabilities. The event, held Friday, October 3, 2025, welcomed guests for a full day of presentations from speakers including Amsted Design- Build, Developmental Services of Leeds and Grenville, Community Involvement Legacy Homes, United Counties of

Leeds and Grenville's Housing Department and Affordable Housing Department, Brockville Home Health Care, and a member of the AAC with lived experience. The event also featured presentations by the various Accessibility Advisory Committees around Leeds and Grenville, including the Township of Rideau Lakes, Municipality of North Grenville, City of Brockville, and the Leeds Grenville AAC, each of whom updated participants on their efforts and accomplishments with respect to accessibility. The event, which was supported by Counties Council through the 2025 Budget, was well received, and the Leeds Grenville Accessibility Advisory Committee, with the continued support of Counties Council, may choose to host a similar event in the future.

- **Rural Fetal Alcohol Spectrum Disorder Support Network:** The Accessibility Advisory Committee received a delegation at its July 2025 meeting from the Rural FASD Support Network. The delegation provided an opportunity to exchange information and promote awareness of the FASD and the Network.

### **Information and Communication Standard**

- **Website Compliance – WCAG Compliance Plan:** The United Counties of Leeds and Grenville has entered into an extended Website Compliance Plan with the Ministry of Seniors and Accessibility to bring the Counties' website into AODA compliance by July 2026. The Counties must file a conforming Compliance Report with the Province by July 6, 2026. The extension to the Plan is to allow the Counties time to transition to the new website format, Govstack.
- **Website Compliance - Website Accessibility Coordinator:** In order to achieve the necessary AODA website compliance, the Counties hired a Website Accessibility Coordinator in March of 2025. The Coordinator is working to bring the Counties' legacy documents into compliance, and is working with the various Counties' departments to upgrade the accessibility of departmental webpages.
- **Website Compliance – New Govstack Website:** The United Counties of Leeds and Grenville is moving away from the current website format to a new format in 2026. The work is being done in 2025/2026 to transition the website from the current format to a Govstack format to be more accessible as per the AODA. Transition to this new website is to be completed in the spring of 2026.
- **Desk Audit - Updated Accessibility Policy:** Subsequent to the Ministry of Seniors and Accessibility Desk Audit that occurred in May 2025, one item identified for improvement was the Counties' Accessibility Policy. The Audit required the Counties add a section referring to specific measurement required

for public elements such as service counters. The updated Accessibility Policy was passed via By-law at the September 25, 2025 meeting of Counties Council and has been posted to the Counties' website.

- **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.
- **Website Accessibility Training:** The Website Accessibility Coordinator has been training employees on how to make documents accessible, and website accessibility generally.

### **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.
- **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**

- **Desk Audit – New Signage – Accessible Parking – 25 Central Avenue West, Brockville:** Subsequent to the Ministry of Seniors and Accessibility Desk Audit that occurred in May 2025, the Ministry required the Counties to upgrade the signage for the accessible off-street parking spaces that make up part of the parking lot at 25 Central Avenue West, Brockville. The signage was made compliant with the Highway Traffic Act and it was noted the spots are "van accessible".

- **Desk Audit – Modifications to POA and Prescott CSS Service Counters:** Subsequent to the Ministry of Seniors and Accessibility Desk Audit that occurred in May 2025, modifications were required to the service counters at the Provincial Offences Office in Brockville and at the Community and Social Services Office in Prescott. Modifications to the counters brought them in line with the measurements set out in the Regulation to the AODA.
- **Desk Audit – Consultation re: Limerick Interpretive Trail:** Subsequent to the Ministry of Seniors and Accessibility Desk Audit that occurred in May 2025, it was found that consultation was required regarding the Limerick Forest Interpretive Trail. Consultation included gathering information from the public on the slope of the trail, need for and location of ramps on the trail, the need for, location and design of rest areas, passing areas, viewing areas, amenities on the trail, and any other pertinent features. Signage related to the consultation was erected at Limerick Forest and consultation was advertised online and through social media. No comments were received.
- **Desk Audit – Modification to Limerick Interpretive Trail Signage:** Subsequent to the Ministry of Seniors and Accessibility Desk Audit that occurred in May 2025, the Ministry advised the signage at the Limerick Forest Interpretive Trail required updating to reflect the surface type, widths, running slope and cross slope, in addition to the length of the trail. Corrections to the signage were made at the trailhead.

## 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 2026, which will better incorporate accessibility features. The Counties hopes to work with the Ministry of Seniors and Accessibility to complete 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.

## 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](http://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](mailto: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.