
MULTI-YEAR ACCESSIBILITY PLAN

2023-2027

As amended by resolution RES2026-20, on March 12, 2026

SEPTEMBER 25, 2023

THE CORPORATION OF THE CITY OF CLARENCE-ROCKLAND
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1. Background: Accessibility and the Province of Ontario

There are currently two active pieces of legislation in Ontario that specifically address accessibility: The Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005, (AODA).

The purpose of the ODA is to improve the quality of life and experiences of persons with disabilities by identifying, preventing, and removing any barriers that may limit opportunities for individuals with disabilities to fully participate in society.

The AODA advances the ODA's goals by requiring public, private and non-profit organizations to identify, remove and prevent barriers to accessibility to make the Province of Ontario fully accessible for all persons with disabilities by 2025. Through the AODA and the Integrated Accessibility Standards Regulation (IASR) (Ontario Regulation 191/11), the Government of Ontario has identified key areas for the development of common accessibility standards that are intended to ensure all sectors and organizations can provide fully accessible services and environments for Ontarians. The goal of these standards is to facilitate the full participation of persons with disabilities in society.

Key areas identified under the AODA are Customer Service, Information and Communications, Employment, Transportation, and the Design of Public Spaces.

2. Commitment to Accessibility

Our goal is to ensure accessibility for our employees and the public we serve in our services, products, and facilities. Employees need to be able to function effectively, and customers need to receive timely, high-quality services in a way that works for them.

We want to provide excellent public service for all Ontarians. We want to reflect on the public we serve in everything we do, and we want to attract the talented people we need to fill jobs. Building a dynamic and accessible organization will help us reach these goals.

The City of Clarence-Rockland is committed to:

- The continual improvement of access to its facilities and services for people with disabilities
- The participation of people with disabilities in the development and review of its multi-year accessibility plan

- The provision of quality services to all members of the community with disabilities
- Meeting the accessibility requirements under the AODA

3. Accessibility Advisory Committee

The Clarence-Rockland Accessibility Advisory Committee may comprise of up to eight (8) members of the general public including one (1) member of Council. At least the majority of the appointed members shall represent the full range of disabilities. The Committee's mandate is to develop an awareness and understanding of the issues and concerns of citizens with disabilities, with a goal to improve the quality of life for those with disabilities. Amongst other items, the responsibilities of the Committee are to:

- Provide a forum for persons with disabilities to raise issues and concerns;
- Provide advice to the Council on the preparation, implementation, and effectiveness of the provincially legislated required Accessibility Plan;
- Conduct advocacy on behalf of persons with disabilities;
- Provide feedback to Council on the effectiveness of the City's policies and practices as they affect persons with disabilities;
- Monitor and provide advice on the development and implementation of by-laws and regulations which have an impact on citizens with disabilities;
- Consult with the community, groups, and organizations to capture and communicate emerging issues to City Council and the City administration;
- Raise awareness of the citizens and the public sector to issues impacting persons with disabilities.

4. Regulatory Requirements and Proposed/Completed Actions

The City continues to develop and implement accessibility initiatives under the ODA and meet compliance dates for accessibility requirements within the Integrated Accessibility Standards Regulation (IASR) under the AODA.

4.1 Customer Service

The City is committed to ensuring that all staff and customers, whatever their ability, work in an accommodating environment and receive accessible goods and services in a timely manner.

The City will achieve this by:

- Reviewing and updating policies regularly to ensure high quality, accessible customer service;
- Embedding accessibility requirements into staff training and orientation materials;
- Reviewing customer feedback and taking appropriate action.

4.2 General

General requirements under the IASR are those regulatory requirements that apply across all three standards in this regulation – Information and Communications, Employment and Transportation.

The City will achieve this by:

- Developing a multi-year accessibility plan outlining strategies to prevent and remove barriers to accessibility and reviewing the plan once every five years.
- Continue to incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities;
- Continue to train employees, volunteers, all those who participate in developing the City's policies, and all others who provide goods or services on behalf of the City, about the requirements in the Integrated Accessibility Standards Regulation, as well as the Human Rights Code as it relates to people with disabilities.

4.3 Information and Communications

It is important to ensure that information and communications are created in a way that considers accessibility. The City will follow best practices when developing, implementing, and maintaining information and communications strategies and products. This includes websites, intranet sites, print communications materials as well as face-to-face interactions. The City is committed to ensuring that information and communications are available and accessible to people with disabilities.

The City will achieve this by:

- Ensuring that emergency information, procedures, plans and public safety information that is available to the public is available in alternate formats, when requested;
- Developing guidelines and best practices for creating accessible documents for common desktop applications such as MS Word, Excel, and PowerPoint;
- Notifying the public about the availability of accessible formats and communication supports;
- Web Content Accessibility Guidelines (WCAG) Level 2.0 AA Compliance;
- Working towards ensuring web content published on the City's website is in an accessible format whenever possible.

4.4 Employment

The City is committed to ensuring that finding, getting, and keeping a job is as inclusive as possible to build an effective workforce.

The City will achieve this by:

- Reviewing on an ongoing basis, Human Resources policies, practices, and procedures to ensure accessibility to persons with disabilities throughout the employment process, including recruitment, retention, career development and return-to-work;
- Notifying job applicants who have been invited to participate in recruitment, assessment, or selection process that, where needed, accommodations for disabilities are available, on request, to support their participation in the process;
- Notifying successful applicants of the City's policies for accommodating employees with disabilities when offering employment;
- Informing new and existing employees of the City's policies for supporting employees with disabilities, including providing employment related accommodations for disabilities;
- Consulting with employees who have disabilities in order to provide them with the accessible formats and communications supports they require to do their jobs effectively and to be informed of information that is generally available to all employees in that workplace.

- Have in place a documented process for supporting employees who return to work after being away for reasons related to their disabilities;
- Consider the accessibility needs of employees with disabilities during the performance management process.

4.5 Transportation

The City does not offer conventional, specialized, or public transportation services.

5. Design of Public Spaces

The City will meet the Accessibility Standards for the Design of Public Spaces (Ontario Regulation 191/11), as applicable, when building new or making major modifications to public spaces.

Public Spaces include, but are not limited to recreational trails, outdoor public parks (playgrounds/outdoor eating areas), outdoor paths of travel (sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals), service-related elements (service counters, waiting areas).

5.1 Recreational Trails

The City will consult with the Accessibility Advisory Committee and members of the public before the construction of any new recreational trails or the redevelopment of existing recreational trails, especially with regard to the following features:

- Slope of the trail;
- Need for and location of ramps on the trail;
- Need for, location and design of rest areas, passing areas, viewing areas, amenities on the trail and any other pertinent features.

Where technical specifications are indicated in Ontario Regulation 191/11, the City will make every effort to ensure compliance with the technical requirements set out in the Regulation, to the extent that it is practicable and does not contravene other legislation.

5.2 Outdoor Public Parks

The City will consult with the Accessibility Advisory Committee and members of the public before the construction of any new parks or the redevelopment of existing parks, in order to ensure that the

proposed design adheres to the needs of the children and caregivers with various disabilities.

5.3 Exterior Paths of Travel

For any newly constructed or redeveloped exterior paths of travel that are intended to serve a functional purpose and not to provide a recreational experience, the City intends to adhere to all technical requirements as set out in the regulations and consult with the Accessibility Advisory Committee and members of the public that may be affected.

5.4 Service Areas

In order to ensure that the public spaces and service areas used by the public are accessible, the City will ensure that all new or redeveloped service counters and waiting areas accommodate mobility aids.

6. Consultation of the Plan

In the preparation of this plan, the City consulted with:

- All City Departments through its Directors;
- The Accessibility Advisory Committee to ensure input is received from all members.

7. Communication of the Accessibility Plan

The approved Multi-Year Accessibility Plan will be posted on the City's website and be provided in an accessible format upon request.

8. Proposed Accessibility Initiatives 2023-2027

See Schedule 'A' Proposed Accessibility Initiatives for 2023-2027.

Schedule 'A' as amended by Resolution 2026-20 on March 12, 2026

Proposed Accessibility Initiatives 2023-2027

Accessibility Initiatives	Responsibility
Municipal Facilities Rationalization/Accessibility Audit <ul style="list-style-type: none">• In-progress	Operations
Produce a 10-year Plan for all building/park repair projects	Operations
Accessibility Awareness and Community Engagement – see Schedule 'B' for detailed work plan and timelines	Clerk's Office Communications Accessibility Advisory Committee

Schedule 'B' as amended by Resolution 2026-20 on March 12, 2026

Accessibility Awareness and Community Engagement

2026–2027 Planned Initiatives

The City remains committed to increasing public awareness of accessibility and fostering an inclusive community in alignment with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Building on the accomplishments of the Accessibility Advisory Committee (AAC) and feedback received through ongoing engagement, the following initiatives are planned for 2026–2027 to strengthen accessibility awareness, visibility, and participation.

Community Engagement and Outreach

To encourage meaningful dialogue and public involvement, the Accessibility Advisory Committee will support the organization of a community town hall meeting. This public forum will provide residents, stakeholders, and community partners with an opportunity to learn about the Committee's mandate, recent accomplishments, and current accessibility initiatives, while also offering a platform for feedback and discussion. Accessibility considerations will be integrated into all aspects of the event, including venue selection, communications, and participation options.

The City will also seek to strengthen partnerships with community organizations, including collaboration with the local library. This collaboration may include hosting accessibility awareness displays, sharing informational resources, and supporting programming related to National Accessibility Week and other awareness initiatives.

Communications and Media Engagement

To enhance public visibility of accessibility initiatives, the City will work with the Accessibility Advisory Committee to pursue opportunities for media engagement. This includes coordinating an interview with a local newspaper to highlight the Committee's work, promote upcoming engagement opportunities such as the town hall meeting, and reinforce the City's commitment to accessibility.

The City will also develop accessible promotional videos to showcase the work of the Accessibility Advisory Committee. Video content may highlight:

- Collaboration with City staff to improve accessibility at community events;
- Feedback provided on municipal building accessibility assessments; and
- Committee input on capital projects, such as road construction and infrastructure improvements.

Where appropriate, a simplified whiteboardstyle video format may be used to present information in a clear and engaging manner. Video content will be promoted through the City’s website, social media platforms, and local media channels, with accessibility considerations integrated into production and distribution.

Digital and Internal Awareness Measures

To reinforce accessibility awareness internally and externally, the City will incorporate standardized accessibility awareness messaging into City and Library staff email signatures, including links to accessibility resources and feedback mechanisms.

Accessibility awareness messaging will also be expanded across the City’s website. This will include clear links to accessibilityrelated resources, information about the Accessibility Advisory Committee, and opportunities for residents to provide feedback regarding accessible customer service and municipal programs.

Ongoing Awareness Campaigns

The City will develop and implement a recurring “Did You Know?” accessibility awareness campaign. This initiative will highlight the work and accomplishments of the Accessibility Advisory Committee, share information about accessibility improvements, and encourage public interest and engagement. Messaging will be shared through digital platforms and other communication channels as appropriate.

In addition, the City will plan enhanced promotion of accessibility awareness during National Accessibility Week in May 2026. This may include themed messaging for each day of the week, highlighting different aspects of accessibility, available resources, and the City’s ongoing efforts to remove barriers and promote inclusion.

Reporting and Continuous Improvement

Feedback from Accessibility Advisory Committee members regarding accomplishments and initiatives will continue to inform the Annual Accessibility Status Report and future updates to the MultiYear Accessibility Plan. These awareness initiatives support the City’s commitment to transparency, accountability, and continuous improvement in accessibility planning and implementation.

2026–2027 Work Plan

Focus Area	Planned Initiative	Description	Timeline	Lead / Support
Community Partnerships	Library Collaboration	Collaborate with the local library to promote accessibility awareness through displays, shared resources, and participation in accessibility related programming, including National Accessibility Week.	April 2026	AAC, Library Services
Annual Awareness	National Accessibility Week Promotion	Plan and deliver enhanced accessibility awareness messaging for each day of National Accessibility Week, highlighting different aspects of accessibility and inclusion.	May 2026	AAC, Communications, Library
Internal Awareness	Email Signature Messaging	Incorporate standardized accessibility awareness messaging and links to resources in City and Library staff email signatures.	May 2026	Communications, IT, Library Services
Media & Public Awareness	Local Newspaper Interview	Coordinate a local newspaper interview to highlight the work of the Accessibility Advisory Committee, promote awareness initiatives, and invite community participation in engagement activities.	November 2026	AAC, Communications
Community Engagement	Public Town Hall Meeting	Organize an accessible public town hall to inform residents about the Accessibility Advisory Committee's mandate, accomplishments, and ongoing initiatives, and to provide	December 2026	Accessibility Advisory Committee (AAC)

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		opportunities for public feedback and engagement.		with Clerk’s Office
Digital Communications	Website Accessibility Messaging	Expand accessibility awareness messaging across the City’s website, including links to accessibility resources, feedback forms, and Accessibility Advisory Committee information.	2026–2027	Communications, IT, AAC
Ongoing Awareness	“Did You Know?” Campaign	Implement a recurring awareness campaign highlighting committee accomplishments, accessibility improvements, and opportunities for public engagement.	2026–2027	AAC, Communications
Reporting & Planning	Annual Reporting and Plan Updates	Incorporate committee feedback and awareness initiatives into the Annual Accessibility Status Report and future updates to the MultiYear Accessibility Plan.	2026–2027	Clerk’s Office, AAC
Communications	Promotional Video Content	Develop accessible promotional videos highlighting committee work, including event accessibility, municipal building assessments, and feedback on capital projects.	2027	AAC, Communications
Communications	WhiteboardStyle Awareness Video	Explore the use of simplified whiteboardstyle videos to present accessibility information in a clear and engaging format for broad audiences.	2027	AAC, Communications