



Multi-Year Accessibility Plan (2025-2030)

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SECTION 1 – Introduction

The Corporation of the Town of Smooth Rock Falls is committed to providing high-quality services to all individuals, including persons with disabilities. The Town believes that everyone should be treated in a manner that allows them to maintain their dignity and independence.

This *Multi-Year Accessibility Plan (2025-2030)* outlines the Town’s strategy to identify, remove, and prevent barriers that limit full participation for persons with disabilities. It supports the Town’s *Accessibility Policy (POL-A22-01)* and *Accessible Customer Service Policy (POL-A22-02)* and forms part of the Town’s ongoing commitment to creating an inclusive, accessible, and equitable community for all.

SECTION 2 – Regulatory Framework

Ontario Human Rights Code

The *Ontario Human Rights Code* recognizes the inherent dignity and equal rights of all persons and provides for equal treatment with respect to services, facilities, employment, and accommodation without discrimination based on disability.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The *AODA* and its regulations seek to recognize the history of discrimination against persons with disabilities in Ontario and to benefit all Ontarians by developing, implementing, and enforcing accessibility standards across multiple sectors.

Its purpose is to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, and public spaces on or before January 1, 2025.

Integrated Accessibility Standards Regulation (IASR), O. Reg. 191/11

Section 4(1) of the IASR requires designated public-sector organizations, including municipalities, to establish, implement, maintain, and document a multi-year accessibility plan that outlines the organization’s strategy to identify, remove, and prevent barriers.

This plan fulfills that requirement and demonstrates the Town’s continued commitment to accessibility and compliance.

SECTION 3 – Commitment to an Accessible Community

The Town of Smooth Rock Falls is committed to ensuring equal access and participation for persons with disabilities. The Town will identify, remove, and prevent barriers by implementing strategies that comply with the *AODA* and the *IASR*.

This plan outlines the actions the Town has taken and will continue to take to meet legislative requirements and improve opportunities for people with disabilities.

The Town will:

- review and monitor barriers regularly;
- take appropriate action to remove barriers wherever possible or accommodate where barriers cannot be removed;
- review and update this plan at least every five (5) years; and
- prepare and public annual status reports to track progress.

SECTION 4 – Roles and Responsibilities

Council

Council approves accessibility policies and plans and ensures compliance with legislative requirements.

Chief Administrative Officer (CAO)

The CAO oversees implementation and integration of accessibility across all departments.

Municipal Clerk (Accessibility Coordinator)

The Municipal Clerk manages accessibility planning, training, and reporting, and ensures that the plan remains current and effective.

Department Heads

Department Heads are responsible for applying accessibility standards within their operations.

Employees, Volunteers, and Contractors

Employees, volunteers, and contractors must follow the Town’s accessibility policies and report barriers when identified.

SECTION 5 – Consultation and Feedback

The Town encourages residents, visitors, and employees to share feedback on accessibility.

Feedback can be submitted in person, by phone, email, or mail and will be handled through the feedback process described in the *Accessible Customer Service Policy*.

All feedback will be reviewed and responded to in a timely and accessible manner.

SECTION 6 – Customer Service

Achievements

- Customer service counters were relocated to a larger, open area to allow improved circulation for persons using assistive devices.
- Seating is available while maintaining ample space for mobility aids.
- Counters were designed at accessible heights with sufficient knee clearance.
- The reception area is kept clear of clutter to maintain unobstructed pathways.
- Magnifying sheets are available for individuals with visual impairments.
- Documents are available digitally and equipped with Optical Character Recognition (OCR).
- Staff receive ongoing accessibility and human rights training.

Strategies and Actions

- Renovations to the main municipal entrance to ensure compliance with accessibility standards and barrier-free design requirements.
- Renovations to public and employee washroom to meet accessibility requirements, including accessible fixtures, door widths, grab bars, and turning radius.
- Maintain and continually improve accessible customer service through staff training and community feedback.
- Ensure accessibility considerations remain a key component in facility design and public interaction.
- Promote awareness and foster an environment where residents feel comfortable identifying and reporting barriers.

SECTION 7 – Information and Communications

Achievements

- Implementation of a messaging system allowing individuals to receive notices and information via email, text, or phone calls.
- Website maintained in compliance with WCAG 2.0 Level AA standards.
- Council meetings are livestreamed for public access.
- All public agendas and documents are provided as searchable, OCR-enabled PDFs.
- Feedback is accepted in multiple accessible formats.
- The Multi-Year Accessibility Plan and other documents are available in accessible formats upon request.

Strategies and Actions

- Continue digitizing municipal records into accessible, OCR-enabled formats.
- Ensure all new and updated online content remains WCAG 2.0 AA compliant.
- Provide accessible formats and communication supports promptly upon request.
- Ensure staff maintain awareness of best practices for accessible communication.

SECTION 8 – Employment

Achievements

- Job postings include accessibility accommodation statements.
- Applicants are notified of available accommodations during recruitment.

- All new and existing employees are informed of accessibility and accommodation policies.
- An Accommodation Plan Development Policy guides individualized accommodation plans.
- Employees with disabilities are consulted on their specific needs and provided with the tools required for success.

Strategies and Actions

- Maintain fair and accessible employment practices.
- Continue to provide individualized accommodation plans and return-to-work processes.
- Integrate accessibility considerations into performance reviews, promotions, and career development.
- Ensure ongoing training and communication about rights and supports.

SECTION 9 – Procurement

Achievements

- The Town’s Procurement Policy mandates consideration of accessibility when procuring goods, services, or construction.
- All bidders, suppliers, and contractors are required to comply with the *AODA* and its regulations.
- Department Heads understand the importance of accessible design in purchasing decisions and projects.

Strategies and Actions

- Continue to include accessibility design criteria in all procurement processes.
- Document rationale if accessibility features cannot be incorporated.
- Ensure future procurement updates remain aligned with the *IASR* and Town policy.

SECTION 10 – Self-Service Kiosks

Achievements

- While the Town currently does not operate self-service kiosks, accessibility considerations are included in the Accessibility Policy (POL-A22-01) to ensure future compliance.

Strategies and Actions

- Ensure that any future acquisition of self-service kiosks includes accessible features in design, layout and functionality.

SECTION 11 – Training

Achievements

- All Council members, employees, volunteers, and contractors receive training on the *AODA*, *IASR*, and *Ontario Human Rights Code*.
- Training is delivered at onboarding and updated every three years or when legislation or policies change.
- The Town’s online training portal ensures ongoing access to materials.
- Records are maintained documenting training dates and participants.
- Accessibility policies are shared with all agents and contractors.

Strategies and Actions

- Continue to provide mandatory accessibility training for all new and existing staff.
- Update training materials as legislation or policies evolve.
- Maintain accurate records of training completion.
- Reinforce the importance of accessibility as part of staff performance and professional development.

SECTION 12 – Design of Public Spaces

Achievements

- Arena upgrades: accessible entry with heated exterior ramp, automatic doors, and chairlifts.
- Accessible playground equipment with appropriate ground surfacing.
- Accessible splash pad design.
- Public Pool: renovations to the public pool to create an accessible change room, roll-in shower, accessible washroom, grab bars, and smooth flooring transitions, installation of an accessible main entrance door, addition of pool steps for safer access into the pool, installation of a pool chair lift to assist users with mobility limitations, and construction of a fully accessible communal washroom.

- Community Centre upgrades: accessible washrooms, widened doorways, automatic doors, and ramped entry.
- Council Chambers accessible via ramp, automatic doors, and new accessible washroom.
- Mattagami Centre upgraded with accessible entrance ramp.
- ADA-compliant tactile warning pads have been installed on all new sidewalks constructed. These surface indicators improve safety and mobility for individuals using assistive devices and provide tactile cues for persons with visual impairments.

Strategies and Actions

- Continue to identify barriers and incorporate accessibility improvements in all new construction and major renovations.
- Maintain compliance with Part IV.1 of the IASR (Design of Public Spaces).
- Continue to install ADA-compliant tactile warning pads as part of all new sidewalk construction and reconstruction projects to ensure consistent accessibility and safety across the community.

Maintenance

- Accessibility features are inspected seasonally.
- Repairs and maintenance are scheduled promptly, and service disruptions are communicated to the public, including duration and alternative access arrangements.

SECTION 13 – Transportation

Current Context

The Town of Smooth Rock Falls does not currently provide municipal transportation services. However, Aging at Home, offer transportation to seniors which is equipped to accommodate individuals with disabilities.

Strategies and Actions

If public or contracted transportation services are introduced in the future, the Town will ensure full compliance with the *Transportation Standards* under the *IASR*.

SECTION 14 – Monitoring and Reporting

The Clerk, acting as the Town’s Accessibility Coordinator, is responsible for overseeing the implementation of this Plan and ensuring that progress toward accessibility objectives is continuously monitored. An annual status report will be prepared and made available on the Town’s website to outline the measures taken and the results achieved in advancing accessibility.

This Plan will undergo a comprehensive review at least once every five years, or earlier if required by legislative amendments or organizational priorities. All updates, reports, and related documents will be provided in accessible formats and with communication supports upon request to ensure transparency and inclusivity for all residents.

SECTION 15 – Availability of the Plan

This Plan will be:

- Posted on the Town’s official website;
- Provided in accessible formats and with communication supports upon request;
and
- Distributed to all municipal staff, Council members, and volunteers.

SECTION 16 – Conclusion

The *Town of Smooth Rock Falls Multi-Year Accessibility Plan (2025-2030)* reflects the municipality’s continued dedication to accessibility, equity, and inclusion.

Through implementation of this Plan, and in alignment with the *Accessibility Policy (POL-A22-01)* and *Accessible Customer Service Policy (POL-A22-02)*, the Town will continue to remove barriers, enhance participation, and foster a community that is inclusive and welcoming to all.

