



## **Township of Brock**

# **2020 Annual Status Report**

An update on the 2020 progress towards meeting the goals of the Township's 2017-2021 Multi-Year Accessibility Plan.

January 2021

This document is available in alternative formats upon request.  
Please contact the Clerk's Department at 705-432-2355.

## 2017-2021 Multi-Year Accessibility Plan

The Multi-Year Accessibility Plan for 2017-2021 was reviewed by the Brock Accessibility Advisory Committee as well as Township staff.

### Brock Accessibility Advisory Committee

In 2020, the Brock Accessibility Advisory Committee was comprised of six members: five residents and one member of Council. The Committee, as per the Multi-Year Accessibility Plan, is responsible for a number of activities during its term. The following activities were completed by the Committee in 2020:

- Assisted with the development of the 2017-2021 Multi-Year Accessibility Plan.
- Assisted with the development of the annual status report.
- Awarded the 8<sup>th</sup> Annual Township of Brock Accessibility Award to Foodland, Cannington for widening grocery aisles (improving flow and access), installing brighter lighting, installing new automatic doors at the front entrance, redesigning the checkout counters, and improving service through phone in orders / delivery services.
- Nominated Fisher's Independent Grocer for a Durham Region Accessibility Award.

### A.O.D.A. Progress

The Township of Brock remains in compliance with the A.O.D.A. requirements. Staff training was provided to all new staff and volunteers on the A.O.D.A. requirements.

## *Accessibility Achievements 2020*

In 2020 the Township of Brock continued to improve accessibility in the community through implementation of the 2017-2021 Multi-Year Accessibility Plan. The following achievements occurred in 2020:

### Customer Service

- New website was launched with improved and enhanced features including online payments, online “report an issue”, improved search functions, easy to read content and the ability to subscribe to page and news updates.
- Reception desk at the front of the Municipal Administration Building was improved to allow for social distancing and now includes an accessible counter
- The counter in the Clerk’s Department was reconfigured and now includes an accessible counter
- Council and Committee meetings were held electronically during the pandemic
- Through modernization funding, the Township procured new computers, new phones, and launched a new website. The new website offers online forms and the option to make payments online. Each of these modernization initiatives enhances customer service and accessibility.

### Other Infrastructure

- Additional wayfinding signage was installed.
- A number of sidewalks were improved.
- Accessible portable washroom facilities were placed in the parks for the summer months.
- A new accessible parking spot was installed in downtown Beaverton.
- Installed touchless faucets and soap dispensers in all Municipal Administration Building washrooms.

### Recreation Programs

- Worked with Resources for Exceptional Children and Youth Durham to provide support to individuals who required one-on-one support while attending day camp.
- Offered online recreation and day camp program registration.
- Offered online registration for on-ice public programs
- Continued to offer senior programming.

### Sunderland Town Hall

- Hall board continued to review options for an accessible door at the facility.

Other

- Township worked with Port Perry Medical Associates to offer flu vaccine clinics locally for residents as well as to establish COVID-19.