



The Corporation of  
**Township of Brock**  
In the Regional Municipality of Durham

**2017-2021 Multi-Year  
Accessibility Plan**

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

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## Executive Summary

The Township of Brock is dedicated to promoting barrier-free services and environment for employees, citizens, and everyone else who lives, works, visits, or invests in Brock. With the Township of Brock Multi-Year Accessibility Plan 2017-2021, the Township outlines the initiatives in regard to accessibility the Township intends to achieve to ensure its compliance with the Province's accessibility legislation. Additionally, the plan establishes projects for the next five (5) years.

The Province has enacted a number of accessibility standards which set out specific rules and deadlines for government, businesses, non-profits and public sector organizations to follow. There are staggered compliance dates to aid organizations in implementing the numerous changes to day-to-day operations, services, and facilities. This Plan will outline the Township's compliance to date with respect to the accessibility legislation. Further, it will assist the Township in achieving and where possible, exceeding the requirements of the accessibility legislation.

## Corporate Mission Statement

The Township of Brock's Corporate Mission Statement as contained in the Corporate Strategic Plan states:

- "Through innovation and excellence in service delivery, the Township of Brock will provide municipal programs and services that continue to support a healthy and vibrant community."

## Accessibility Statement

The Township of Brock's Accessibility Statement states:

- "To promote, encourage, and provide an accessible community which ensures equality for all in the Township of Brock."

## About the Township of Brock

The Township of Brock is located on the east shore of Lake Simcoe approximately 1.5 hours northeast of Toronto, and is one of eight municipalities within the Region of Durham. The municipality represents three distinct urban areas, numerous hamlets, and beautiful countryside. While agriculture is our largest employer, a full range of commercial and industrial businesses are located within the urban areas of Beaverton, Cannington, and Sunderland.

Brock Township's location on Lake Simcoe and the Trent-Severn Waterway make it a popular destination for tourists – both summer and winter.



## Geography & Land Use Planning

While the Township's geography offers an appealing lifestyle to many, it can also pose considerable barriers to residents and visitors with disabilities. The mobility for Brock's residents, especially persons with disabilities, is affected due to the distance between the three urban centres combined with a lack of frequent public transportation.

Through the Township of Brock's Official Plan, Council has set the framework for encouraging responsible development that will improve accessibility for Brock's residents. There are many sections contained within the Official Plan that encourage accessibility while achieving development and re-development. Township staff and Council continue to implement the Official Plan with the intention of creating a built environment that promotes greater accessibility.

## Demographics

According to Statistics Canada 2011, Brock's population is 11,341. Of these residents 2,075 are over the age of 65, which represents approximately 18.3% of Brock's population. As Brock's population continues to age, the prevalence of disabilities increases due to deteriorating health and other factors. Proactively identifying and removing barriers will help us prepare for the future.

## Legislative Background

### Ontarians with Disabilities Act, 2001 (O.D.A.)

The *Ontarians with Disabilities Act* (O.D.A.), was enacted in 2001 to improve opportunities and access for persons with disabilities. This Act applies to all provincial and municipal governments, school boards, colleges and universities, and hospitals.

### Accessibility for Ontarians with Disabilities Act, S.O. 2005, C.11 (A.O.D.A.)

The *Accessibility for Ontarians with Disabilities Act* (A.O.D.A.) was enacted in 2005 and is a law intended to set out a process for developing and enforcing accessibility standards. The overall goal of the A.O.D.A. is to provide for the development of minimum standards to achieve accessibility for Ontarians with disabilities by January 1, 2025.

### Accessibility Standards

In order to achieve this vision, the Government has issued a set of five (5) accessibility standards under the A.O.D.A. that will help organizations identify and remove barriers to improve accessibility for persons with disabilities. The accessibility standards are: customer service, communication and information, employment, transportation, and design of public spaces.

#### **Accessible Customer Service Standard**

The Accessible Customer Service Standard came into force in 2008. The goal is to provide assistance to the public/private sector in the delivery of service to persons with disabilities to assist these individuals to access goods, services, and facilities.

#### **Integrated Accessibility Standard**

The next three (3) standards, which also includes a General Requirement component, have been combined into the Integrated Accessibility Standard Regulation (I.A.S.R.) which came into effect in 2011.

#### **General Requirements**

The General Requirement component of the I.A.S.R. focuses on the establishment of accessibility policies, plans, the procurement of goods and services, self-service kiosks, and training requirements.

## **Communication and Information Standard**

The Communication and Information Standard was developed to assist organizations in making their information accessible to persons with disabilities. It addresses accessible formats, communication supports, and websites.

## **Employment Standard**

The Employment Standard was designed to ensure businesses and organizations make accessibility a regular part of all aspects of an employment cycle, from recruiting, to hiring, to supporting employees.

## **Transportation Standard**

The Transportation Standard was developed to make it easier for everyone in the Province to travel.

## **Design of Public Spaces Standard**

The Design of Public Spaces Standard came into force in 2013. The standard was designed to help organizations make new and redeveloped public spaces and buildings accessible to persons with disabilities.





## Accessibility Advisory Committee

The regulations require the Township of Brock to have an Accessibility Advisory Committee to advise Council on the preparation of accessibility plans and the achievement of actions outlined within the plan. The majority of members must be persons with a disability.

The members of the Brock Accessibility Advisory Committee (B.A.A.C.) sit for a term concurrent with that of the elected Council. The main activities of the Committee include:

- advise the Township of Brock Council about the requirements and implementation of accessibility standards and the preparation of accessibility reports and such other matters for which the Council may seek its advice; and,
- perform all other functions that are specified in the regulations.



During the Multi-Year Accessibility Plan 2012-2016, B.A.A.C. has:

- Reviewed the 2012-2016 Multi-Year Accessibility Plan in detail and recommended items to be added to the plan;
- Assisted with the development of the annual status report;
- Developed an Accessibility logo for the Township of Brock;
- Developed an “Accessibility Makes Good Business Sense” sheet and “Accessible Event Planning Checklist”;
- Recommended additional handicapped parking spaces and bench locations;
- Developed an “Accessible Township of Brock” brochure;
- Presented annual Township of Brock Accessibility Awards and nominated organizations for the Durham Region Accessibility Awards;
- Created an Accessibility Awareness Board to be displayed at community events;
- Held three (3) accessibility challenges for Members of Council; and
- Held accessible awareness community events.



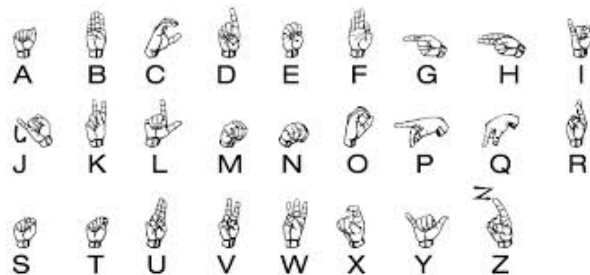
## A.O.D.A. Progress to Date

Customer Service Requirements	
Requirement	Action Taken
Establishment of Customer Service Policies & Procedures	The Township of Brock Customer Service Policy outlines how the Township of Brock will provide accessible customer service with respect to goods, services and facilities. It outlines the customer service requirements of the legislation.
Use of Service Animals and Support Persons	The Township of Brock Customer Service Policy provides guidelines with respect to the use of service animals and support persons for persons with disabilities when accessing Township of Brock goods, services or facilities.
Notice of Temporary Disruptions	The Township of Brock Customer Service Policy outlines how the Township of Brock will provide notice of temporary disruptions if there is a temporary disruption in facilities or with respect to services.
Customer Service Training	A Customer Service Training Program was developed and provided to all staff and volunteers. The Customer Service Training has now been incorporated into the I.A.S.R. & Ontario Human Rights Code Training.



General Requirements	
Requirement	Action Taken
Establishment of Policies & Procedures	<p>The Township of Brock Integrated Accessibility Standards Policy outlines how the Township will meet its accessibility requirements under the I.A.S.R. The policy was approved by Council in 2013 and was updated in 2016. The policy is available on the Township's website.</p> <p><b>Please note:</b> Additional policies to address specific requirements under the I.A.S.R. have been developed.</p>
Accessibility Plans	<p>The Township of Brock Multi-Year Accessibility Plan 2012-2016 was developed and approved by Council, following consultation with the B.A.A.C. and persons with disabilities. Annual Status Reports have been completed and are available on the Township's website.</p> <p><b>Please note:</b> A new plan will be developed every five (5) years.</p>
Procuring or Acquiring Goods, Services, or Facilities	<p>The Township of Brock's Procurement by-law was amended in 2014 to incorporate that accessibility design, criteria, and features be considered when procuring or acquiring goods, services, or facilities.</p>
Training	<p>A training program on the requirements of the accessibility standards included in the I.A.S.R. and Ontario Human Rights Code was developed and presented to all full time and part time staff, volunteer firefighters, members of Council, and volunteers appointed to all Township boards of management and committees. The content of training was appropriate to the duties of the employee/volunteer.</p> <p><b>Please note:</b> All new staff and volunteers will receive the training.</p>

Information and Communication Standards Requirements	
Requirement	Action Taken
Feedback	A request for feedback process and form was developed for receiving and responding to feedback to ensure the process is accessible to persons with disabilities. The form and process is available on the Township website and in the Clerk's Department. All feedback request forms will be responded to within 30 days by the CAO & Municipal Clerk should a response be requested.
Accessible Formats and Communication Supports	<p>The Township of Brock Alternate Formats Policy outlines how the Township will provide/arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner. The policy was adopted by Council on September 22, 2014.</p> <p>All Township of Brock documents include the Alternate Formats Clause: "This document is available in alternate format upon request. Please contact the Clerk's Department at 705-432-2355."</p> <p>A Request for Documents in an alternate format form is available on the Township website and in the Clerk's department.</p>
Emergency Procedure, Plans and Public Safety Information	The Township of Brock includes notification of the availability of accessible formats/supports to the public with respect to emergency procedures, plan, and public safety information by including the "Alternate Formats Clause."
Accessible Website	The new Township of Brock website confirms to WCAG 2.0 Level AA (2016).



## Employment Standards Requirements

Requirement	Action Taken
Recruitment, Assessment or Selection Process	Township of Brock job postings include a notice about the availability of accommodation for applicants with disabilities. When arrangements for an interview are being made, staff advise potential applications about the availability of accommodations.
Notice to successful applicants	Successful applicants are notified in the offer letter of the policies for accommodation during the job offer process.
Inform Employees of Supports	Employees are notified of supports available via the accessibility training; applicants are notified via the job posting. Job posting template has been updated to include that "accommodations are available upon request."
Accessible Formats and Communication Supports for Employees	The Township of Brock I.A.S.R. Policy, Alternate Formats Policy, and Employment Accommodation Policy address the availability of accessible formats and communication supports for employees.
Workplace Emergency Response Information	The Township of Brock Employment Accommodation Policy outlines a process for providing individualized workplace emergency response information to employees who have a disability if one is deemed necessary.
Individualized Accommodation Plans	The Township of Brock Employment Accommodation Policy outlines the process for the development of documented individual accommodation plans for employees with disabilities and includes all the requirements of the legislation.
Return to Work Process	The Township of Brock Return to Work Process outlines a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodation.
Performance Management	The Township of Brock Employment Accommodation Policy states that the Township of Brock will take into account the accessibility needs of employees with disabilities as well as individual accommodation plans when using performance management process.
Career Development and Advancement	The Township of Brock Employment Accommodation Policy states that when providing career development and advancement opportunities, the Township will consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when providing career development and advancement to its employees with disabilities.

## Transportation Standards Requirements

Requirement	Action Taken
Duties of Municipalities – Accessible Taxicabs & Taxicabs	By-law Number 2381-2011-PP was adopted to bring the municipality in conformity with the current Ontario regulations and legislation with respect to accessible taxicabs, fares, mobility aids, etc.
<p>The other transportation standards requirements do not apply to the Township of Brock; rather they apply to the Region of Durham. They include:</p> <ul style="list-style-type: none"> <li>Public Transit <ul style="list-style-type: none"> <li>pre-boarding and on-board announcements;</li> <li>fare parity;</li> <li>service disruptions;</li> <li>hours of service;</li> <li>priority seating;</li> <li>storage of mobility aids;</li> <li>number of technical requirements on the buses; and</li> <li>updates to their specialized service.</li> </ul> </li> </ul>	



## Design of Public Spaces Requirements

Requirement	Action Taken
Meet the accessibility requirements when constructing and maintaining new or redevelopment elements of public spaces	Staff in appropriate departments have been trained on the requirements of the Design of Public Spaces. Staff review the requirements when undertaking new construction or redevelopment of areas for recreational trails, outdoor play spaces, exterior paths, on-street parking and service related elements.

Compliance	
Requirement	Action Taken
Accessibility Reports	The Township submitted their accessibility report to the Province in 2013 and 2015. Reports are to be submitted every two (2) years. The next report will be submitted in 2017.

## Accessibility Audit

The Accessibility Directorate of Ontario periodically conducts file reviews on randomly selected organizations to confirm that they are in compliance with the A.O.D.A. and its standards. In March of 2016, the Township of Brock was selected for such a review. The Township was requested to provide the following documentation to demonstrate its compliance with the legislation:

- A copy of the Township's Multi-Year Accessibility Plan;
- Documents identifying that appropriate training is provided to all persons on accessibility standards and the Ontario Human Rights Code;
- Documents describing how the Township meets the requirements of section 12(3) (Alternate Formats) including a description of where the information is posted and a hyperlink to its location on the website;
- Documents confirming that the Township provides public notification of the availability of accommodation in the recruitment processes, as required under section 22; and
- Documents identifying that the Township of Brock will provide individualized workplace emergency response information to employees who have a disability (if necessary), as required under section 27(1).

The Township of Brock was able to provide the requested documentation to the Accessibility Directorate of Ontario. A letter from the Accessibility Directorate of Ontario was received in June of 2016 advising that they have completed their file review and that the file review process has been concluded.

## Accessibility Achievements 2012-2016

Since the adoption of the 2012-2016 Multi-Year Accessibility Plan, a number of milestones have been achieved. The achievements are highlighted below.

### Beaverton Harbour

- An accessible kayak launch dock was installed.

### Beaverton Town Hall

- An accessible walkway at the front entrance was installed, together with accessible signage and an automatic door opener.
- Washroom was renovated and is now fully barrier-free.

### Beaverton Torah Medical Centre

- Upper floor washrooms renovated to include motion sensor.
- Lower floor washrooms renovated to include a barrier-free accessible washroom.

### Manilla Community Hall

- Ramp and railings were renovated to meet A.O.D.A. requirements.
- New front door and automatic door opener installed.

### Other Infrastructure

- Additional handicapped parking spots were installed in the downtown cores of Cannington and Sunderland.
- Additional benches have been installed in the downtown cores.





## Playgrounds/Parks

- The Beaverton Lions Club, in conjunction with the Township and Foster Hewitt Foundation, led a project to install a fully accessible playground at the Beaverton Harbour.
- One accessible piece of playground equipment was installed to the Cannington and Sunderland playgrounds.
- Handicapped (accessible) portable washroom facilities have been placed in the parks for the summer months.
- The Sunderland Lions Club, in conjunction with the Township, led a project to have an accessible walking trail at the Sunderland Fairgrounds.



## Sunderland Grandstands

- An accessible ramp and handrails were installed at the grandstands to allow comfortable access for persons with disabilities.

## Website

- A new fully accessible Township of Brock website was developed and meets the WCAG 2.0 Level AA.

# Accessible Election Planning

## Background

Section 12.1 (2) of the Municipal Election Act, S.O. 1996, as amended, requires the Clerk to prepare a plan regarding the identification, removal, and prevention of barriers that affect electors and candidates with disabilities. The plan must be made available to the public before voting day in a regular election. The election report has been included in the 2017-2021 Multi-Year Accessibility Plan which is available to the public.



## Election Report

### Overview

The Township of Brock will ensure that the Municipal Election is conducted in an accessible manner and will explore alternative election methods (e.g. Vote by Mail) to make the election accessible to all. The following summarizes the identification of potential barriers, removal and prevention of barriers, and training undertaken by staff in preparation of the election.

### Potential Barriers

Many of the Township facilities as well as private facilities do not meet the accessibility requirements of the A.O.D.A. This is particularly relevant given the requirements of the Elections Act that all polling stations be made accessible to voters.

Further, the geographic area of the Township is quite large making it difficult to have polling stations that are within a short distance to residents in Brock.

## **Removal/Prevention of Barriers**

Given that many facilities in the Township do not meet the requirements of the A.O.D.A., alternative election methods will be considered in an attempt to make the election more accessible. Alternative election methods such as Vote by Mail allow voters' to exercise their right without having to attend a polling station making it more accessible not only to persons with disabilities but all eligible electors.

If it is decided that the election is conducted in an alternative method, ballot return stations at accessible facilities could be established to allow those voters' who wish to return their ballot in the customary way the opportunity to do so. Municipal facilities that would be suitable to act as polling stations/ballot return stations are as follows:

- Beaverton-Thorah Community Centre, Beaverton;
- Beaverton Town Hall, Beaverton;
- Rick MacLeish Memorial Community Centre, Cannington;
- Municipal Administration Building, Cannington;
- Sunderland Town Hall, Sunderland; and
- Sunderland Memorial Arena, Sunderland.

Communications for all Township initiatives, inclusive of the election, are developed in accordance with the Township of Brock Alternate Formats Policy and are provided in alternate formats upon request (i.e. large print, web-based compliance, etc.)

All relevant election information will be featured on the Township website under a callout entitled "Upcoming Municipal Election" at least six (6) months prior to the election. In addition, the website is fully accessible and meets the WCAG 2.0 Level AA requirements of the A.O.D.A.

Accessible election procedures will be contained within the Elections Procedure Manual published by the Clerk on December 31<sup>st</sup> in the year prior to the Election. The procedures will address the accessible features associated with any election polling stations. The procedures will be posted on the website for candidates and other interested parties to review.

As per the requirements of the I.A.S.R., the Township of Brock has a process in place for receiving feedback with respect to customer service. The process and feedback form will be posted on the website under the election section to ensure residents can provide feedback on the election accessibility features.

The candidate's manual will include a section that indicates to candidates that expenses incurred as a result of addressing accessible issues are not subject to the maximum spending limits associated with campaign expenses to be reported.

## **Voting Assistance**

### **Support Persons**

- Persons with disabilities are permitted to be accompanied by a support person inside the polling stations. The support person may mark the ballot for the said person or read the ballot aloud once the support person has taken a prescribed oath. In addition, the Clerk or designated Election Officials will assist a voter in completing their ballot if requested. In this instance, prior to entering the designated area, the person with a disability and the Clerk or Designated Election Official will determine the extent to which assistance was needed, which could include marking the ballot as directed by the elector.

### **Service Animals**

- Electors requiring service animals are permitted to have them present while in the polling station and are permitted to accompany the elector in all areas where public access is allowed.

### **Assistive Devices**

- Magnifying sheets, pads of papers, and pens will be made available to assist any elector, is required. Persons with disabilities who have their own assistive devices, will be permitted to use same in the polling station.

### **Alternative Formats**

- Election information will be made available through a wide range of channels in a diverse formats, including information made available in large print (upon request).

### **Training**

- All Election Officials will be required to complete the Township of Brock Accessibility Training which covers the requirements of the A.O.D.A. with respect to the I.A.S.R., Customer Service, and the Ontario Human Rights Code.

## Action Plan

### A.O.D.A Legislation

The Township of Brock is committed to working toward implementing all requirements of the A.O.D.A.

#### 2017

- Submit Provincial Accessibility Report;
- 2017-2021 Multi-Year Accessibility Plan Annual Status Report; and
- Review and update the Township of Brock Accessibility Training.

#### 2018

- 2017-2021 Multi-Year Accessibility Plan Annual Status Report.

#### 2019

- 2017-2021 Multi-Year Accessibility Plan Annual Status Report; and
- Submit Provincial Accessibility Report.

#### 2020

- 2017-2021 Multi-Year Accessibility Plan Annual Status Report.

#### 2021

- Submit Provincial Accessibility Report; and
- Ensure all of the Township's Websites and web content conforms with the WCAG 2.0.

### Infrastructure

The Township is committed to identifying and removing barriers for persons with disabilities. The following projects have been identified to be completed over the next five (5) years within the 20 year capital forecast. These projects will be dependent upon priorities and budget. A summary of the identified projects are listed below:

- Beaverton Harbour
  - Additional dockage with ramp access.
- Beaverton King Street Park
  - Soccer pitch.

- Beaverton-Thorah Community Centre
  - Replace the lobby doors;
  - Upgrade the dressing room showers.
- Beaverton Town Hall
  - Replace exterior stairs.
- Rick MacLeish Memorial Community Centre
  - Renovate the auditorium washrooms & kitchen;
  - Upgrade the dressing room showers.
- Clair Hardy Park, Cannington
  - Park entry signage/directional signage;
  - New accessible pathway connections to trail/park/neighbourhood; and
  - Multi-use playing field construction.
- Lake Simcoe Beaches
  - Improve beach access points at various locations.
- MacLeod Park, Cannington
  - Park entry signage/directional signage;
  - Accessible playground; and
  - Renovate existing picnic shelter.
- Manilla Hall
  - Replace the front ramp; and
  - Install a barrier free washroom.
- Other infrastructure
  - Replace/repair sidewalks within the urban areas.
- Sunderland Memorial Arena
  - Upgrade dressing room showers;
  - Install a barrier free washroom; and
  - Renovate the auditorium kitchen.
- Wilfrid Hall
  - Install a barrier free washroom;
  - Create an accessible parking space; and
  - Replace the front door.

## Review and Monitoring

Staff will monitor the progress made on the actions contained within the plan which will be shared and discussed with the B.A.A.C. on a regular basis. An annual status report on the progress of measures taken to implement the Township's Multi-Year Accessibility Plan will be presented and published on the Township's website.

The Township will develop a new accessibility plan every five (5) years, with the understanding, as legislative requirements change, that the priorities contained within the Plan may also change. Should changes be necessary, staff will identify same through the annual status report.

## Communication

The Plan will be posted on the Township of Brock's website and copies will be made available at the Municipal Administration Building, and the Beaverton, Cannington and Sunderland libraries. Upon request, communication supports and alternate formats of the Plan are available.

## Let Us Know What You Think

We welcome your feedback. Please let us know what you think with respect to the 2017-2021 Multi-Year Accessibility Plan together with any accessibility concerns you have in the Township. To request a copy of the plan in an alternate format or send to us your comments or questions, please contact us at:

### **By mail:**

Township of Brock  
1 Cameron Street East, P.O. Box 10  
Cannington, Ontario  
L0E 1E0

### **By phone:**

705-432-2355 / 1-866-223-7668

### **By email:**

[brock@townshipofbrock.ca](mailto:brock@townshipofbrock.ca)

### **Online:**

[www.townshipofbrock.ca](http://www.townshipofbrock.ca)

