



The Corporation of

Township of Brock

In the Regional Municipality of Durham

2022-2026 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 2022-2026, 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 five (5) accessibility standards as set out by the Provincial Government specify rules and deadlines for government, businesses, non-profits and public sector organizations to follow. This Plan will outline the Township's compliance to date with respect to the accessibility legislation and how the municipality will continue working towards the removal of barriers for all residents by building upon the previous Multi-Year Accessibility Plan and outlining new priorities.

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."

The Council of the Corporation of the Township of Brock adopted the following Strategic Priorities on July 27, 2020;

1. Generate Improved Value for Money (taxes)
2. Sustainable Human Resources (Staffing) model
3. Rationalized Asset Management & Facilities Model
4. Timely & Accountable Customer Services Response and Reporting to Public & Council

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."

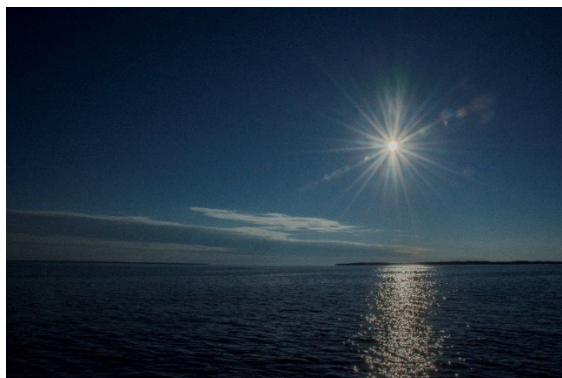
About the Township of Brock

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. The municipality was named for General Sir Isaac Brock, a young soldier who was shot by the Americans as he led his soldiers into battle attempting to prevent the Americans from establishing a landing at Queenston Heights during the War of 1812.

The municipality was created as a result of the proclamation of the Regional Municipality of Durham Act, S.O. 1973 and consists of the former Townships of Brock and Thorah, the Village of Beaverton, the Village of Cannington, and the dissolution of the Police Village of Sunderland. The Township's [coat of arms](#) was designed and formally adopted on November 28th, 1988.



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.

Throughout 2022 – 2023 the Township of Brock will be continuing with the Official Plan Review. The Official Plan Review study is being conducted in seven (7) strategic modules to ensure key themes are communicated and consulted upon appropriately. Each of the seven modules, and all policy recommendations resulting from the study will be created through the lens of complete communities, which include ecological sustainability, inclusiveness, diversity and accessibility.

Demographics

According to Statistics Canada 2016, Brock's population is 11,642. Of these residents 2,410 are over the age of 65, which represents approximately 20.7% of Brock's

population. As Brock's population continues to grow and 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. It is anticipated that this number will increase as the population in North Durham grows.

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. These are requirements for business and organizations to follow in order to identify, remove and prevent barriers so that people with disabilities have more opportunities to participate in every day life. 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.

Information and Communication Standards

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, 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 2017-2021, B.A.A.C. has:

- Reviewed the 2017-2021 Multi-Year Accessibility Plan in detail and recommended items to be added to the plan;
- Assisted with the development of the annual status reports;
- Provided feedback on accessible parking spaces in Beaverton;
- Consulted on the Sidewalk Master Plan Report;
- 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 two (2) accessibility challenges – one for students at Brock High School and the second for the Mayor and Members of Council;
- Had public presence to increase accessibility awareness community events;
- Participated in joint Accessibility Advisory Committee meetings with the Townships of Scugog and Uxbridge;
- Hosted a presentation for community organizations on tips to improve website accessibility;
- Reviewed the services changes and social equity priorities for Durham Region Transit;
- Shared information on accessible website and community events with the Tourism Advisory can Economic Development Advisory Committees;
- Reviewed and suggested edits to the B.A.A.C. Terms of Reference for the 2022-2025 term of Council.

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	<p>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.</p> <p>The Clerk's Department will provide emergency information in accessible formats upon request. This requirement relies on the use of the Alternate Formats Policy which is available on the Township of Brock's website. www.townshipofbrock.ca/en/municipal-office/resources/Policies/Alternate-Formats-Policy-Updated-Sept-2018.pdf</p>
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>Please note: 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 2022-2026 was developed and approved by Council, following consultation with the B.A.A.C. and persons with disabilities. Annual Status Reports are completed yearly and are available on the Township's website.</p> <p>Please note: 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>Please note: 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 (2021). Staff continue to check the accessibility of all documents uploaded to the website.



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"> • Public Transit <ul style="list-style-type: none"> ○ pre-boarding and on-board announcements; ○ fare parity; ○ service disruptions; ○ hours of service; ○ priority seating; ○ storage of mobility aids; ○ number of technical requirements on the buses; and ○ updates to their specialized service. 	



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, 2015, 2017, 2019 and 2021. Reports are to be submitted every two (2) years. The next report will be submitted in 2023.

Accessibility Achievements 2017-2021

Since the adoption of the 2017-2022 Multi-Year Accessibility Plan, a number of milestones have been achieved. The achievements are highlighted below.

Beaverton Harbour

- Additional dockage with ramp access.

Other Infrastructure

- Additional wayfinding signage and improvements were made to the trails.
- A self-serve computer was placed in the 1st floor of the Municipal Administration Building in Cannington to give residents a more accessible way to access the Township website, and other information.
- Additional accessible portable washroom facilities have been placed in the parks for the summer months.
- A number of sidewalks were improved.
- Two pride crosswalks and one pride stairway were installed to show the Township's inclusivity.
- A new accessible parking spot was installed in downtown Beaverton.
- Installed touchless faucets and soap dispensers in all Municipal Administration Building washrooms.
- Plexi-glass was installed at each department counter within the Municipal Administration Building to allow for safe non-contact appointments for residents to conduct business



Playgrounds/Parks

- The Beaverton Lions Club, in conjunction with the Township, led a project to have an accessible walking trail at the Beaverton Fairgrounds.
- Finishing touches were added to the Sunderland Lions Walking Trail.

Wilfrid Community Hall

- New front door and automatic door opener installed.
- Accessible washroom installed.

*The Township of Brock was grateful to be a recipient of an Enabling Accessibility Grant that allowed this work at the hall to be completed.

Election

- The 2018 Municipal Election was conducted in an accessible manner. An alternative election method, Vote by Mail, was used, which allowed voters' the opportunity 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.

- In addition, ballot return stations at accessible facilities (Beaverton-Thorah Community Centre, Sunderland Fire Station, and the Municipal Administration Office) were established to allow those voters' who wish to return their ballot in the customary way the opportunity to do so.
- The 2022 Municipal Election will be conducted through the same method.

Recreation Programs

- Worked with Resources for Exceptional Children and Youth Durham to provide support to individuals whom required one-on-one support while attending day camp.
- Received a grant from Ontario Sport and Recreation Communities Fund to offer increased senior programming in the community. This allowed us to purchase new equipment and offered Actively Aging, Pickleball and Badminton.
- Offered online recreation and day camp program registration.
- Offered online registration for on-ice public programs.

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
- Council and Committee meetings are now live streamed and there is closed captioning available.
- Council meetings are now in the evening and Committee meetings during the day to allow residents different opportunities to attend.
- The counter in the Clerk's Department was reconfigured and now includes an accessible counter.
- Advisory Committee meetings were held electronically during the pandemic to ensure committee members could safely participate.
- 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.
- Through modernization funding the Council Chambers were renovated to include upgraded sound and IT equipment which will allow for continued virtual and hybrid Council and Committee meetings.
- Online registration for programs was added.
- Many online forms were added to the website to allow residents to access and pay for municipal services without having to attend the Municipal Administration Building.

- eSCRIBE Meeting Management software was introduced to provide one central location for residents to access Council agendas, minutes, video recordings, deputation requests and public comments.

Sunderland Town Hall

- New seating in the balcony was installed.
- Hall board is reviewing options for an accessible door at the facility.

Manilla Community Hall

- Accessible washroom and accessible kitchen projects were completed.

Municipal Administration Building

- Steps at the main entrance improved and second handrail installed.

Other

- Township worked with Port Perry Medical Associates, Durham Region Health Department and Red Cross to offer vaccine clinics and testing centres locally for residents

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 2022-2026 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 Municipal 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:

- Foster Hewitt Memorial 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 May 1st, 2022. The procedures will address the accessible features associated with any potential election polling station. 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.

Voting Assistance

Support Persons for in-person Voting Centres

- 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.

2022

- 2022-2026 Multi-Year Accessibility Plan Annual Status Report

2023

- 2022-2026 Multi-Year Accessibility Plan Annual Status Report; and
- Submit Provincial Accessibility Report.

2024

- 2022-2026 Multi-Year Accessibility Plan Annual Status Report

2025

- 2022-2026 Multi-Year Accessibility Plan Annual Status Report; and
- Submit Provincial Accessibility Report.

2026

- 2012-2026 Multi-Year Accessibility Plan Annual Status Report

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:

- King Street Park improvements
- Foster Hewitt Memorial Community Centre (Beaverton)
 - Replace the lobby doors; and
 - Upgrade the dressing room showers.
- Beaverton Town Hall
 - Replace exterior stairs.
- Rick MacLeish Memorial Community Centre (Cannington)
 - Renovate the auditorium washrooms & kitchen; and
 - Upgrade the dressing room showers.

- Clair Hardy Park, Cannington
 - Park entry signage/directional signage;
 - New accessible pathway connections to trail/park/neighbourhood; and
 - Upgrades to existing picnic shelter.
- Lake Simcoe Beaches
 - Improve beach access points at various locations.
- Beaverton Harbour
 - Additional dockage; and
 - Public washroom upgrades.
- MacLeod Park, Cannington
 - Park entry signage/directional signage;
 - Accessible playground; and
 - Public Washroom access improvements.
- Manilla Hall
 - Replace the front ramp; and
 - Parking lot improvements.
- Other infrastructure
 - Replace/repair sidewalks within the urban areas
 - Update Sidewalk Master Plan; and
 - Install new sidewalks within the urban areas.
- Sunderland Memorial Arena
 - Upgrade dressing room showers;
 - Install a barrier free washroom; and
 - Renovate the auditorium kitchen.
- Wilfrid Hall
 - Create an accessible parking space.
- Municipal Facilities Inventory List



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 2022-2026 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@brock.ca

Online:

www.townshipofbrock.ca

