



County of Haliburton Multi-Year JOINT ACCESSIBILITY PLAN 2023 - 2027



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**COUNTY OF HALIBURTON
2023-2027 JOINT ACCESSIBILITY PLAN**

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Message from County Council

Haliburton County is a community where all people have equal opportunity to live, visit, raise a family, work, and retire. Our County thrives when everyone is respected, supported, able to contribute, and able to access public services and spaces, information, and programs.

Throughout Ontario, approximately 2.6 million people – or one in four citizens – have a disability. We know that in Haliburton County, as our population ages, the number of people with disability in our society will increase. It has always been important to work toward a more accessible and inclusive community by identifying, removing, and preventing barriers for those of us with disability and for those of us who will experience a disability in the future.

The Council of the County of Haliburton is committed and guided by the four core principles of Accessibility - Dignity, Independence, Integration and Equal Opportunity - and supports the full inclusion of persons with disabilities as set out in the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act, 2005* and its Standards.

The 2023-2027 Joint Accessibility Plan details some of the strategies and actions we know we can take to help ensure that we meet the needs of people with disability in a timely and considerate manner. We welcome feedback from all members of our community at any time throughout the year to help us get it right.

We are grateful for the ongoing, thoughtful input of the Joint Accessibility Committee – a group of councillors, staff and community members including people with lived and living experience – who are actively working to further accessibility and inclusion in our community through advice, advocacy, and meaningful recommendations.

We are fully committed to working together to make our community one where we can thrive and enjoy life to the fullest extent possible.

Introduction

All persons deserve the right to perform the tasks of daily living within their communities while utilizing County and Municipal buildings, properties, or events.

Accessibility and inclusion are fundamental to the quality of life and well-being of every citizen of the County of Haliburton.

The County of Haliburton and the Municipalities it includes has therefore created a Joint Accessibility Committee. This committee shall aid and advise in the development of guidelines to help create a barrier-free society enhancing the lives of all within the County. These guidelines shall take into account the diverse needs of all our residents to make our communities safe, convenient, welcoming, and comfortable for all.

As we incorporate the expertise and knowledge of people with personal experiences with disability into policies, programs and services and include the Joint Accessibility Committee in the development and evaluation of strategy initiatives, the County of Haliburton is determined to continue achieving greater accessibility in our community.

With the passing of the Integrated Accessibility Standards Regulation (IASR) under *the Accessibility for Ontarians with Disabilities Act (AODA)*, the County and its member municipalities have updated this multi-year plan to assist in implementing policies, practices, procedures, and training, and to identify and evaluate projects to remove barriers.

This plan will be reviewed and updated at least annually and may be amended from time to time as best practices are identified and opportunities for improvement arise.

Accessibility Achievements

The 2023-2027 Multi-Year Accessibility Plan builds on the County's past efforts and accomplishments in improving accessibility.

Some highlights of the progress achieved under the Municipality's 2018-2022 Plan include:

County of Haliburton

- Expanded access to council and committee meetings by integrating system components to broadcast a hybrid model of in-person and online livestreams
- Together with member municipalities, implemented internet and/or telephone voting capabilities for municipal and school board elections
- Created a policy to enforce only accessible PDFs posted on both iCompass and the County website
- Incorporated accessibility standards into the County's Procurement Policy
- Rebuilt the County website to be fully accessible

Algonquin Highlands

- Built new washrooms and entrance way with automatic door openers and accessible ramp at municipal office
- Built new accessible washroom at Stanhope Fire Hall
- Created new website with focus on improved content, communication and accessible content
- Installed new accessible outdoor privies, pathways and pavilion at Oxtongue Lake Community Centre
- Installed accessible picnic tables throughout township-owned parks

Dysart et al

- Built fully accessible Welcome Centre with universal and accessible washrooms
- Built new skateboard park and increased accessible parking in parking area
- Built new accessible port-a-potty at parks and community centres throughout township
- Installed new solar lighting along pathways and improved trails in compliance with the Design of Public Spaces Standards
- Installed accessible beach mat at Rotary Beach

Highlands East

- Constructed a washroom with shower to be barrier-free at the Cardiff pool change house

- Installed automatic door openers at Gooderham and Cardiff libraries
- Installed new section of concrete sidewalk at Lloyd Watson Centre and the municipal office, sloped for accessibility
- Installed a ramp and widened door at Cardiff storage facility
- Stabilized the roadway at Cardiff ball diamond

Minden Hills

- Designed accessible access during renovation of Minden Hills Community Centre
- Installed accessibility signage at Minden Hills ballpark washrooms
- Adjust serving counter height in kitchen of Minden Hills Community Centre to meet accessibility requirements
- Installed automatic door push button at Cultural Centre Gallery Building
- Completed assessment of walking trails, boat ramps, playgrounds

These initiatives are in addition to regular and ongoing accessibility improvements.

Section 1 – Past Achievements to Remove and Prevent Barriers

Customer

The County of Haliburton and its member municipalities are committed to barrier-free access and thus have worked and will continue to work towards the following:

1. Take a leadership approach in achieving and setting an example to the business, institutional and volunteer sectors in terms of access and integration, employment equity, communication, recreation, transportation, and housing.
2. Establish a process to identify and eliminate barriers in existing services and facilities.
3. Actively encourage input from all segments of the community in the design, development and operation of the new and renovated county/municipal services and facilities.
4. Provide resources and support to implement this policy.

A barrier is anything that prevents a person with a disability from fully participating in all aspects of society, and includes environmental barriers; communication barriers; attitudinal barriers; technological barriers and systemic barriers.

Service

The County of Haliburton and its member municipalities provide goods and services to people with disabilities, with particular consideration of the following areas:

Communication

The County of Haliburton and its member municipalities communicates with people with disabilities in ways that take into account their disability. They are committed to training staff on how to interact and communicate with people with various types of disabilities.

The County of Haliburton and its member municipalities are committed to providing fully accessible telephone service to our customers. They are committed to training staff to communicate with customers over the telephone in clear and plain language, to speak clearly and slowly and to tailor their responses as much as possible in support of the individual.

The County of Haliburton and its member municipalities communicate with customers by other means as required, including relay service or e-mail, if telephone communication is not suitable to their communication needs or is not available. Relay services are provided by your local provider such as Bell or Rogers.

Assistive Devices

The County of Haliburton and its member municipalities are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. They are committed to training staff with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

The County of Haliburton and its member municipalities work to ensure that staff know how to use the assistive devices which are available on our premises, including electronic door openers and elevators.

Billing

The County of Haliburton and its member municipalities are committed to providing accessible invoices to all of our customers. For this reason, invoices are provided in large print or by e-mail, upon request. Any questions customers may have about the content of the invoice are answered in person, by telephone or e-mail.

Use of Service Animals and Support Persons

The County of Haliburton and its member municipalities are committed to welcoming people with disabilities who are accompanied by a service animal, in the areas of our premises that are open to the public and other third parties. They are committed to training all staff, volunteers and others dealing with the public in how to interact with people with disabilities who are accompanied by a service animal.

The County of Haliburton and its member municipalities are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person is allowed to enter the municipal buildings with his or her support person. At no time is a person with a disability who is accompanied by a support person prevented from having access to his or her support person while on municipal property.

Notice of Temporary Disruption

The County of Haliburton and its member municipalities provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice includes information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice is placed at all public entrances and service counters on our premises, as well as on the respective municipal website.

Training

The County of Haliburton and its member municipalities are committed to training all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices, and procedures.

Accessible customer service training is provided as part of new employee orientation, in a timely manner after staff commence their duties. Staff are also trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. This training continues on an ongoing basis when changes are made to these policies, practices and procedures.

The ultimate goal of the County of Haliburton and its member municipalities is to meet and surpass customer expectations while serving all people, including those with disabilities. Comments regarding how well those expectations are being met are welcome and appreciated.

Employment

The County of Haliburton will continue to notify employees, potential hires and the public that accommodation can be made during recruitment and hiring. The County of Haliburton and its member municipalities provide workplace accommodations to staff under the *Ontario Human Rights Code* and *Accessibility for Ontarians with Disabilities Act*. The legislation protects people from discrimination and harassment because of past, present and perceived disabilities. Examples of these accommodations could include modifying the recruitment process, the terms and conditions of employment, providing individualized workplace emergency response information to employees, and/or making adjustments in the workplace. These adjustments could include change in work locations as well as assistive devices such as height adjustable desks for improved access.

Procurement

The County of Haliburton and its member municipalities purchase goods and services with accessibility in mind. For example, photocopiers at most worksites have accessible features, such as touchscreens which move in order to allow access for people in wheelchairs, and the choice to increase font size on the touchscreen. When procuring third party services, the County ensures that the firm provides accessible customer service and that their staff have had proper accessible customer service training.

Section 2 – Strategies and Actions

Customer Service

The County of Haliburton and its member municipalities are committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timelines as others.

In order to comply with the Customer Service Standard, Haliburton County and its member municipalities will continue to be committed to:

- Take people's disabilities into account when communicating with them.
- Familiarize staff with assistive devices available to people with disabilities.
- Provide billing information to customers in alternate formats, upon request.
- Allow service animals and support persons to remain with people with disabilities in all service areas which are open to the public.
- Provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.
- Train new staff.
- Provide ongoing training on any changes.
- Provide multiple ways to offer feedback on our services and any barriers we might need to address.

Information and Communications

The County of Haliburton and its member municipalities are committed to making our information and communications accessible to people with disabilities. Staff will make every effort to create, provide and receive information and communications in ways that are accessible to people with disabilities. Initiatives to this end include:

- The County of Haliburton Public Libraries arrange for the provision of accessible information. The public is notified of this availability with signs posted at library branches.
- Accessible formats and communication supports will be made available to the public, upon request.
- The municipal websites will be redeveloped with all web content meeting the WCAG 2.0.

Employment

The County of Haliburton and its member municipalities are committed to fair and accessible employment practices. They are committed to:

- Consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability, if a selected applicant requests an accommodation.
- Notify successful applicants of the policies for accommodating employees with disabilities.
- Inform employees of municipal policies which support employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.
- Make employees aware of any changes to existing job accommodation policies that take into account an employee's accessibility needs due to a disability.
- Consult with employees with disabilities who request accessible formats and communication supports to determine suitable format and supports.
- Have documented individual accommodation plans in place for employees with a disability.
- Have a return-to-work process in place for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. Such processes will be documented and will outline the steps that it will take to facilitate the return to work and include an individual accommodation plan.
- Take into account the accommodation needs and/or individual accommodation plans of employees when using performance management processes, when providing career development and advancement information and when redeploying employees.

Transportation

The County of Haliburton and its member municipalities do not currently provide public transit or licensed taxi services. Accessible transportation is available to qualifying Dysart et al residents through the Municipality of Dysart et al. Accessible transportation is also available throughout the County through private services and community service organizations. The County of Haliburton and its member municipalities acknowledge the vital role these organizations play in supporting accessible transportation within our communities. New initiatives undertaken by the County and its member municipalities will consider appropriate accessible measures.

Procurement

The County of Haliburton and its member municipalities are committed to accessible procurement processes. They will:

- Follow the Procurement Policy which includes their commitment to including accessible criteria or features in the procurement process, except where it is not practicable to do so.
- Consider accessibility from the outset of the procurement process.
- Consider accessibility over the entire lifecycle of the good, service or facility, so that the end result is robust and adaptable enough to be accessible in the future.
- Set out basic requirements around asking suppliers to demonstrate their knowledge of accessibility as it relates to their goods, services, or facilities when tendering.

Training

The County of Haliburton and its member municipalities are committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. They commit to:

- Train all employees, volunteers and policy developers on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code as it applies to people with disabilities.
- Train new employees, volunteers, and policy developers as part of their orientation program, as soon as practicable.
- Provide additional training to all employees, volunteers, and policy developers if any changes are made to the Integrated Accessibility Standards Regulation Policy.
- Provide specific training to staff who create documents for the website on how to create accessible documents.
- Maintain a record of the dates when training is provided and the number of individuals to whom it was provided.

Design of Public Spaces

The County of Haliburton and its member municipalities are committed to meeting accessibility laws when building or making major changes to public spaces. They are committed to:

- Follow the Design of Public Spaces standard when building or making any changes to exterior paths of travel, rest areas, ramps, stairs, curb ramps and depressed curbs.

- Install accessible pedestrian signals which meet the requirements of the Design of Public Spaces standard when new pedestrian signals are being installed or existing pedestrian signals are being replaced at a pedestrian crossover.
- Provide the number of accessible parking spaces at new or renovated municipal service locations, in keeping with the numbers set out in the Design of Public Spaces standard.
- Determine the best location for the accessible parking spaces in relation to providing the greatest access to accessible entrances.
- Meet all of the requirements of the Design of Public Spaces standard when constructing new or replacing existing service counters.
- Provide accessible seating when constructing a new waiting area or redeveloping an existing waiting area.
- Notify the public at the site and on the municipal website if there is a disruption to any of these services.

Review and Monitoring

- Staff at the County and across member municipalities will monitor progress made on the proposed actions contained within the Plan and provide an annual status report to Council. Appendix A below - a list of proposed actions - will be updated annually to identify progress and completion status as part of the annual status report. Some actions may be subject to Council approval of respective budgets.
- The County, with support of the Joint Accessibility Committee, will review and update this Plan at least once every five (years) with the understanding, as legislative requirements change, that the priorities contained within the Plan may also change. Any necessary changes shall be identified through the annual status report.

Detailed Initiatives:

- Included in this plan as Appendix A the County of Haliburton and its member municipalities have identified detailed projects and programs to be undertaken between 2023 and 2027, to meet or exceed the requirements of the Accessibility for Ontarians with Disabilities Act, and to remove and prevent barriers to people with disabilities.

Item	Mun	Location	Barrier Identified	Barrier Type	Department	Action Plan	Barrier Status	Assigned To	Date	Notes
1	CTY	All	Accessible Documents	Customer Service	All	Provide training opportunities to staff as to what is an accessible document. Review public documents that they meet AODA standards/regulations. Website attached PDF's remediated Staff report and council agenda templates have been updated with accessibility measures	On-going	Management Team	2023-2027	Training opportunities for new staff as needed.
2	CTY	Administration	Website	Customer Service	Administration	New website WCAG2.0AA compliant Software platform that scans all municipal websites for accessibility issues.	Completed	Director of IT	2023	
3	CTY	All	Training	All	All	County to provide one accessibility training opportunity to all staff and/or council, including member municipalities, per year.	On-going	Management Team		
4	CTY	Administration	Procurement Policy	All	Administration	Finance department is reviewing and updating the County's Procurement Policy to incorporate accessibility standards.	Completed	Director of Corporate Services	2023	Approved by County Council Motion #R233-2023
5	CTY	Administration	Annual Public Announcement	All	Administration	Provide public announcement in the first quarter of every year of the completed accessibility initiatives by each municipality.	On-going	CSWB Coordinator	Deadline: March 30 of every year	
6	CTY	Administration	Accessible Documents	All	All	Develop a checklist for site plan reviews. This could be expanded to include checklists for other facilities such as parks and playgrounds.	Completed	Accessibility Committee	2024	Checklist approved by Accessibility Committee with possible changes following implementation.

2023 - 2027 County of Haliburton Accessibility Plan - Appendix A (Revised 2024)

Item	Mun	Location	Barrier Identified	Barrier Type	Department	Action Plan	Barrier Status	Assigned To	Date	Notes
7	CTY	All	Training	All	All	Education and awareness initiatives that would further develop an understanding of accessibility challenges in the community that may result in solutions being developed and implemented.	On-going	Accessibility Committee	2023	Staff have been working on this initiative and have identified various items to work on going forward.
8	CTY	All	All	Stakeholder identified	All	Include an item on each agenda where someone with lived experience with a disability is invited to speak about the challenges they face and some of the barriers they encounter in Haliburton County.	On-going	Accessibility Committee	2024	Speakers have included a physical therapist from Five Counties Children's Centre, and a representative of Easter Seals Access2 Card program
9	CTY	All	Training	All	Administration	A fulsome review of the Accessibility Standards and the role of the Joint Accessibility Advisory Committee.	On-going	Accessibility Committee	2023	To be reviewed again during next term of council.
10	CTY	Local municipalities and libraries	AAC Board Project	All	Administration	Work with the local municipalities and libraries to have one board installed in each municipal area Two communication boards installed in Dysart in 2024.	On-going	CSWBP Coordinator and Accessibility Committee	2023	Communication board has been designed and is available for local municipalities to install in 2025.
11	CTY	County Administration Building	Entranceways, pathways, washrooms and internal office space need to allow for better access	Built Environment	Public Works	Redesign and renovation of multiple areas of building	Ongoing	Public Works	2025	A site plan will come to the Accessibility Committee in 2025 for review.
12	CTY	County Land Registry Building	Entranceways, pathways, washrooms, and internal office space including new Council Chambers need to allow for better access	Built Environment	Public Works	Redesign and renovation of multiple areas of building	Ongoing	Public Works	2025	A site plan will come to the Accessibility Committee in 2025 for review.
13	AH	All	Accessible Documents	Customer Service	Administration	Train staff in Accessible Document creation and remediation - Trained staff on new Accessible Document Software (Equidox)	Completed	Clerk	Training on-going	Additional training on document creation and remediation being investigated for 2025
14	AH	All	Website Accessibility	Customer Service	Administration	New website creation with the focus on improved, content, communication and accessible content	Completed	Communications Coordinator	2023	

2023 - 2027 County of Haliburton Accessibility Plan - Appendix A (Revised 2024)

Item	Mun	Location	Barrier Identified	Barrier Type	Department	Action Plan	Barrier Status	Assigned To	Date	Notes
15	AH	Stanhope Library	Ramp/railing/entrance	Built Environment	Public Works	Installation of a new ramp/railing and entrance.	Work In Progress	Operations Mgr	2022/2023	Installation of accessible door scheduled for completion in 2023 (on order 2022) Completed installation of accessible lift in 2024
16	AH	Oxtongue Lake CC	Washrooms/Outdoor Pathways	Built Environment	Parks & Recreation	Install new accessible outdoor privies/pathways and pavilion	Work In Progress	Parks & Recreation	2019-2023	Pavilion is complete (2019) Privy and refuse container complete (2021) Swingset and pathways Scheduled for 2025 installation
17	AH	Dorset Tower	Pathways	Built Environment	Parks & Recreation	Outdoor pathways improved to provide better accessibility - Part of grant application being submitted in Fall of 2019 - grant denied	Work Not Started	Parks & Recreation	2018	Pending Funding
18	AH	Dorset Tower	Gift Shop Accessible Deck	Built Environment	Parks & Recreation	Replace deck at gift shop, install accessible ramp	Work Not Started	Parks, Recreation & Trails Manager	Planned for 2024	Pending completion
19	AH	Dorset Recreation Centre	Completed during the Rehabilitation of the Dorset Recreation Centre	Built Environment	Parks & Recreation	Accessible entrance ramp and sidewalks, accessible parking spaces, accessible main entrance door installed, created main floor accessible washroom, accessible washroom upgrades to toilets and countertops, new accessible door to workout room	Completed	Public Works	2024	
19	DYS	A.J. LaRue Community Centre	Upstairs community room is not accessible (stair access only)	All	Parks & Recreation	Research grant opportunities to install lift to second floor.	Work Not Started	Parks & Recreation	2018	
20	DYS	Glebe Park	Trail Improvements	Built Environment	Parks & Recreation	On-going trail repairs/improvement in compliance with the Design of Public Spaces Standards.	On-going	Parks & Recreation	2018	
21	DYS	York Street and Highland Street	Stairs	Transportation	Public Works	Remove stairs and create accessible path	Completed	Public Works	2024	

Item	Mun	Location	Barrier Identified	Barrier Type	Department	Action Plan	Barrier Status	Assigned To	Date	Notes
22	DYS	Head Lake Park	Need for upgrades to Head Lake Park infrastructure that improve accessibility.	Built Environment	Parks & Recreation	New Head Lake Park Master Plan was approved by Council in 2020. Improvements will be made as funds are secured through grant opportunities. The plan has identified several opportunities to improve the accessibility of the park including improved walkways and bridge replacements. In 2022, more benches and round tables were placed. Trails have been repaved. Accessibility of Rotary Park dock was improved. In 2024, a new accessible privy was installed in the park with an access path. A path was paved to the Rotary Park privy to make it accessible.	Work In Progress	Parks & Recreation	Ongoing	
23	DYS	Head Lake Park	Need for accessible playground equipment in Head Lake Park	Built Environment	Parks & Recreation	In 2022, plans began for the construction of a new playground featuring accessible equipment in Head Lake Park. Funding has been secured and construction will begin in 2023.	Completed	Parks & Recreation	2023	
24	DYS	Dysart et al	Need for Augmentative and Alternative Communication tool in the park	Built Environment	Parks & Recreation	As part of Haliburton County's communication board project, Communication Stations were created by MacArt Studios and installed in Head Lake Park and Rotary Park by Dysart staff.	Completed	Parks & Recreation	2024	
25	DYS	Dysart et al	Need for easily accessible Planning mapping and application information	Customer Service	Planning and Land Information applications.	Implemented online interactive mapping tools for the Dysart et al Zoning By-Law maps and the status of local planning	Completed	Planning and Land Information	2023	
26	DYS	Dysart et al	Need to remove barriers for making payments by providing remote payment options	Customer Service	Finance	Online payments by debit card or credit card are now permitted for various municipal services and property taxation using Paymentus software.	Completed	Finance	2023	

Item	Mun	Location	Barrier Identified	Barrier Type	Department	Action Plan	Barrier Status	Assigned To	Date	Notes
27	DYS	Dysart et al	Need to make recycling more accessible	Customer Service	Public Works	3,000 reusable recycling bags were provided to residents to make it easier to collect, transport and drop-off their recycling at our depots. The bags have multiple handles to make it easy to carry and rotate/tip	Completed	Public Works	2023	
28	DYS	Haliburton Waste Disposal Site	Garbage disposal bins not accessible	Built Environment	Public Works	Rebuilt garbage drop off area and lowered the bins for better access	Completed	Public Works	2024	
29	DYS	York Street	Need for accessible battery recycling	Built Environment	Public Works	Installed outdoor battery recycling bins, improving accessibility of this service	Completed	Public Works	2024	
30	DYS	Harcourt Community Centre	Need for an accessible privy in Harcourt	Built Environment	Parks & Recreation	The installation of an accessible privy in Harcourt completed in 2023. In 2024, accessibility was improved with limestone path into the privy	Completed	Parks & Recreation	2023 & 2024	
31	DYS	Harcourt Community Centre	Need for accessible playground equipment	Built Environment	Parks & Recreation	A new playground was installed in Harcourt in 2024 and included accessible features	Completed	Parks & Recreation	2024	
32	DYS	Dysart et al	Need for accessible reporting method for Short-Term Rental (STR) concerns	Customer Service	By-Law Enforcement	Implemented Short-Term Rental hotline which provides 24/7 access to report STR concerns	Completed	By-Law Enforcement	2024	
33	DYS	Haliburton Library	Need to improve accessibility of staff entrance	Built Environment	Parks & Recreation	Staff door was replaced and concrete ramp from parking lot to staff door was created for improved accessibility	Completed	Parks & Recreation	2024	
34	DYS	Haliburton Library	Need to improve accessibility of public entrance pathway	Built Environment	Parks & Recreation	Staff replaced interlocking brick pathway with an accessible concrete pathway	Completed	Parks & Recreation	2024	
35	DYS	Lily Ann Thrift Store	Need to renovate the front doors for better access	Built Environment	Parks & Recreation	Front entrance was renovated for better walker access	Completed	Parks & Recreation	2024	
36	DYS	Red Pine Lake Public Access	Need to improve accessibility of public dock	Built Environment	Parks & Recreation	Public dock was refurbished for better access, is now level with the shoreline, better supported and includes a ramp.	Completed	Parks & Recreation	2024	
37	DYS	Medical Centre	Need to improve the accessibility at the back door of the building	Built Environment	Parks & Recreation	Concrete ramps were installed at the back door of the Medical Centre to improve accessibility	Completed	Parks & Recreation	2024	

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38	DYS	A.J. LaRue Community Centre	Need to improve the accessibility of the secondary entrance of the arena near the water tap	Built Environment	Parks & Recreation	The installation of new accessible doors at the A.J. LaRue Arena is scheduled for 2025	Assigned	Parks & Recreation	2025	
39	HE		Washroom not barrier free	Built Environment	Parks & Recreation	Port a Pottie is located on the property each summer	On-going	Property Supervisor	On-going	
40	HE	Building Department, Gooderham	Make building accessible	Built Environment	Building Department	Install a ramp in front of entrance	To be completed	Property Supervisor	2024	
41	HE	Cardiff Pool Change House	Washroom/Shower not barrier free	Built Environment	Parks & Recreation	Construct a Washroom/Shower to be barrier free	Completed	Property Supervisor	2023	
42	HE	Public Spaces - Herlihey Park	Open space to be developed	Built Environment	Parks & Recreation	Construct the open space to be accessible and barrier free	On-going	Consultant	On-going	
43	HE	Training	Provide current accessibility training to all staff	Information & Communication	Employment	Update training	On-going	CAO/Clerk	On-going	
44	HE	Training	Provide current Integrated Accessibility Standards Reg.	Employment	Administration	Provide in-house training	On-going	CAO/Clerk	On-going	
45	HE	Website	Website to be barrier free	Information & Communication	Administration	New website	On-going	CAO/Clerk	2024	

Item	Mun	Location	Barrier Identified	Barrier Type	Department	Action Plan	Barrier Status	Assigned To	Date	Notes
46	MH	Fairgrounds Stage	Ramp not fully accessible No accessibility signage	Design of Public Spaces Information & Communication	Community Services	Add railings to ramp Add accessibility signs	On-going	Director of Community Services	2026	Under review for 2026.
47	MH	Fairgrounds Washrooms	(Sink) lavatories mounted too low for leg room beneath No sloped mirrors or lever type taps Soap dispenser mounted too high A 30 mm step up and threshold not beveled (both inside and outside) No accessibility signage	Design of Public Spaces Information & Communication	Community Services	Design lavatories (sinks) to be barrier free Install sloped mirrors and lever type taps Mount soap dispenser lower Ramp step and bevel threshold both inside and outside Add accessibility signs	Review in process, part of signage plan to be initiated in 2021	Director of Community Services		Under review for 2026.
48	MH	Museum Buildings	Replica of Bethel Church door not wide enough and step up to it Stanhope School door not wide enough and step up to it Bowron Log Home door not wide enough Ramp at door too steep and step at bottom of main ramp No accessibility signage	Design of Public Spaces Customer Service	Community Services	Heritage Buildings - Retrofit would alter heritage features Install accessibility signs	Review in process. Part of signage plan to be initiated in 2021	Director of Community Services	Complete	Features will not be altered due to Heritage restrictions
49	MH	Orde Street Gazebo	Surface material under gazebo No accessibility signage	Design of Public Spaces Information & Communication	Community Services	Add surface material, approaching and beneath gazebo Install accessibility signs	On-going	Director of Community Services		Under review for 2025.
50	MH	Parks/Beaches /Boat Launches	No accessibility signage	Information & Communication	Community Services	Assessment and implementation of signage, parking spaces, etc. Boat Launches - docks/landing inventory plan to be developed Install accessibility signs	On-going	Director of Community Services		Parks signage installed in 2022. Inventory Plan under review.
51	MH	Rotary Park Washrooms	Pathways not stable No accessibility signage	Design of Public Spaces Information & Communication	Community Services	Upgrade pathways to accessible standards Install accessibility signs	On-going	Director of Community Services	Signage Complete	Signage installed 2022. Pathway review in 2025.

Item	Mun	Location	Barrier Identified	Barrier Type	Department	Action Plan	Barrier Status	Assigned To	Date	Notes
52	MH	Curling Rink	Narrow ramp to entrance No grab bars No barrier free access to basement and washrooms No accessible access to ice area No accessibility signage	Design of Public Spaces Information & Communication	Community Services	Widen ramp to main doors Install elevator, person lift or accessible washroom for each floor Install accessibility signs	Review in Process	Director of Community Services		Under review for 2025.
53	MH	Library	No push button for the door between the Library and Common Room No accessibility signage	Design of Public Spaces Information & Communication	Community Services	Install automatic push button for door between library and common room Install accessibility signs	On-going	Director of Community Services		Under review for 2025.
54	MH	Lochlin Community Centre	No ramp to secondary exit door (kitchen) No accessible washroom Switches too high No accessibility signage	Design of Public Spaces Information & Communication	Community Services	Construct ramp to secondary door Install accessible washroom Lower light switches Install accessibility signs	TBD	Director of Community Services		Building Closed. Future to be determined.
55	MH	Municipal Office	Front entrance ramp requires a landing area Accessible parking No accessibility signage	Design of Public Spaces Customer Service Information & Communication	Administration	Install landing area on front entrance ramp Create accessibility parking spaces Install accessibility signs	On-going	Environmental & Property Operations Manager		Capital Project to be completed in 2025/2026.
56	MH	Public Washrooms (Old Fire Hall)	No accessibility signage	Information & Communication	Fire	Install accessibility signs	Completed	Fire Chief	2024 Completed	Completed
57	MH	Mainstreet Crosswalks	No tactile strips No accessibility signage	Design of Public Spaces Information & Communication	Roads	Investigate tactile strips to crosswalks Investigate accessibility signs	Will investigate when rehabilitation of road is completed	Roads Superintendent		Estimated to be completed in 2026.