



## Staff Report

To: Committee of the Whole

Department: Corporate Services

Report Number: **CS - 2025-012**

Meeting Date: **April 9, 2025**

Subject: 2024 Annual Accessibility Compliance Report

---

### Recommendation

That Item CS-2025-012, dated April 9, 2025, regarding the 2024 Annual Accessibility Compliance Report, be received.

### Executive Summary

In 2005, the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), was passed by the Provincial Government with the intent of achieving accessibility with respect to goods, services, facilities, employment, buildings, structures and premises by January 1, 2025.

The AODA is supported by the Integrated Accessibility Standard Regulation O. Reg. 191/11 (IASR) which consists of standards addressing Customer Service, Information and Communication, Employment, Design of Public Spaces, Built Environment, and Transportation.

Per Section 4 of the IASR:

"The Government of Ontario, Legislative Assembly and designated public sector organizations shall:

4.(1)(a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;

(b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and

(c) review and update the accessibility plan at least once every five years.

4.(3) The Government of Ontario, Legislative Assembly and designated public sector organizations shall,

(a) prepare an annual status report on the progress of measures taken to implement the strategy referenced in clause (1)(a), including steps taken to comply with this Regulation; and

(b) post the status report on their website, if any, and provide the report in an accessible format upon request.”

Tay Township’s 2023-2027 Multi-Year Accessibility Plan further details the Township’s commitment to accessibility planning:

“The Township of Tay is committed to increasing and enhancing accessibility to its programs, services, and facilities. The Township has moved steadily towards providing a higher level of accessibility to its services, programs and infrastructures. The goal is to incorporate accessibility as a part of everyday life and maintain it as a core element to Township services.”

### **Background/Analysis/Options**

Tay Township is a member of the Joint Accessibility Advisory Committee (JAAC) which consists of membership from the County of Simcoe, Town of Midland, Townships of Tay, Springwater, Oro-Medonte and Adjala-Tosorontio.

Tay Township provides training on the AODA and its regulations, the Ontario Human Rights Code, and general accessibility awareness to new employees. Records are kept on the completion of the training as per the legislative requirements. In 2024, 42 employees received AODA, generic and workplace-specific training.

Tay Township maintained its compliance with the Customer Service Standards, including the legislative requirements for use of service animals, support persons, and assistive devices.

With the onset of COVID-19 in 2020, customer service standards were adjusted for the Township to provide continued essential services when the office was closed to the public. Precautions and safety protocols affecting the public, Council Members and Staff were implemented, including the introduction of remote video Council and Committee meetings. Since 2023, all Council and Committee of the Whole meetings, whether held in-person or virtually, have been live-streamed to the Tay Township YouTube channel. This allows members

of our community who are not able to attend Council meetings in-person at the Township office, to view the meetings from the comfort of their own home. These recordings will remain accessible to the public for one year after each meeting on the Township YouTube channel.

To further accessible communications in Tay, six (6) new digital electronic signs were installed in December 2024. These new signs significantly enhance accessibility across the Township with their clear, easy-to-read format. The signs help to ensure important information is readily available to all residents, further helping those who may not use social media or have access to the website. These signs serve as an inclusive resource, keeping those in our community informed and engaged with updates and events in a convenient and effective way.

In early 2024, Tay Township released the "2023 Digital Year in Review", which gave residents the option of viewing this publication digitally from their devices (laptop, tablet, phone) or opting for a printed copy. By offering this publication in both print and digital, Tay increased accessibility and convenience for residents and community partners.

Throughout 2024, the Township completed many facility upgrades to increase accessibility across the Township. A summary of these upgrades are listed below:

- Tay Community Rink – two (2) additional fully accessible changerooms were built (complete with fully accessible washrooms and showers);
- Waverley Outdoor Rink – new 50'X80' asphalt surface (accessible multi-use surface);
- Patterson Park – new accessible concrete walkway that connects the pavilion to the washroom building; and
- Across the Township - accessible parking spaces were repainted, and signage was improved, as they are reviewed annually by staff

Tay Staff continue to identify and rectify accessibility challenges throughout the Township to remove barriers for members of our community, as well as visitors, with a goal of continually increasing the accessibility of our Township.

### **Financial and Resource Implications**

Funds associated with the various upgrades referenced above were included within the 2024 budget.

## **Relationship to Strategic Plan**

Not Strategic Plan Specific - Regulatory Compliance

## **Reference Documents**

There are no reference documents associated with this Item.

## **Attachments**

There are no attachments to this Item.

## **Prepared By**

Lacey McKay, Legislative Coordinator

## **Approvals**

Katelyn Johns, Municipal Clerk/Library CEO  
January 29, 2025

Andrea Fay, Chief Administrative Officer/Deputy Clerk  
January 29, 2025