



THE CORPORATION OF THE
TOWNSHIP OF CHAPLEAU

**Multi –Year
ACCESSIBILITY PLAN**

2025-2030

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Summary

On June 13, 2005 the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) received Royal Assent and is now law. The purpose of the AODA is to benefit all Ontarians by developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities by January 2025. This Multi-year Accessibility plan was prepared in order to meet the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and to assist the Township of Chapleau in identifying, preventing and removing barriers to accessibility in each of the Township 's by-laws, policies, practices and services.

The Corporation of the Township of Chapleau is committed to promoting independence, dignity, integration and equality of opportunity for persons with disabilities. Our goal is to make the Township workplaces accessible and welcoming environments where both employees and customers are accommodated, in a timely manner, to meet their needs.

In addition to outlining the initiatives planned by the Township of Chapleau this document outlines the Township's accessibility achievements. This multi- year accessibility plan meets the planning requirements of both the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005.

The Township of Chapleau follows Regulation 191/11 the Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11.

Accessibility planning does not end once a plan is prepared and documented. Monitoring is essential to ensure that the Township is meeting its obligations and commitments. An annual report will be prepared on the progress being made towards implementation and presented to Council. A comprehensive review of this plan will be completed every five years, unless significant changes necessitate an earlier revision of the plan.

The Working Group of the Township of Chapleau visited Municipal facilities to identify, remove and prevent barriers to people with disabilities. The Working Group is comprised of appointed Municipal staff.

Currently, the Township is committing itself through continual improvements of access to Municipal facilities and within budget limitations.

The working group identified a number of barriers and will continue to improve and/or eliminate these barriers. The most significant findings were that while many facilities can accommodate wheelchair accessibility, certain renovations or alterations will be required to become fully accessible. Over the next few years, the working group recommends focusing on these facilities which deny access or use on a day-to-day basis.

The Township is in full compliance for the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulations O. Reg. 191/11. We will continue to focus on providing policy, training support and continue to improve services and programs to meet these regulations.

With this plan, the Township is pleased to present its findings and report on the development of strategies to remove and prevent future barriers for people with disabilities.

The Township of Chapleau endeavors to set the accessibility standards in the areas of:

- set out measures, policies, practices or other requirements for the identification and removal of barriers with respect to goods, services, facilities, accommodation, employment, buildings, structures, premises or such other things as may be prescribed, and for the prevention of the erection of such barriers; and
- require the employees or volunteers of the Township to implement those measures, policies, practices or other requirements within the time periods specified in the standard.

Integrated Accessibility (Regulation 191/11)

Under the AODA, Ontario Regulation 191/11, entitled, “Integrated Accessibility Standards” (Regulation), came into force on July 1, 2011. This Regulation establishes accessibility standards for Information and Communication, Employment, and Transportation.

Some of the requirements are: developing policies to ensure that our communication is accessible to people with disabilities; ensuring we are able to provide information in a format that considers an individual’s disability; ensuring that our website is compliant with applicable standards; and developing policies on ensuring potential employees with disabilities receive appropriate accommodations during the recruitment phase, training employees, accessible emergency and public safety information and meeting requirements when constructing, maintaining or redeveloping various elements of public spaces.

The Integrated Standard will be implemented in phases according to its staggered compliance deadlines.

Information and Communications

Information and communications are a large part of the Township of Chapleau daily business. It is because of this that it so important to ensure that information and communications are created and presented in a way that considers accessibility.

The Township will follow universal design principles and best practices when developing, implementing and maintaining information and communications strategies and products. This includes websites and print communications materials as well as face-to-face interactions.

The Township is committed to ensuring that information and communications are available and accessible to people with disabilities. The Township will make reasonable efforts based upon the needs of the community and upon request within the constraints of being a small rural Township. For the purposes of this policy reasonable efforts by the Township shall be based on the frequency of indications for needs of service, the availability of the service requested, the relative cost compared to the overall Municipal budget, best practices recognized by similar rural Municipalities and Provincial regulations. The Township will achieve this by:

1. Achieving compliance with the Web Content Accessibility Guidelines (WCAG 2.0 Level AA) to ensure the Municipal website is accessible to people with disabilities.
2. Developing resource materials for creating accessible documents for common software programs such as MS Word, Excel and PowerPoint.
3. Ensuring that emergency information, procedures, plans and public safety information is conversion ready, and available in alternate formats, when requested.
4. When information is unconvertible, the Township shall provide the person requesting the information with an explanation as to why the information is unconvertible.
5. Developing a training strategy to ensure that staff has the knowledge, tools and technical advice to create accessible materials.
6. Review and update the Municipal Multi-Year Accessibility Plan at least once every five (5) years

Employment

The Township of Chapleau is committed to ensuring that the process of finding, getting

and keeping a job is as inclusive as possible in order to build an effective workforce. The Township will make reasonable efforts based upon the needs of the community and upon request within the constraints of being a small rural Township. For the purposes of this policy, reasonable efforts by the Township shall be based on the frequency of expressions for the need for service, the availability of the service requested, the relative cost compared to the overall Municipal budget, best practices recognized by similar rural Municipalities and Provincial regulation. The Township will achieve this by:

1. Understanding employer obligations to provide employment accommodations.
2. Identifying and removing barriers in the workplace.
3. Enhancing workplace emergency responses through individualized emergency response information and assistance as required.
4. Revising individual work plans and developing a guide, tools and templates to remove barriers from the recruitment process.

Transportation

All specialized transportation services that are available to the public require the employees to be trained on the accessibility equipment and the features of the Handi Transit bus. The employees are also trained on the routes and services that are provided.

If the accessibility equipment is not functioning on the bus and equivalent services cannot be provided, then the equipment will be immediately scheduled for repair and a rental bus will be leased until the bus is repaired.

If it is a short-term disruption in services, notice will be provided to the public via our website, social media, and signs posted at the municipal office.

Our employees of the Handi Transit Bus shall provide:

- (a) deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability;
- (b) ensure that adequate time is provided to persons with disabilities to safely board, be secured and deboard transportation vehicles and that assistance be provided, upon request, for these activities;
- (c) assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities; and
- (d) allow a person with a disability to travel with a medical aid.

Our employees will ensure safe storage of mobility aids and mobility assistive devices while passengers are using our services. There is no additional charge to passengers who have mobility aids or mobility assistive devices.

Built Environment

The Accessible Built Environment Standard is the fifth and final standard. This standard is intended to help remove barriers in buildings and outdoor spaces for persons with disabilities. The standard will only apply to new construction and extensive renovation, with the expectation that buildings would be retrofitted to meet the standard within 5 to 13 years after it becomes law. Changes will be reflected in two pieces of legislative components including the Ontario Building Code and the Accessibility for Ontarians with Disabilities Act.

Ontario's Building Code (OBC) has been amended to include enhancements to accessibility in buildings. As of January 1, 2015, new construction and renovations will be subject to updated OBC accessibility requirements.

All Municipal building exterior steps and forward edges should be highly coloured for easy visibility. All Municipal buildings that have accessible entrances should be marked with the International Symbol of Accessibility. The Township also needs to add more accessible parking spaces that are clearly marked with the International Symbol of Accessibility

Any new Subdivision plan must be reviewed to ensure barrier-free requirements are identified.

Design of Public Spaces

The Township of Chapleau commits to ensure that the Public Spaces Design meet accessibility requirements according to Regulation 413/12. The Township shall incorporate accessibility into Public Spaces that are newly constructed or redeveloped on and after January 1, 2016. We will ensure that we follow the existing requirements stated under the Design of Public Spaces Standards (Accessibility Standards for the Built Environment) for recreational trails, outdoor public use eating areas, outdoor play spaces, exterior paths of travel, accessible parking, and service related elements (counters, waiting areas, etc.). When developing recreational trails, the Township shall consult with the public and persons with disabilities. The Township shall also provide maintenance and restoration of public spaces by ensuring our multi-year accessibility plan includes procedures for preventative and emergency maintenance of accessible elements in public spaces and procedures for dealing with temporary disruptions when accessible elements required under this section are not in working order.

Being a public sector organization, accessibility reports shall be provided every two (2) years.

The Township will achieve this by:

1. Referring to the Design of Public Spaces Regulation when any relevant

trail or park work is completed

2. Providing regular maintenance on any equipment or trails that have been identified

All new trail development or sidewalk work must comply with the legislation.

Accessibility Audit

The Accessibility Directorate of Ontario periodically conducts file reviews on randomly selected organization to confirm that they are in compliance with the AODA and its standards. As a Township, we must ensure all the requirements within the required compliance timelines, are met, if requested. The Township of Chapleau underwent an Audit in 2025 to ensure compliance with the AODA and the Regulation 191/11.

Aim:

“To establish, encourage and promote an assessable community which ensures equality for all in the Township of Chapleau.”

Council Commitment to Accessibility Planning

The Council of the Township of Chapleau is committed to being responsive to the needs of its communities by recognizing the diverse needs of all residents and providing services and facilities that are accessible to all. Council commit to the continual improvement of access to all Municipally owned facilities, premises and services.

Description of the Township of Chapleau

Chapleau is a tight-knit bedroom community with a large reliance on industry such as mines, sawmills, and CP Rail. We are a dynamic, agriculturally-rooted community that provides accessible and affordable amenities for residents and businesses, creating an environment supportive of growth, a vibrant downtown that fosters small business, and a unique, year-round destination experience.

The Township houses one or more of the following amenities:

- Municipal Administration Building (Called the Civic Centre)/Library
- Public Works Garage
- General Hospital
- Medical Centres
- Dental Offices

- Elementary schools
- High Schools
- Arenas/Community Centre
- Several Municipal parks
- Splash Pad
- Walking Trails
- Fire Halls
- Three Municipal Cemeteries

Past Barrier-Removal Initiatives

(Barriers addressed and completed – updated March 2025)

1. Our website continues to be modified to conform for persons with non or low vision disabilities as well as conforming to WACG 2.0, Level AA.
2. Accessible parking by-law reviewed to reflect the increase in parking fines for misuse of accessible parking permit.
3. The Municipal election in 2026 will offer our voters the opportunity to cast their ballot during the voting period from the comfort of their own home by using the internet and telephone voting. These systems are all considered accessible and provided various tools to assist.

Informal Site Audit of Municipally Owned Buildings

In the past, the accessible working group toured the Municipally owned buildings to assess any barriers that may exist. Solutions to removing those barriers in order to comply with the current legislation under the Ontarians with Disabilities Act, and the Building Code were identified. These finding are discussed further within this plan under Barriers Identified. As new facilities are built, consideration is given to accessibility to all residents in our community.

Barrier Identification Methodologies

In order to identify barriers, the following methodology was used:

Methodology	Description	Status
The Working Group toured the facilities personally.	A checklist was completed for each site, stating barriers, type of barriers and the strategy for removal.	Most sites were well identified and assessed. Some areas will have to be revisited and revised as the barriers are removed.

Barriers / Disabilities: Definitions

What is a “Barrier”

A “barrier” is anything that stops a person with a disability from fully taking part in society based on that disability. Some barriers include:

- Physical barriers, for example a step at the entrance to a store;
- Architectural barriers, for example no elevators in a building of more than one floor
- Information or communications barriers, for example a publication that is not available in large print
- Attitudinal barriers, for example assuming people with a disability can't perform a certain task when in fact they can
- Technological barriers such as traffic lights that change too quickly before a person with a disability has time to get through the intersection; and
- Barriers created by policies or practices, for instance not offering different ways to complete a test as part of job hiring.

Barriers Identified

Identified barriers are listed below.

The Working Group has presented to Council which barriers should be addressed each year, pending budget deliberations and allocations, with consideration to budget constraints and feasibility.

The tables have been created to only include outstanding areas.

Splash Pad

Barrier	Type of Barrier	Strategy for removal or prevention	Result

Chapleau Recreation Center

Barrier	Type of Barrier	Strategy for removal or prevention	Result

Chapleau Community Hall

Barrier	Type of Barrier	Strategy for removal or prevention	Result

Fire Hall

Barrier	Type of Barrier	Strategy for removal or prevention	Result

Waterfront Park

Barrier	Type of Barrier	Strategy for removal or prevention	Result

Chapleau Public Library

Barrier	Type of Barrier	Strategy for removal or prevention	Result

Chapleau Pavilion

Barrier	Type of Barrier	Strategy for removal or prevention	Result

Baseball Field at Arena

Barrier	Type of Barrier	Strategy for removal or prevention	Result

Public Works Garage

Barrier	Type of Barrier	Strategy for removal or prevention	Result

Landfill Site

Barrier	Type of Barrier	Strategy for removal or prevention	Result

General

Barrier	Action	Responsibility
Potential barriers in delivering goods and services to customers.	Continue training to all new employees, volunteers and third party	Accessibility Coordinator
	Review and update policies done regularly	Accessibility Coordinator
	Reviewing customer feedback and taking appropriate action	Accessibility Coordinator in discussion with appropriate department
Training	Continue to provides training on the requirements of the accessibility standards and on the Ontario human rights code as it relates to people with disabilities	Accessibility Coordinator
Barriers related to information sharing	Ensure documents can be made accessible	All
Website	Ensure Website is accessible	Website staff

Employment

Barrier	Action	Responsibility
Recruitment	Job posting notifying applicants that accommodations for disabilities will be provided upon request	Appropriate Department
Notice to Successful Applicants	Policy for accommodating employees with disabilities when offering employment	Appropriate department
Informing employees of Supports	Inform new and existing employees with employment related accommodations for disabilities	Appropriate department
Accommodation Plans	Develop written individual accommodation plans for employees with disabilities	Appropriate Department
Return to Work Process	Have in place a documented process for supporting employees who return to work after being away for reasons related to their disability	CAO Department

Career Development	Provide career development and advancement opportunities that take into account the accessibility needs of employees who have disabilities	CAO/Appropriate Dept.
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Transportation

Barrier	Action	Responsibility
Limited transit; however in the event of taxi service regulations would apply	Policy for taxi service	Appropriate Department

Public Spaces

The Township is committed to enhanced accessibility of our public spaces. Many buildings have already been updated and renovated to include accessible features, such as automatic door openers and accessible washrooms. Renovations of other facilities are in progress to ensure that all residents and visitors are able to enjoy all that the Township of Chapleau has to offer. Any new or redesigned areas will have accessible requirements completed.

As public spaces are constructed or redeveloped, we will include the following features:

1. Outdoor Public Eating Spaces
Portion of spaces accessible, level, firm and stable
2. Outdoor Play Spaces
Firm and stable surfaces, incorporate accessibility features, consult with people with disabilities
3. Outdoor Paths of Travel
Clear widths, ramps, tonal contrast and stairs have tonal contrast and tactile
4. Accessible Parking
Will provide two types of parking:
 - Type A-wide parking spot 3400mm with signage "van accessible"
 - Type B-standard 2400 mm

5. Service Related Elements
Service Counters, fixed queuing guides (width, turn around space, cane detectable) and waiting areas (accessible seating and mobility aid space)
6. Maintenance and Restoration
Maintain and restore public spaces and a sidewalk logbook will be inspected annually.

Review and Monitoring of the Process

As required by the *Ontarians with Disabilities Act, 2005*, all municipalities must:

- prepare an accessibility plan each year and make it available to the public
- include people with disabilities in their planning processes, such as the members of the accessibility advisory committee
- remove barriers over time (the act gives municipalities the flexibility to set their own priorities and timelines)

Council, is committed to following through with this plan. This plan will be reviewed at least once every five (5) years or more frequently if necessary. The Accessibility Working Group as well as the public, will have the opportunity of review and monitor the progress of identifying and the direction by which the Township is removing all barriers identified under the *Ontarians with Disabilities Act*.

Funding Opportunities

All Federal and Provincial funding opportunities should be investigated prior to formalizing project plans.

Communication of the Plan

This Accessibility Plan will be available in the Township Office and on the website at www.chapleau.ca. Township staff must communicate to Committees the information contained in this plan to enable the Committees to make informed choices when deciding on budget priorities and issuing tenders for the construction of buildings and structures, taking accessibility needs into consideration. Council must take into consideration the legislative requirements of the *Ontarians with Disabilities Act* prior to approving infrastructure projects.

Working Group Contact Information:

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Feedback and Contact Information

Members of the Public are encouraged to make comments on the Township of Chapleau Multi-Year Accessibility Plan and any accessibility issues. There are a number of ways you can contact the Township to express your accessibility related comments. A feedback form is also available on our website or by request.

Contact:

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