



**MULTI-YEAR
ACCESSIBILITY PLAN
2024-2028**



FEEDBACK

Your comments will help us continue to improve future accessibility plans. Please feel free to reach out and tell us what you think about Montague Township's 2024-2028 Accessibility Plan.

Contact for Comments and Inquiries:

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EXECUTIVE SUMMARY

The purpose of the Ontarians with Disabilities Act, 2001, (ODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal, and prevention of barriers. To this end, the ODA mandates that each municipality prepare an annual accessibility plan.

In 2005, a second piece of legislation, the Accessibility for Ontarians with Disabilities Act, 2005, (AODA) was enacted. Through the AODA, Ontario is working to make the province fully accessible for people with disabilities by 2025. Under the Act, standards have been developed that must be followed to identify, remove, and prevent barriers so that people with disabilities have more opportunities to participate in everyday life.

The Integrated Accessibility Standard requires municipalities to develop a multi-year plan every five years.

Aim

Through its multi-year accessibility plan, the Municipality aims to become barrier free by 2025. This includes complying with the following accessibility standards:

- Customer Service
- Information and Communication
- Employment
- Built Environment

This plan describes the measures that the Municipality may undertake to identify, remove, and prevent barriers so that goods, services, facilities, accommodation, employment, buildings, structures, and premises are accessible to persons with disabilities.

STATEMENT OF COMMITMENT

The Township of Montague is committed to making sure our residents, visitors, and employees with visible or non-visible, permanent, or temporary disabilities are provided with respect and equal treatment. We want to ensure that everyone has access to, and enjoys the use of Township services, programs, goods, and facilities.

The Municipality is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and shall do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005.

MUNICIPAL FACILITIES

Township-Owned Facilities:

1. Municipal Complex / Fire Hall - 6547 Roger Stevens Drive, Smiths Falls, ON K7A 4S6
2. Community Hall – Rosedale Hall - 657 Rosedale Rd S, Smiths Falls, ON K7A 5B8
3. Municipal Garage - 6547 Roger Stevens Drive, Smiths Falls, ON K7A 4S6
***Not accessed by public**

CONSULTATION ACTIVITIES

Council

The Council of the Corporation of the Township of Montague is committed to implementing the necessary policies and providing the necessary resources so that goods, services, facilities, accommodation, employment, buildings, structures, and premises of the Municipality are accessible to persons with disabilities.

The accessibility plan has been prepared to enable Council to meet these commitments.

Staff

Township staff are encouraged to comment on and recommend improvements to policies and practices regarding accessibility.

Lanark County Committee

Municipalities with 10,000 or more residents are required by the Ontarians with Disabilities Act to have an Accessibility Advisory Committee. Lanark County is working to establish a new Committee that will provide an opportunity to consult with people with disabilities, to discuss, share and develop accessibility information and to ensure that this plan addresses measures to identify, remove and prevent barriers to people with disabilities. Staff plan to attend these meetings where possible, to ensure the Township's involvement.

2024-2028 ACCESSIBILITY PLAN

The Municipality's Accessibility Plan focuses on three areas. These initiatives support compliance with the existing Accessibility Standards for Customer Service, as well as the Integrated Accessibility Standards of Information and Communication and Employment. As the Municipality does not provide public transportation services, the requirements of the Transportation Standard do not apply.

YEARLY TARGETS

2023 Targets

| Action | Responsibility | Cost | Target Date |
|----------------------------------|------------------------|------------|-------------------|
| Adopt Plan, Post on Website | Council / Deputy Clerk | Staff Time | December 31, 2023 |
| Accessibility Assessment | Staff | Staff Time | December 31, 2023 |
| Accessibility Report to Province | Clerk's Office | Staff Time | December 31, 2023 |
| Complete Annual Status Report | Clerk's Office | Staff Time | December 31, 2023 |

2024 Targets

| Action | Responsibility | Cost | Target Date |
|---|----------------|-------------------------------|-------------------|
| Accessibility Assessment | Staff | Staff Time | December 31, 2024 |
| Complete Annual Status Report | Clerk's Office | Staff Time | December 31, 2024 |
| Remove Barriers (concrete in parking lot by Staff door, remove wood at front desk blocking accessible-height counter, change doorknobs) | Staff | Staff Time, Materials, Labour | December 31, 2024 |

2025 Targets

| Action | Responsibility | Cost | Target Date |
|---|----------------|-------------------------------|-------------------|
| Accessibility Assessment | Staff | Staff Time | December 31, 2025 |
| Complete Annual Status Report | Clerk's Office | Staff Time | December 31, 2025 |
| Remove Barriers (fire alarms with lights, painted parking lot, empty Rosedale Hall vault for accessible MRCC storage) | Staff | Staff Time, Materials, Labour | December 31, 2025 |

2026 Targets

| Action | Responsibility | Cost | Target Date |
|----------------------------------|----------------|------------|-------------------|
| Accessibility Assessment | Staff | Staff Time | December 31, 2026 |
| Accessibility Report to Province | Clerk's Office | Staff Time | December 31, 2026 |
| Complete Annual Status Report | Clerk's Office | Staff Time | December 31, 2026 |

2027 Targets

| Action | Responsibility | Cost | Target Date |
|-------------------------------|----------------|------------|-------------------|
| Accessibility Assessment | Staff | Staff Time | December 31, 2027 |
| Complete Annual Status Report | Clerk's Office | Staff Time | December 31, 2027 |

2028 Targets

| Action | Responsibility | Cost | Target Date |
|-------------------------------|------------------------|------------|-------------------|
| Develop Plan for 2029-2033 | Council / Deputy Clerk | Staff Time | December 31, 2028 |
| Adopt Plan, Post on Website | Council / Deputy Clerk | Staff Time | December 31, 2028 |
| Accessibility Assessment | Staff | Staff Time | December 31, 2028 |
| Complete Annual Status Report | Clerk's Office | Staff Time | December 31, 2028 |

ASSESSING THE ORGANIZATION

An assessment will help the Municipality determine where it stands with respect to accessibility for people with disabilities and determine what specific steps the Municipality needs to take to increase accessibility and how it can reach the goals in its accessibility policy. The assessment will also assist in developing an effective plan to prevent and remove barriers.

Assessments will be conducted as per the schedule set out in the 2024-2028 Accessibility Plan.

Accessibility Assessment Form – See Schedule “A”

BARRIERS IDENTIFIED

Once the assessment is completed, the Municipality will develop a plan to address any barriers identified.

Barrier Removal Plan – See Schedule “B”

REVIEW, MONITORING AND COMMUNICATION OF THE PLAN

Accessibility Plans will be reviewed and updated as required once every five years at a minimum, allowing Council, Staff, and the Public to assess the effectiveness of the Plan and changing community requirements. An annual status report on the progress of implementing this plan will be available on the Township website as well as at the Municipal Complex. Every effort will be made to ensure the Plan is available to those with disabilities for their perusal and review, as well as provided in an accessible format upon request.

COMMITMENTS MOVING FORWARD

The Township of Montague is committed to keeping current on staff training to be able to best serve the public with any of their needs, as well as working with both the public and staff to remove as many accessibility barriers as possible. The Township will continue to remain compliant with the standards laid out in the AODA and will continue to provide compliance reports to the province of Ontario as required.

PAST ACHIEVEMENTS

This section outlines the Municipality's accomplishments regarding the measures implemented to identify, remove, and prevent barriers.

2002 ACHIEVEMENTS

- Created a text-only website to work with existing website for screen readers and users of older technology

2003 ACHIEVEMENTS

- Carried out a site audit of municipally owned buildings to identify barriers with the assistance of the Lanark County Accessibility Advisory Committee

2004 ACHIEVEMENTS

- Amended the Township's Parking By-law to establish accessible parking spaces at the Municipal Complex and Rosedale Hall

2005-2006 ACHIEVEMENTS

- Replaced the main doors at Rosedale Hall and the main walkway into the Municipal Complex

2007 ACHIEVEMENTS

- \$20,000 put into a capital reserve for Rosedale Hall improvements to address a variety of barriers

2008 ACHIEVEMENTS

- A building condition report was completed showing exterior access at Rosedale Hall was good, identifying barriers in the washrooms

2010 ACHIEVEMENTS

- Carried out renovations at Rosedale Hall improving access, including the washrooms, and removing a variety of barriers

2013 ACHIEVEMENTS

- Upgraded website to ensure compliance with IASR

2014 ACHIEVEMENTS

- Developed a consolidated Accessibility Policy & Procedures (Customer Service Standard & Integrated Standards)
- Development of multi-year Accessibility Plan
- Amended Procurement Policy to address accessibility training requirements

2015 ACHIEVEMENTS

- Return to Work Policy Developed and Approved
- Individual Accommodation Policy Developed and Approved

2016 ACHIEVEMENTS

- Amended Hiring Policy to address Accessibility in the hiring requirements

2017 ACHIEVEMENTS

- Repaving of the Municipal Complex parking lot to remove potholes and gravel from the public parking area

2019 ACHIEVEMENTS

- Ensured the municipal website and content meets the WCAG 2.0 requirements at Level AA and that PDFs are accessible
- Implementation of 2019-2023 Accessibility Plan

2020 ACHIEVEMENTS

- Removal of black and white checkerboard flooring at Rosedale Hall in favour of a more neutral, wood-look.



2022 ACHIEVEMENTS

- Wi-Fi installed at Rosedale Hall for community use
- Installed new opening windows

2023 ACHIEVEMENTS

- Upgraded parking lot at Rosedale Hall to allow for more accessible parking
- Paved a pathway from the Rosedale Hall parking lot to the play structure to make the area wheelchair accessible
- Installed accessible swing in the Rosedale Hall playground
- Removed carpeting and flooring at Township Office
- Installed generator at Rosedale Hall for emergencies
- Installed accessible doors at the Township Office and Rosedale Hall
- Changed fire alarm volume and alert sound



SCHEDULE "A" - ACCESSIBILITY ASSESSMENT FORM

Township of Montague Accessibility Assessment Form

| Electronic and Communication Barriers | Y | N | Possible Solutions and Notes |
|--|---|---|------------------------------|
| Are signs or posted information clear and easily understood? | √ | | |
| Are communication supports available? | √ | | |
| Are there assistive devices available? | √ | | |
| Are computers equipped with the following software and hardware: - Printer capable of large and enlarged fonts - Non-distorting monitors that can be set to a resolution that enlarges the information on the screen - Keyboard with tactile markings for home keys - Text to speech - Conversion software - Speakers and sound output jacks | √ | | |
| Does the phone have push-button controls? | √ | | |
| Is the phone hearing-aid compatible? | √ | | |
| Is the phone adapted with volume control and identified with appropriate signage? | √ | | |

| Emergency Procedures | Y | N | Possible Solutions and Notes |
|---|---|---|----------------------------------|
| Is an evacuation plan, emergency response plan or public safety information available for visitors with disabilities in case of an emergency? | √ | | |
| Has staff been trained on evacuation for people with disabilities? | | √ | Look into training opportunities |
| Is staff fully trained in response procedures? | | √ | Look into training opportunities |

| Physical Barriers | Y | N | Possible Solutions and Notes |
|--|----------|----------|-------------------------------------|
| Are there alternative accessible entrance(s) clearly signed from the main entrance? | | | N/A |
| Is there a route of travel that does not require the use of stairs? | √ | | |
| Is the route of travel stable, firm & slip-resistant? | √ | | |
| Is the route at least 36 inches wide? | √ | | |
| Are path surfaces suitable? | √ | | |
| Can all objects protruding into the circulation paths be detected by a person with a visual disability using a cane? | √ | | |
| Do curbs on the route have curb cuts at drives, parking, and drop-offs? | | | N/A |
| Is there signage and landmarks to aid orientation? | √ | | |
| Are vehicle and pedestrian routes clearly distinguished? | √ | | |
| Is planting kept well-trimmed? | √ | | |
| Is there a drop-off point near the main entrance? | √ | | |

| Signage for Goods and Services and Directions | Y | N | Possible Solutions and Notes |
|---|----------|----------|-------------------------------------|
| If provided, do signs designating permanent rooms and spaces where goods and services are provided comply with the appropriate universal signage? | | √ | |

| Ramps | Y | N | Possible Solutions and Notes |
|---|----------|----------|-------------------------------------|
| Are ramps and steps easily identifiable or clearly signed? | √ | | |
| Are the slopes of ramps no greater than 1:12? <i>Note: For every 12 inches along the base of the ramp, the height increases by 1 inch.</i> | | | N/A |
| Do all ramps longer than 6 feet have railings on both sides? | | | N/A |
| Are railings sturdy and between 34 and 38 inches high? | | | N/A |
| Is the width between railings or curbs at least 36 inches? | | | N/A |
| Are ramps non-slip? | | | N/A |
| Is there a 5-foot-long level landing at every 30-foot horizontal length of ramp, at the top and bottom of ramps and at switchbacks? | | | N/A |

| Access to Goods and Services | Y | N | Possible Solutions and Notes |
|---|----------|----------|-------------------------------------|
| Does the accessible entrance provide direct access to the main floor, lobby, or elevator? | √ | | |
| Are all public spaces on an accessible route of travel? | √ | | |
| Is the accessible route to all public spaces at least 36 inches wide? | √ | | |
| Is there a 5-foot circle or a T-shaped space for a person using a wheelchair to change direction? | √ | | |

| Parking and Drop-Off Areas | Y | N | Possible Solutions and Notes |
|---|----------|----------|-------------------------------------|
| Are an adequate number of accessible parking spaces available (8 feet wide for car plus 5-foot access aisles)? | √ | | |
| Are 8-foot-wide spaces, with minimum 8-foot-wide access aisles, and 98 inches of vertical clearance available for lift-equipped vans? | √ | | |
| Are the access aisles part of the accessible route to the accessible entrance? | | √ | |
| Are the accessible spaces closest to the accessible entrance? | √ | | |
| Are accessible spaces marked with the International Symbol of Accessibility and signs reading "Van Accessible" at van spaces? | √ | | |
| Is there an enforcement procedure to ensure that accessible parking is used only by those who need it? | | √ | |

| Building | Y | N | Possible Solutions and Notes |
|---|----------|----------|-------------------------------------|
| Is information readily available on the accessibility of the building? | √ | | |
| Are building management procedures and policies regularly reviewed and updated? | √ | | |

| Emergency Way Out | Y | N | Possible Solutions and Notes |
|---|----------|----------|--|
| If emergency systems are provided, do they have both flashing lights and audible signals? | | √ | No audible signals, cost is about \$500 per sign |
| Are emergency alarms regularly checked? | √ | | |

| Entrance Areas | Y | N | Possible Solutions and Notes |
|--|---|---|------------------------------|
| Is at least one route of travel to the entrance accessible? | √ | | |
| If there are stairs at the main entrance, is there also a ramp or lift, or alternative accessible entrance? | | | N/A |
| Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance? | | √ | |
| Can the alternate accessible entrance be used independently? | | | N/A |
| Does the entrance door have at least a 32-inch clear opening (for a double-door, at least one 32-inch leaf)? | √ | | |
| Is there at least 18 inches of clear wall space on the pull side of the door next to the handle? | √ | | |
| Is the threshold edge ¼ inch high or less, or if beveled edge, no more than ¾ inch high? | √ | | |
| If provided, are carpeting or mats a maximum of ½ inch high? | √ | | |
| Are edges securely installed to minimize tripping hazards? | | √ | |

| Doors | Y | N | Possible Solutions and Notes |
|---|----------|----------|-------------------------------------|
| Do doors into public spaces have at least a 32-inch clear opening? | √ | | |
| On the pull side of doors, next to the handle, is there at least 18 inches of clear wall space so that a person using a wheelchair or crutches can get near to open the door? | √ | | |
| Can doors be opened without too much force? (5 lbs maximum for interior doors) | √ | | |
| Are door handles 48 inches high or less and operable with a closed fist? | √ | | |
| Is the threshold edge ¼ inch high or less, or if beveled edge, no more than ¾ inch high? | √ | | |
| If the door has a closer, does it take at least 3 seconds to close? | | | N/A |

| Rooms and Spaces | Y | N | Possible Solutions and Notes |
|--|----------|----------|---|
| Are all aisles and pathways to materials and service at least 36 inches wide? | √ | | |
| Is carpeting low-pile, tightly woven, and securely attached along edges? | | | N/A |
| In circulation paths through public areas, are all obstacles cane-detectable (located within 27 inches of the floor or higher than 80 inches, or protruding less than 4 inches from the wall)? | √ | | |
| Are there ramps, lifts, or elevators to all levels? | | √ | Stairs to association room and PW office not accessed by public |
| On each level, if there are stairs between the entrance and/or elevator and essential public areas, is there an accessible alternate route? | | | N/A |

| Signage | Y | N | Possible Solutions and Notes |
|--|---|---|------------------------------|
| Are directional signs provided for accessibility of people with disabilities? | | √ | |
| Are directional signs in a logical position, at an appropriate height and not obstructed? | | √ | |
| For directional signage, if mounted above 80 inches, do they have letters at least 3 inches high, with high contrast and non-glare finish and are they well lighted? | | √ | |
| Do directional and informational signs comply with legibility requirements? Are they easily identifiable against their background? | | √ | |
| Are the words a suitable text size and symbols used to supplement text? | | √ | |
| Are tactile signs used where appropriate and positioned at a suitable height? | | √ | |
| <p>Are all controls that are available for use by the public (including electrical, mechanical, cabinet, game, and self- service controls) located at an accessible height?</p> <p>(The maximum height for a side reach is 54 inches; for a forward reach, 48 inches. The minimum reachable height is 15 inches for a front approach and 9 inches for a side approach)</p> | √ | | |

| Seats, Tables and Counters | Y | N | Possible Solutions and Notes |
|--|----------|----------|-------------------------------------|
| Are spaces for wheelchair seating distributed throughout? | √ | | |
| Are counter heights suitable for standing and seated users? | √ | | |
| Is there suitable space to write or sign documents on the counter? | √ | | |
| Is there adequate lighting at the counter? | √ | | |
| Are the tops of tables or counters between 28 and 34 inches high? | √ | | |
| Are knee spaces at accessible tables at least 27 inches high, 30 inches wide, and 19 inches deep? | √ | | |
| At each type of cashier counter, is there a portion of the main counter that is no more than 36 inches high? | √ | | |

| Stairs/Surfaces | Y | N | Possible Solutions and Notes |
|---|----------|----------|-------------------------------------|
| Do treads have a non-slip surface? | √ | | |
| Do stairs have continuous rails on both sides with extensions beyond the top and bottom stairs? | √ | | |
| Are floor surfaces slip resistant? | √ | | |
| Are floor and wall surfaces free of glares and reflection and bold patterns? | √ | | |

| Usability of Restrooms | Y | N | Possible Solutions and Notes |
|---|---|---|--|
| When restrooms are available to the public, is at least one restroom fully accessible? | | √ | Staff are on the lookout for grants to upgrade the washrooms by 2025 |
| Is there signage including pictograms or symbols, and braille identifying an accessible restroom? | | √ | |
| Is the doorway at least 32 inches clear? | √ | | |
| Are doors equipped with accessible handles (operable with a closed fist), 48 inches high or less? | | √ | All doorknobs will be changed to accessible handles by the end of 2024 |
| Can doors be opened easily? (5 lb. max. force) | √ | | |
| Does the entry configuration provide adequate maneuvering space for a person using a wheelchair? | √ | | |
| Is there a 36-inch-wide path to all fixtures? | √ | | |
| Are stalls operable with a closed fist, inside and out? | | | N/A |
| In the accessible stall, are there grab bars behind and on the side wall nearest to the toilet? | √ | | |
| Is the toilet seat 17 to 19 inches high? | | √ | |
| Are the faucet, soap dispenser and hand dryer within reach range and can they be operated with one closed fist? | | √ | |
| Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower? | √ | | |



SCHEDULE “B” – BARRIER REMOVAL PLAN

BARRIER REMOVAL PLAN

| Barrier Location | Type of Barrier | Strategy for Removal or Prevention | Estimated Cost | Status Update |
|------------------|-----------------|---|----------------|--|
| Municipal Office | Washrooms | Construction of accessible washroom | \$5,000 | Completion Target: 2025 |
| Municipal Office | Parking lot | Paint lines (especially for accessible spot), remove concrete near the Council entrance | \$500 | Completion Target: upon completion of new building (when lot is re-surfaced) |
| Municipal Office | Door handles | Replace all current doorknobs to accessible handles | \$1,000 | Target Completion: 2024 |
| | | | | |
| | | | | |

ESTIMATED TOTAL COST: \$6,500