

# Township Of Bonnehchere Valley



Accessibility for Ontarians with Disabilities (AODA)  
**5 Year Accessibility Plan**  
2025 - 2030

# TABLE OF CONTENTS

<b>Introduction</b>	<b>3</b>
<b>Statement of Commitment</b>	<b>3</b>
<b>Municipal Description</b>	<b>4</b>
<b>Legislative Background</b>	<b>5</b>
<b>Accessibility Advisory Committee</b>	<b>5</b>
<b>Past Achievements to Remove and Prevent Barriers</b>	<b>6</b>
<b>Strategies and Actions</b>	<b>9</b>
<b>Contact and Communication</b>	<b>10</b>

## **Introduction**

The Township of Bonnechere Valley Multi-Year Accessibility Plan 2025-2030 outlines the initiatives the Township has taken and plans to take to ensure compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The Township of Bonnechere Valley is committed to ensure that persons with disabilities share the same rights, freedoms and obligations so that they may live as independently as possible and able to participate in all that the Township of Bonnechere Valley has to offer. Our plan describes the measures the Township has taken in the past and will take during the current and subsequent years to identify, remove, and prevent barriers to people with disabilities who use the facilities and services of the Township, including employees and members of the community at large.

## **Statement of Commitment**

The Township of Bonnechere Valley strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. The Township of Bonnechere Valley is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided. The Township is committed to ensuring that the goods and services it provides and makes available to its residents and visitors are second to none and accessible to all. Over the years, and before mandated by the Province to do so, the Township has maintained a proactive approach to addressing barriers to its buildings, facilities, programs, practices, and services by implementing positive changes geared towards improved accessibility. The Township will promote accessibility to all our residents and visitors regardless of their disabilities through the development of policies, procedures and practices. To do this we must ensure the policies, procedures and practices address integration, independence, dignity and equal opportunity.

## **Municipal Description**

The Township of Bonnechere Valley is a lower tier Township; the Township has one village (Eganville) and several settlement areas. The Township has approximately 4000 permanent residents which increase to 8000 during the summer months with cottagers, campers and tourists.

Municipal services / departments available to residents or visitors are summarized as follows:

- 1) Municipal Council / Representation for Residents
- 2) Municipal Government services (Taxes, Property Management, Building Permits and Inspections)
- 3) Website information service
- 4) Public Library
- 5) Fire Services
- 6) By-law & animal control services
- 7) Parks and Recreation Services and a Community Center & Arena
- 8) Public Works (Township Road Maintenance and construction)
- 9) Municipal Water & Waste Water services
- 10) Bonnechere Valley Animal Shelter which services 9 other Municipalities
- 11) Waste & Recyclables collection and disposal services

Services to residents are delivered from several facilities, including

- 1) The Municipal Offices in Eganville
- 2) Municipal Water Plant / Municipal Waste Water Treatment Plant
- 3) Municipal Works Department on Foymount Road
- 4) Spring Creek Municipal Works Yard
- 5) Sebastopol Works Garage / Fire Hall
- 6) 2 Municipal Garages on John street in Eganville
- 7) Eganville arena and community Centre located on Jane Street in Eganville
- 8) Municipal Waste transfer sites located at Sand Road, Lake Clear, Highway 41, Ruby Road and Sno-drifters Road.
- 9) Bonnechere Union Library located on Bruce Street
- 10) Tourist Information booth located on Bonnechere Street
- 11) Outdoor Recreation facilities located at Centennial Park, Legion Field, Foymount Park, Opeongo Park, Cormac Park, and Rotary Beach areas
- 12) Splash Pad and children's play space at Legion Field
- 13) Tennis Courts
- 14) Curling Club

## **Legislative Background**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) In 2005, the Ontario Government passed the AODA to benefit all Ontarians by developing, implementing and enforcing accessibility standards. The AODA sets out the road map for an accessible Ontario by 2025 with mandatory and enforceable standards in five key areas: 1. Customer Service 2. Information and Communications 3. Employment 4. Transportation 5. Public Spaces

The AODA also requires that municipalities prepare annual status reports on progress of measures taken to implement your accessibility plan. In addition, municipalities must also file an online report every two years that identify how the Township is complying with AODA standards.

Ontario Disabilities Act, 2001 (ODA) The ODA was established to improve the opportunities for people with disabilities. Certain sections of the ODA were rescinded in 2015 that applied to municipalities. This was done to streamline accessibility requirements across different accessibility laws and remove duplicated requirements.

Ontario Regulation 191/11 – Integrated Accessibility Standards Regulation (IASR) The IASR was enacted in July 2011 and establishes accessibility standards for information and communications, employment, transportation, the design of public spaces and customer service. The requirements apply to the public, private and not for profit sectors and have compliance dates ranging from 2011 to 2021.

## **Accessibility Advisory Committee**

The Township of Bonnechere Valley is a member of the County of Renfrew's Accessibility Advisory Committee (AAC). The AAC advises and assists Council and staff on accessible services and facilities. This is achieved through the review of municipal policies, programs and services and the identification, removal and prevention of barriers faced by people with disabilities.

## **Past Achievements to Remove and Prevent Barriers**

### **Customer Service**

The Township of Bonnechere Valley developed an Accessible Customer Service Policy in December 2009.

The Township has adopted a policy that allows for people with disabilities, who require, to be accompanied by a support person be admitted in all municipally owned and operated public facilities.

The Township will waive admission fees for a support person who accompanies a person with a disability, into any event sponsored by or controlled by the Township. This waiver shall cover the cost of admission to the event only. Any ancillary costs such as but not restricted to food, beverages or other costs associated with the event are the responsibility of the support person or person being supported.

The Township has adopted a policy related to service animals required for reasons relating to disability. The Township will allow the person and the animal onto all municipally owned and operated public facilities and will ensure that the person is permitted to keep the animal with him or her unless the animal except when excluded by law where: Food is prepared: and where medical procedures are performed. Where a service animal is excluded by law from the premises, the Township will take all reasonable steps to ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the municipal services.

The Township will allow people with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the Township.

### **Information and Communications**

If, to obtain, use or benefit from the Townships goods or services, people with disabilities usually use facilities or services and if there is a temporary disruption in those facilities or services in whole or in part, the Township shall give notice of the disruption to the public. Notice of the disruption will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. Notice will be given by posting the information at a conspicuous place on the premises as well as by posting it on the municipal website.

Any member of the public may request that any document produced by or on behalf of the Township be made available in an alternative format that considers the person's disability except where the publication or divulgence of that document is prohibited under the Freedom of Information or Municipal Freedom of Information Act(s)

Material printed in-house and publications produced on behalf of the Township will contain a note indicating, "Alternate formats are available upon request" and include relevant contact information.

Provide video recording of Council and Committee of the Whole meetings via YouTube

## Employment

The Township has provided individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and the employer is aware of the need for accommodation due to the employee's disability. With the employee's consent, provide workplace emergency response information to the person designated to aid the employee.

The Township reviews individualized workplace emergency response information when employee moves to different location, when overall accommodations, needs or plans are reviewed, and when reviewing general emergency response policies.

The Township notifies employees and the public about the availability of accommodation for applicants with disabilities.

The Township notifies job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to materials and processes to be used.

When making an offer of employment, the Township notifies the successful applicant of policies for accommodating employees with disabilities.

The Township informs employees of policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that consider an employee's accessibility needs due to disability, and provide information required under this section to new employees as soon as practicable after they begin employment. Where an employee with a disability so requests, consult with employee to provide or arrange for the provision of accessible formats and communication supports for information needed in order to perform job and information generally available to employees in the workplace.

The Township has developed a written process for the development of documented individual accommodation plans for employees with disabilities and return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

The Performance Management process shall consider the accessibility needs of employees with disabilities, as well as individual accommodation plans. Including considering the accessibility needs of employees with disabilities and any individual accommodation plans, when providing career development and advancement to employees with disabilities and considering the accessibility needs of employees with disabilities and individual accommodation plans when redeploying employees with disabilities.

## **Training**

All Township employees, volunteers and third parties providing goods and services on the Township's behalf shall be required to undergo training on the requirements of the AODA accessibility standards and on the Human Rights Code as it pertains to persons with disabilities. A training plan for existing personnel will be developed and implemented in 2014. New personnel shall be trained on both the Customer Service Module and IASR as part of the Employee Orientation and Occupational Safety Training package as well all employees, volunteers and third parties providing goods and services on the Township's behalf shall be required to undergo retraining as necessary when changes to the AODA regulations are made to ensure the highest level of compliance and understanding of the AODA and regulations. The training provided shall be appropriate to the duties of the employee, volunteer or third party. Training shall take place as soon as it is practicable and upon completion, the Township shall keep a record of the training provided including the dates on which accessibility training or retraining took place.

## **Design of Public Spaces**

The Township upgraded the Curling Club to include a ramp and fully accessible washroom



## **Strategies and Actions**

### **Customer Service**

Explore the opportunity to utilize technologies to support accessible customer service.

Review the Accessible Customer Service Policy and Procedure and identify opportunities to reinforce and promote requirements that enhance accessible customer service.

Accessible 2026 Election by Evaluation of all voting locations and methods to ensure that locations are fully accessible and provides barrier free access to voters, candidates and employees

### **Information and Communications**

Maintain accessible website and web content where possible and work towards revising municipal website to meet or exceed WCAG 2.0 Level AA

Municipal staff strive to communicate in accessible formats

Explore the use of accessibility tools to test the Township's website for accessibility standards

Ensure that all print documents are accessible

### **Employment**

Continue to review human resource policies to prevent or remove barriers, ensure they are compliant with legislation and reflect best practices

### **Training**

Provide accessible training to staff (training completion certificates are saved with the employee's personnel file)

Ensures that anyone who provides service on behalf of the Township has been trained on providing accessible customer service

### **Transportation**

Explore partnerships with local organizations that can provide accessible transportation.

Promote any accessible transportation services available in the Township

### **Design of Public Spaces**

Continue to identify and address potential barriers at public spaces

Continue to prioritize accessibility in newly designed and significantly renovated public spaces

The Township of Bonnechere Valley will follow the accessibility requirements included in the Provincial Building Code and ensure it is the standard for facilities development.

## **Contact Information**

The Township of Bonnechere Valley Municipal Offices are located at 49 Bonnechere Street in Eganville. If you have any questions regarding the Accessibility Plan, please feel free to contact Annette Gilchrist, CAO by phone at 613-628-3101 x 222 or by email at [annetteg@eganville.com](mailto:annetteg@eganville.com)

## **Communication Of The Plan**

The Township of Bonnechere Valley's Multi-Year Accessibility Plan will be available on the Township's web site. Copies of the Plan will also be available at the Township Office. The Township of Bonnechere Valley will make every attempt to make this plan available to those with disabilities for their perusal, review and input.