



Annual Accessibility Status Report - 2024

The Township of Ramara has established a multi-year accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the *Accessibility for Ontarians with Disabilities Act* and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for the year 2024 on the progress of measures taken to improve accessibility in Ramara Township. The purpose of this report is to track the organization's progress and provide the public an overview of yearly current and future initiatives. This report is available online at [Accessibility - Township of Ramara](#)

To request an alternate format of the annual status report, please contact:

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Customer Service Accomplishments

- Continue to comply with the requirements of the Customer Service Standard
- Staff on-board training sessions
- Increased and improved online permitting capabilities
- Continued upgrading of forms and documentation on the Township's website to allow for screen reader capabilities

General Required Accomplishments

- Preparation of the Annual Status Report
- Continued incorporation of accessibility features in the acquisition of goods, services and facilities wherever practicable
- Joint Accessibility Advisory Committee meetings and consultations

Information and Communications Accomplishments

- Facilitated a fully accessible Municipal By-Election
- Continued maintenance of website that is WCAG 2.0 Level AA compliant;
- Continued maintenance of social media platforms to ensure accessibility compliance;
- Continued improvements to closed captioning of streamed Council and Committee meetings;
- Increased creation and use of online forms;
- Increased ability to complete applications online;
- Increased ability for online payments
- Continued partnerships to bring internet services too hard to reach areas of the municipality.
- Increased use of an Electronic Document Records Management System Software (LaserFiche).
- Implementation of Microsoft 365
- Library continues to offer the front door pickup for those with mobility issues and had Kevin fix the door bell outside of the Ramara Centre.

Employment Accomplishments

- Continued staff and volunteer on-boarding training sessions
- Consultant and contractor on-boarding training or submission of AODA compliant agreements
- Ergonomic Assessments were completed for some staff members
- Continued accomplishments were achieved to accommodate permanent and temporary disabilities

Transportation – Not applicable

Design of Public Spaces Accomplishments

- Consultant led Accessibility Report completed by Occupational Safety Group Inc. (OSG) for the following locations:
 - Administration Building
 - Medical Centre
 - Brechin Community Centre and Park
 - Udney Hall
 - Ramara Centre
 - Longford Mills Community Hall
- Review of proposed improvements for 3 commercial site plans
- Grant funding application submission for the Enabling Accessibility Fund 2024
 - Proposed projects (as identified by the consultant):

- Longford Hall – Emergency Exit Ramp
 - Accessible Picnic Benches
 - Installation and renovation of automated accessible doors
 - Upgrades to parking lots (signage and truncated domes)
 - Upgrades to doors and pathways (coloured bands and signs)
- Grant funding progress for the Enabling Accessibility Fund 2022 (Ramara Centre)
 - Projects completed
 - Bathroom Doors removed
 - Toilet installations
 - Automated Doors and Decal installation in progress (door swinging and bathroom signage with braille)
- Removal of clear partitions at counters – Ramara Centre
- Parking lot upgrades were completed providing an additional level of accessibility - Longford Community Centre
- Continued improvements to the Township’s parking strategy at waterfront access points;
- Addition of a sports court - Lovely Day Park
- Paved road shoulders - Ramara Road 47
- Widened asphalt path - Lagoon City walking path
- Trails and Cycling Routes
 - Signage directing cyclists from Atherley to Bayshore Village and Brechin to Gamebridge;
 - QR codes on signage
 - Large and small signage at trailheads
 - Continued development of trail systems such as the Trans Canada and Ganaraska Trail
 - Upgrades to road surfaces to be more accessible
 - Limited motorized vehicles use on roads for safety and accessibility purposes - Fountain Drive, Sideroad 15 and South River Road.

Coming Soon (Winter 2025)

- Ramara Recreation Centre
 - Installation of signage and walkway / hallway decals
 - Installation of accessibility buttons on entrance doorways
- Staff training for creating accessible website content as the Township prepares to launch a new website in 2025.
- Accessible Signage at the Longford Community Centre

Next Steps

An AODA consultant from OSG and the Joint Accessibility Advisory Committee participated in a tour of Township public recreation facilities in June, 2024. A report was provided that identified barriers to these facilities and recommendations to meet AODA compliance by the provincial deadline of 2025. The below noted barriers have been deemed a high priority by OSG:

- Medical Centre - Entrance Doors and Ramp
- Library - Narrow spaces and Excessive Visual Signage
- Brechin Community Centre and Park - Building and Washroom Access

As part of the 2025 budget deliberations in October, Council adopted the following projects and placement of funds into reserves for the following:

- Funds to Reserves
 - MobiMatts for public beaches in Atherley and Lagoon City - 2026
 - Brechin Community Centre Retrofit - 2028
- Staff training (on-boarding for new staff and on-going support and training for current staff)
- Reviewing and updating website content and forms
- Assistive technology at customer service desks
- Accessibility signage and decals at all municipal public buildings (indoor and outdoor)
- Medical Centre entrance (parking, ramp and doors)
- Reconfiguration of accessible parking spaces at public facilities to meet requirements for accessibility vans.

The Ramara Library will also be working towards reviewing and updating its content while it upgrades its website in 2025 and will work towards implementing the recommendations from OSG as a strategic priority in 2025.

Ramara will:

- Ensure the merger of the current website content to the new website is WCAG 2.0 Level AA compliant;
- Continue to identify, prevent and remove barriers
- Continue to receive feedback from the public, including people with disabilities
- Continue to support and educate staff on creating accessible documents
- Continue to review and update accessibility policies, procedures and practices and provide training when required;
- Continue to review customer feedback and take appropriate action

- Continue to apply for grant funding for priority 2025 accessibility projects as identified above
- Continue with the Joint Accessibility Advisory Committee meetings with Severn Township.

The Joint Accessibility Advisory Committee will be holding a regularly scheduled meeting on December 13th where it will be requested that the public provide comments for future community accessibility needs.