

The Corporation of the Township of Otonabee-South Monaghan



Multi-Year Accessibility Plan 2026 – 2030

This document is available in alternate formats upon request. Please contact the Clerk's Department at 705-295-6852 or deputy-clerk@osmtownship.ca.

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Introduction

The Corporation of the Township of Otonabee-South Monaghan is a responsible employer and provider of municipal services to the community. It is committed to the goal of equal access for all persons.

It is the Township's policy not to discriminate against persons because of their disabilities. The Township commits itself on a continuous basis to initiate improvements to increase accessibility. A further commitment is made to consider the duty to accommodate and to the goal of identifying and removing those barriers which prevent or limit the full and safe participation in, or enjoyment of services, facilities, and programs by the public or its employees.

This Accessibility Plan outlines the steps the Township is taking to meet the requirements as laid out in the Accessibility for Ontarians with Disabilities Act. The Township of Otonabee-South Monaghan is fully committed to continuing to improve opportunities for those with disabilities.

Accessibility Statement of Commitment

The Township of Otonabee-South Monaghan is committed to ensuring equal access and participation for people with disabilities. We are dedicated to giving people of all abilities opportunities to participate fully in everyday life by identifying and removing barriers while also addressing the needs of those with different disabilities.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We pledge to treat people with disabilities in a way that allows them to maintain their independence and dignity. We will do so by meeting our accessibility requirements under Ontario's accessibility laws.

This plan describes the measures and strategies that the Township of Otonabee-South Monaghan will utilize to prevent and remove barriers and meet its requirements under the Regulation. The Accessibility Plan will be made available on the Township's website and at the Township Office. The document will also be provided in an accessible format upon request.

The Township is committed to following through with this plan to ensure that compliance and accessibility requirements are achieved now and in the future.



About the Township

The picturesque, rural community of the Township of Otonabee-South Monaghan is nestled on the north shore of Rice Lake in Southern Ontario. It is known for its award-winning agricultural businesses as well as its contemporary heritage attractions.

The Township of Otonabee-South Monaghan came into existence on January 1, 1998, after the amalgamation of the former Township of Otonabee and the former Township of South Monaghan.

The Township of Otonabee-South Monaghan is situated in the southern portion of Peterborough County, with a population of 7,087 residents as per Census Canada Profile 2021. The total area for the Township is 51,326 HA.

The Township of Otonabee-South Monaghan Council is comprised of a Mayor, Deputy-Mayor, and three Councilors representing two wards and one Councilor-at-Large. The Township provides a wide range of services. It is equipped with four fire stations to service the area. The main Headquarters (Station 1) is in the Hamlet of Keene, Station 2 is located on Bensfort Road, Station 3 is on the Third Line, and Station 4 is on the Hiawatha Line.

There is a Community Centre in the Hamlet of Keene that hosts a variety of activities, including hockey, skating, and curling. The Township is also home to Lang Pioneer Village, which is an interactive museum and showcases the lives of early 19th-century settlers. Administration for the Township includes the Clerks Department, the Financial Department, the Public Works Department, the Building and Planning Department, Library services, a Recreation Department, and Fire Services. Police services are provided by the Ontario Provincial Police.

Accessibility Legislation

Ontarians with Disabilities Act, 2001 (ODA)

People with disabilities have experienced unfairness and inequality in many aspects of their lives. To address this, the Ontario Human Rights Code has defined disability and outlines that we cannot discriminate based on a disability.

In December 2001, the *Ontarians with Disabilities Act (ODA)* was passed by the provincial government to improve access to opportunities for persons with disabilities. The ODA applies to all provincial and municipal governments or ministries, school boards, colleges and universities, hospitals, and businesses.

“Disability” is defined as:

- a) Any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness, and includes but is not limited to: diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment or physical reliance on a guide dog or other animal, or on a wheelchair or other remedial appliance or device.
- b) A condition of mental impairment or a developmental disability.
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- d) A mental disorder; or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Accessibility for Ontarians with Disabilities Act, S.O. 2005, C.11 (AODA)

The *Accessibility for Ontarians with Disabilities Act (AODA)* was enacted in 2005 and builds on the progress that has occurred under the ODA. The goal of the AODA is to provide for the development of minimum standards to achieve accessibility for all Ontarians with disabilities by January 1, 2025.

The *Accessibility for Ontarians with Disabilities Act (AODA), 2005* defines a **“barrier”** as anything that stops a person with a disability from fully taking part in society because of that disability. Some barriers include, but are not limited to:

- Physical barriers, e.g., a step at the entrance to a store; Architectural barriers, e.g., no elevators in a building that is more than one story
- Information or communication barriers, e.g., a publication that is not available in large print.
- Attitudinal barriers, e.g., Pity - patronizing attitudes, Inferiority - some people believe

- that individual to be a "second-class citizen".
- Technological barriers, e.g., traffic lights that change too quickly before a person with a disability has time to get through the intersection.
 - Policies and Practices, e.g., different ways to complete a test as part of job hiring.

Integrated Accessibility Standards Regulations (IASR)

The *Integrated Accessibility Standards Regulations (IASR)*, under the AODA, came into effect in 2011. IASR provides standards that businesses and organizations in Ontario must follow to identify, remove, and prevent barriers for individuals with disabilities.

The General Requirements of the IASR outline actions to enhance accessibility across an organization, including implementation of policies governing how the organization achieves accessibility and the creation and maintenance of a Multi-Year Accessibility Plan.

In addition to the **General Requirements**, the IASR contains mandatory and enforceable standards in five key areas:

Customer Service Standard: Outlines requirements for service providers to make their goods, services, and facilities accessible for customers or patrons with disabilities.

Employment Standard: Requires employers to make their workplace and employment practices accessible to potential or current employees with disabilities.

Information and Communication Standard: Requires organizations to create, provide, and receive information and communications in such a manner that is accessible to persons with disabilities.

Transportation Standard: Requires transportation service providers to make the features and equipment on routes and vehicles accessible to passengers with disabilities.

Design of Public Spaces Standard: Outlines the need for certain newly constructed or redeveloped public spaces to be accessible for persons with disabilities.

Ontario Human Rights Code

The *Ontario Human Rights Code* is the foundation of accessibility and prohibits actions that discriminate against people based on a protected ground in a protected social area. Disability is one of the 14 protected grounds in accordance with the *Ontario Human Rights Code*. Protected social areas are housing, contracts, employment, goods, services, and facilities, memberships in unions, professional associations, or other vocational associations.

The Ontario Building Code

The *Ontario Building Code* (OBC) regulates the minimum requirements for building standards in the case of new buildings and existing buildings undergoing extensive renovation in Ontario. The OBC includes minimum requirements for barrier-free accessibility within new buildings.

Accessibility Objectives and Action Plan

The 2026-2030 Multi-Year Accessibility Plan outlines past successes and achievements in accessibility and identifies future goals and initiatives within each of the Standards of the IASR.

Appendix A to this Plan provides a list of identified proposed actions along with anticipated timelines.

General Requirements

The General Requirements of the IASR require the Township to have accessibility policies, a statement of commitment, and a multi-year accessibility plan. They also include provisions regarding the procurement of goods, services, and facilities, self-service kiosks, and training requirements regarding accessibility.

Successes and Achievements:

- Updated the Township's Accessibility Standards Policy P2-2009 in 2025 through By-law 2025-48, and published the Policy on the Township website.
- Established a Multi-Year accessibility Plan which outlines the Township's strategy to prevent and remove barriers for those with disabilities and published the Plan on the Township's website.
- Updated the Procurement By-law to include accessibility criteria for the procurement of goods, services, and facilities.
- Established a self-serve kiosk area in the municipal office to accommodate those with disabilities.
- Training provided to all Council members, employees, and other staff members on the requirements of the accessibility standards in the IASR and the Human Rights Code as they pertain to persons with disabilities. Training is provided in a way that best suits the duties of Council, employees, or other staff members.

Goals and Initiatives:

- Review the Township's Accessibility Standards Policy annually during the term of this Plan.
- Submit Provincial Accessibility Report as prescribed (every two years for designated public sector organizations).
- Prepare and post on the Township website an Annual Status Report, identifying the progress of measures taken to implement this Plan.
- Continue to consider accessibility requirements when procuring or acquiring goods and/or services and use accessibility criteria and features where practicable.
- Continue to provide training to all Council members, employees, and other staff members on the requirements of the accessibility standards in the IASR and the Human Rights Code as they pertain to persons with disabilities. Training will be provided in a way that best suits the duties of Council, employees, or other staff members.
- Review and update this Plan prior to the end of 2030.

Customer Service Standard

The Township of Otonabee-South Monaghan is committed to providing the best possible customer service to all of our residents. With this commitment, Otonabee-South Monaghan ensures that persons with disabilities receive equitable, inclusive, and accessible customer services that meet their needs while accessing and utilizing the Township's services, programs, facilities, resources, and opportunities.

The requirements of this standard involve policy development and extensive training for all employees who deal both directly and indirectly with the public. The purpose of the training is to increase individuals' awareness of various disabilities and provide them with helpful tips to ensure that accessible customer service is delivered.

Successes and Achievements:

- Replaced the service counter in the municipal office in 2025 to accommodate those with disabilities.
- Accommodating the use of assistive devices, support persons, and service animals.
- Established and maintained a feedback process with an online forum for feedback to submit through the Township of Otonabee-South Monaghan website.
- Developed accessibility policies to support the identification, prevention, and removal of all barriers in the Township's policies, procedures, programs, services, and facilities.
- Training provided to all Council members, employees, and other staff members on Customer Service Standards as they pertain to persons with disabilities.

Goals and Initiatives:

- Annual review and update of policies to ensure compliance with the requirements under the Customer Service Standards.
- Review and, where necessary, make improvements to the Township's Notice of Temporary Disruption process.
- Continue to provide Customer Service Standard training to all employees who deal directly and indirectly with the public.

Employment Standard

The Township of Otonabee-South Monaghan is committed to ensuring that persons with disabilities who are potential employees will be accommodated and supported throughout the recruitment, assessment, selection, and hiring process, and throughout their potential employment.

Successes and Achievements:

- Updated the Township Accessibility Policy P2-2009 through By-law 2025-48 to include Employment Standards.

- Established and maintained policies and procedures to support individual candidates throughout the hiring, recruitment, and selection process.
- All Municipal job postings include a notice about the availability of accommodation for applicants with disabilities. When arrangements for an interview are being made, staff advise applicants about the availability of accommodations
- Providing accessible formats and communications to individuals who require support with consultation for Return-to-Work Services in Human Resources.

Goals and Initiatives:

- Annual reviews and updates to policies for all employees.
- Ongoing reviews of Human Resource policies to ensure compliance with legislation and to identify and remove any barriers.
- Continue to provide information on accommodation in the recruitment process on all job postings.
- Review existing individual accommodation plans for employees with disabilities to ensure they are reflective of current needs periodically during the term of this Plan.

Information and Communication Standard

The Township of Otonabee-South Monaghan is committed to ensuring that all persons with disabilities have equal access to all information, communications, and support offered by the Township. This includes, but is not limited to, the Township websites, social media pages, newsletters, and customer service representatives located in the Municipal Administration Office.

Successes and Achievements:

- Publicly making available emergency procedures, plans, or public safety information.
- The Township has chosen the Voyent Alert! Notification Service to keep residents informed during emergencies as well as day-to-day notifications. Residents choose how they want to stay informed. Receive emergency alerts or day-to-day notifications from OSM Township via Voyent Alert! mobile app, text/SMS, email or voice calling to a landline. We recommend all residents register for at least two of the channels. Registration can be found here:
<https://voyent-alert.com/ca/community/> or call the Fire Department Administration office at 705-295-6880 for assistance.
- Communication supports as well as accessible formats for Township documents that are circulated to the public.

Goals and Initiatives:

- Review and update all emergency procedures and plans of public safety information.

- Provide emergency procedures and plans of public safety information to the public in an accessible format or with appropriate communication support, as soon as practicable, upon request.
- Continue to comply with all requirements under the Information and Communication Standards.
- Review, maintain, and update compliance with website and social media platforms.
- Enhance AODA training for website content managers and social media content creators.

Transportation Standard

The Transportation Standard under the IASR sets out the requirement to prevent and remove barriers to public transportation and was developed to make travel easier for everyone in the province.

Currently, the Township of Otonabee-South Monaghan does not offer any Public Transportation. Transportation in the Township is offered through Community Care Peterborough, private transportation companies, and privately owned vehicles.

Successes and Achievements:

- Work continually with Community Care Peterborough with advertising services to the Townships' residents.
- Review Transportation Standards to ensure continued compliance with all requirements.

Goals and Initiatives:

- Annual review to ensure continued compliance with all requirements under the Transportation Standards.
- Review and update all information provided to the Township of Otonabee-South Monaghan from Community Care Peterborough, to ensure success and continued services to residents.
- Review design standards for directional, street name, and information signs to improve accessibility, giving consideration to visibility, legibility, consistency, colour contrast, surface (glare), and positioning.

Design of Public Spaces Standard

The Township of Otonabee-South Monaghan is committed to ensuring that everyone has access to all Township facilities, open spaces, recreational parks, and trails. To enable all persons with disabilities to access all areas, programs, services, resources, and opportunities.

The requirements of the design of public spaces standard include accessibility in areas of buildings, site development, and public ways along parks and trails. The main components look at new construction and extensive renovations. Accessibility in these areas will enable people with disabilities to achieve greater independence.

Successes and Achievements:

- Township of Otonabee-South Monaghan Memorial Community Centre updated the South and East entrances with an accessibility ramp.
- Township of Otonabee-South Monaghan Memorial Community Centre has updated facilities with two accessible bathrooms and changing rooms.
- Township of Otonabee-South Monaghan Memorial Community Centre has updated the sports viewing area to be fully accessible.
- Township of Otonabee-South Monaghan Memorial Community Centre has been updated to have a fully accessible ice surface accessible for both curling and hockey activities.
- Township of Otonabee-South Monaghan municipal office replaced the front service counter to accommodate those with disabilities.
- Continually develop all recreational spaces, trails, outdoor play areas, and exterior paths for travel with the Accessibility Standards.

Goals and Initiatives:

- Review the Township's public spaces to identify areas of improvement related to accessibility and the removal of barriers for those with disabilities.
- Continue to ensure new or redeveloped public spaces comply with AODA and accessible design standards.

Conclusion

The Township of Otonabee-South Monaghan is committed to supporting the goals of the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities. The Township will continually work to identify, prevent, and remove barriers throughout the Township's facilities, programs, and services.

The Township's *Multi-Year Accessibility Plan* outlines how the Township will maintain compliance with the legislative requirements and will continue to work towards being barrier-free.

The *Multi-Year Accessibility Plan* will be monitored by the Diversity, Equity, and Inclusion Office in Human Resources. Annual status updates and revisions will be made to the *Multi-Year Accessibility Plan*.

Contact

Please tell us about your experience with our services and report any accessibility issues. We are always looking for ways to remove barriers and make sure that our programs and services are accessible. <https://form.osmtownship.ca/Feedback>

For more information, please contact the CAO/Clerk by telephone at 705-295-6852 Ext. 223 or by e-mail at info@osmtownship.ca

For more information, to provide feedback or to request an alternate format to this document please contact:

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Or visit our website at www.osmtownship.ca

<https://www.osmtownship.ca/municipal-services/staff-directory/#Administration>

Appendix A – Accessibility Action Plan 2026-2030

Appendix A outlines the planned actions throughout the life of the Plan and will be updated annually to monitor progress

General Requirements

Action	Timeline	Status
Annual Review and update to policies to ensure compliance with the requirements under the Customer Service Standards.	Annually	Accessibility Policy P2-2009 updated in 2025 by By-law 2025-48.
Review and update this Plan prior to the end of 2030	2030	
Submit the Provincial Accessibility Report as prescribed and post on the Township website.	2025 2027 & 2029	
Consider Accessibility requirements when procuring or acquiring goods and/or services.	Ongoing	The Township Procurement Policy updated in 2025 to include Accessibility principles
Provide Training to Council members, employees, and other staff members on the requirements of the accessibility standards in the IASR and the Human Rights Code.	Ongoing	Staff completed training on OHRC and AODA in 2025

Customer Service Standard

Action	Timeline	Status
Maintain a feedback process with an online forum for feedback through the Township website, or in the manner deemed most convenient.	Ongoing	Section 9.0 of the updated Accessibility Policy P2-2009 (By-law 2025-48) outlines the Township's Feedback process.
Review and update of policies to ensure compliance with the requirements under the Customer Service Standards.	Annually	
Enhance accessibility training to all employees who deal directly and indirectly with the public.	Ongoing	Staff completed training on the Customer Service Standard in 2025

Employment Standard

Action	Timeline	Status
Annual review and updates to policies for all employees	Annually	The Accessibility Policy P2-2009 was updated in 2025 to include Section 11 – Employment Standards.
Establish and maintain policies and procedures to support individual candidates throughout the hiring, recruitment, and selection process.	Ongoing	Section 11.3 of the updated Accessibility Policy P2-2009 (By-law 2025-48) provides for accommodation in recruitment and selection.
Ongoing reviews of Human Resource policies to ensure compliance with legislation and to identify and remove any barriers.	Ongoing	

Review existing individual accommodation plans for employees with disabilities to ensure they are reflective of current needs periodically during the term of this Plan.	Annually	
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Information and Communication Standard

Action	Timeline	Status
Review and update all emergency procedures and plans of public safety information.	Ongoing	
Provide emergency procedures and plans of public safety information to the public in an accessible format or with appropriate communication support, as soon as practicable, upon request.	Ongoing	The Township uses the Voyent Alert! Notification Service to keep residents informed during emergencies as well as day-to-day notifications
Continue to comply with all requirements under the Information and Communications Standard.	Ongoing	
Review, maintain, and update compliance with website and social media platforms	Ongoing	

Transportation Standard

Action	Timeline	Status
Annual review and update to ensure continued compliance with all requirements under the Transportation Standards.	Annually	
Review and update all information provided to the Township of Otonabee-South Monaghan from Community Care Peterborough, to ensure success and continued services to residents.	Ongoing	
Review design standards for directional, street name, and information signs to improve accessibility, giving consideration to visibility, legibility, consistency, colour contrast, surface (glare), and positioning.	Annually	

Design of Public Spaces

Action	Timeline	Status
Review the Township's public spaces to identify areas of improvement related to accessibility and the removal of barriers for those with disabilities.	Ongoing	
Continually develop all recreational spaces, trails, outdoor play areas, and exterior paths for travel with the Accessibility Standards	Ongoing	