



Multi-Year Accessibility Plan

2024-2028

An alternate format of the Multi-Year Accessibility Plan is available upon request.

June 2024

TABLE OF CONTENTS

Feedback.....	3
Executive Summary	4
Municipal Highlights.....	5
Consultation Activities.....	11
Achievements to Remove and Prevent Barriers.....	12
Strategies and Action.....	13
Schedule “A” - Past Achievements	14
Schedule “B” – Barrier Removal Plan.....	15

FEEDBACK

Your comments will help us improve future accessibility plans. Please let us know what you think about the Township of Lanark Highland's Multi-Year Accessibility Plan.

Contact for Comments and Inquiries

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EXECUTIVE SUMMARY

Regulation 191/11: Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005* requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

Statement of Commitment

The Township of Lanark Highlands is committed to fulfilling its 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.

Aim

Through its multi-year accessibility plan, the Municipality aims to become as barrier-free as possible by 2026. This includes complying with the following accessibility standards:

- Customer Service
- Information and Communication
- Employment
- Transportation
- The 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.

MUNICIPAL HIGHLIGHTS

Township History

The Corporation of the Township of Lanark Highlands is an amalgamated Township formally created in 1997. The former municipalities of Lanark Township, Lanark Village and Lavant, Dalhousie and North Sherbrooke Township were amalgamated on May 14, 1997. Darling Township completed the amalgamation by joining on July 1, 1997.

Township Description

The Township of Lanark Highlands consists of 1,048 square kilometers of the rural countryside, which combines rolling hills, heavily forested areas, rocky terrain, and countless streams, rivers, and lakes. The Township is located in Eastern Ontario in the Northwest corner of the County of Lanark. The Township is bordered on the north by the Township of Greater Madawaska, the east by the Town of Mississippi Mills, the west by the Townships of North Frontenac and South Frontenac and to the south by Tay Valley Township and Drummond/North Elmsley Township.

The Township has a permanent population of approximately 5,737 people with an additional 6,000 seasonal residents. There is a privately owned senior housing complex located in the Village of Lanark and an arena, a public school, and a separate school. The population is primarily English speaking, with approximately 5% of the people whose first language differs from English.

The Township has several community halls, which are utilized by many service groups and the public at large for dinners, social events, and recreational activities. These halls are all run, managed, and maintained by volunteers. The Municipal Office is in the Village of Lanark and houses a fire hall and the public library. Four additional fire halls are located throughout the Township, and six public works garages and seven waste/transfer sites.

Township Services

- **Administration**
 - Chief Administrative Officer/Deputy Clerk
 - Clerk
 - Finance
 - Human Resources
 - By-Law Enforcement
 - Animal Control

- **Boards & Committees**
 - Committee of Adjustment
 - Lanark Highlands Recreation Advisory Committee
 - Lanark Highlands & North Lanark Joint Planning Committee
 - Lanark Highlands Public Library Board
 - Municipal Grants Committee
 - Lanark Highlands Youth Center
 - Lanark & District Museum Board
 - Middleville Museum Board

- **Community Services**
 - Arena
 - Ball Parks
 - Beaches
 - Boat Launches
 - Community Centres
 - Museums

- **Planning & Protection Services**
 - Building Services
 - Fire Services
 - Planning Services

- **Public Works & Waste Management**
 - Roads
 - Garbage Collection, Disposal & Recycling

Township Facilities

1. Municipal Office (excluding Library and Fire Hall)
2. Lanark Highlands Public Library
3. Lanark and District Community Centre

4. Municipal Garage #1 – Lanark Village (*not accessed by the public*)
5. Municipal Garage #2 – McDonald's Corners (*not accessed by the public*)
6. Municipal Garage #3 – Middleville (*not accessed by the public*)
7. Municipal Garage #4 – Tatlock (*not accessed by the public*)
8. Municipal Garage #5 – Joe's Lake (*not accessed by the public*)
9. Municipal Garage #6 - White Lake (*not accessed by the public*)

10. Waste Site - Middleville
11. Waste Site - Watson's Corners
12. Waste Site - Flower Station
13. Waste Site - Lanark Village
14. Waste Site - Robertson Lake
15. Waste Site - Snye Road
16. Waste Site - McDonald's Corners

17. Fire Hall #1 – Lanark Village (*not accessed by the public*)
18. Fire Hall #2 – Middleville (*not accessed by the public*)
19. Fire Hall #3 – McDonald's Corners (*not accessed by the public*)
20. Fire Hall #4 – Tatlock (*not accessed by the public*)

21. Lanark Highlands Youth Centre – Lanark Village

22. Darling White Lake Community Centre
23. North Lavant Community Centre
24. South Lavant (Robertson Lake) Community Centre
25. Watsons Corners Community Centre
26. McDonald's Corners/Elphin Recreation and Arts (MERA)
27. Middleville Community Centre
28. Tatlock Community Centre
29. Hopetown Community Centre
30. White Lake Multi Sports Centre

31. Lanark & District Museum
32. Middleville & District Museum
33. Dalhousie Historical Library and Museum

34. Clyde Memorial Ball Park
35. Hopetown Ball Park
36. Joe's Lake Ball Park
37. Vincent Hall Memorial Ball Park
38. Tatlock Sports Park

39. Robertson Lake Community Park

40. Centennial Park

41. Clyde Waterfront Park

42. Rob's Lake Beach

43. Flower Lake Beach

44. High Falls Road Beach

45. Clarence Street Boat Launch

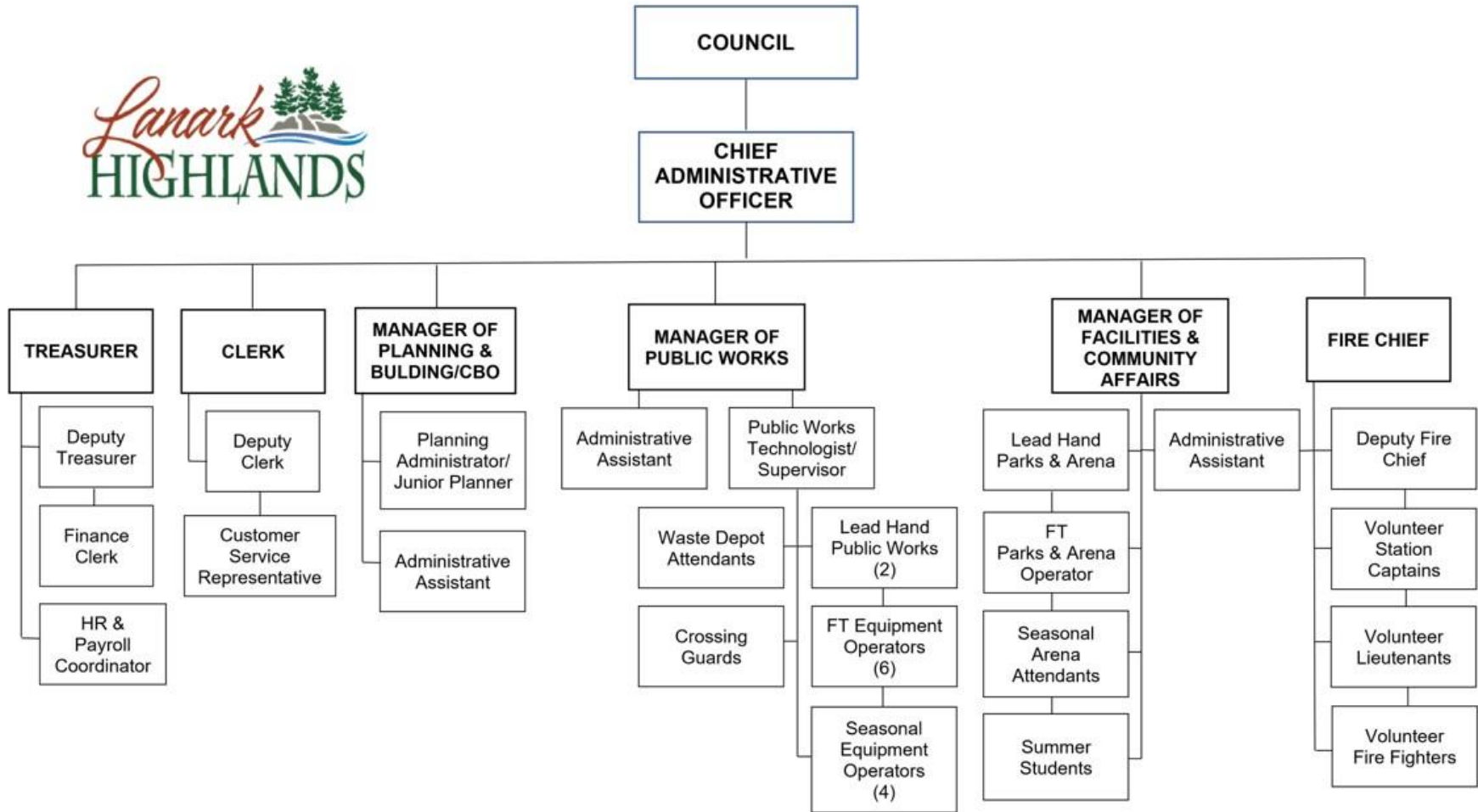
46. Joe's Lake Boat Launch

47. Smyth's Bay Boat Launch

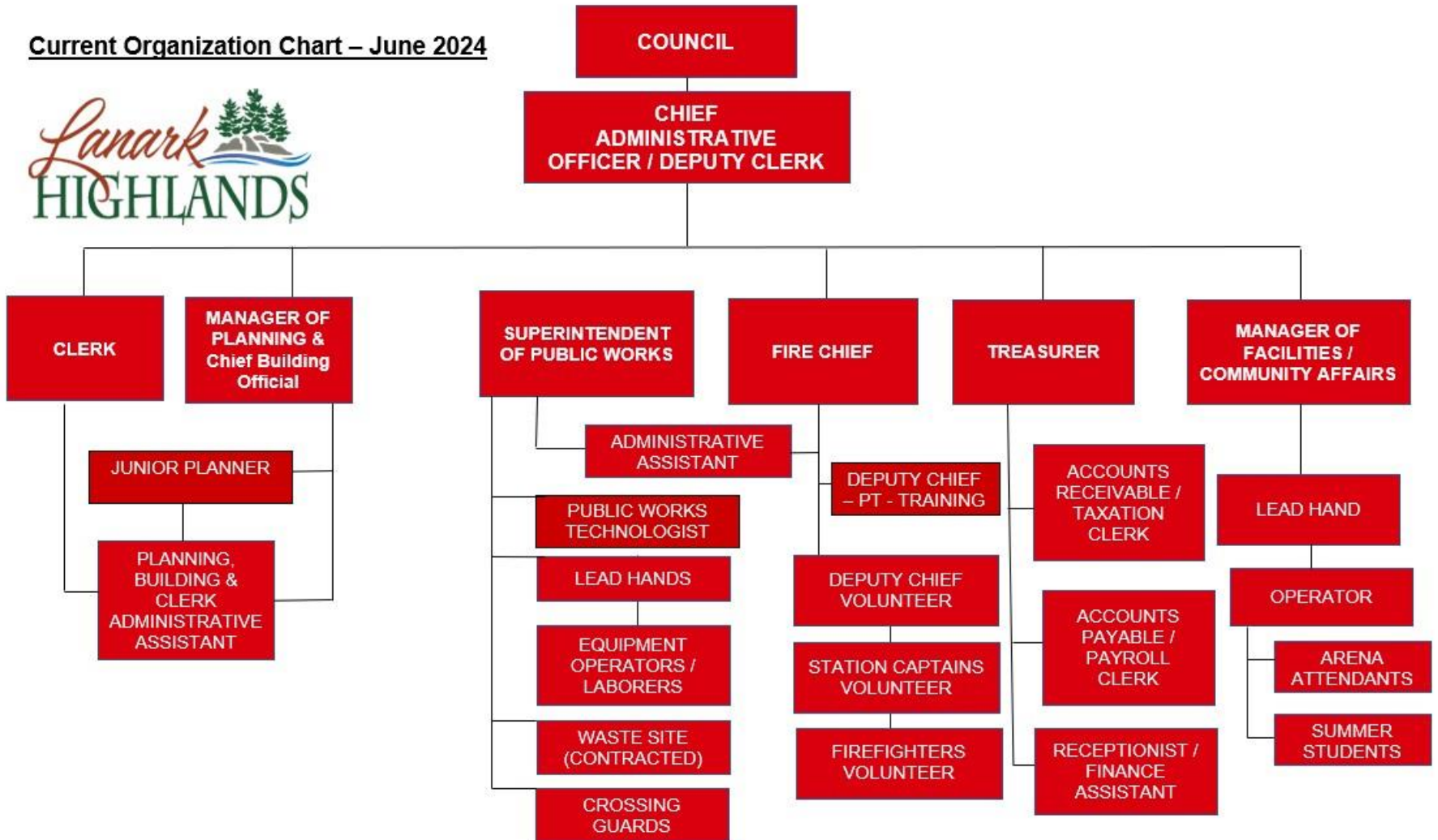
48. White Lake Boat Launch

49. Floating Bridge Boat Launch

Organization Chart – Passed by Council February 8th, 2024



Current Organization Chart – June 2024



CONSULTATION ACTIVITIES

Council

The Council of the Corporation of the Township of Lanark Highlands is committed to:

- The continual improvement of access to all municipally owned facilities, premises, and services for all those with disabilities.
- The provision of quality services to all members of the community with disabilities.

The accessibility plan has been prepared to enable the Council to meet these commitments. Council is committed to following through with the 2024 – 2028 Accessibility Plan. This plan will be reviewing and revised once every five years; this allows Council, staff, and the public to reflect on the effectiveness and make any necessary changes.

People with disabilities

The Township encourages people with disabilities to comment on and recommend improvements to policies and practices concerning accessibility.

The plan and an annual status report on the progress of the plan will be available on the Township website and at the Municipal Office. Every effort will be made to make the plan and the status report available in an accessible format to those with disabilities. They will be provided in an accessible format upon request.

ACHIEVEMENTS TO REMOVE AND PREVENT BARRIERS

2023 to 2028 Accessibility Plan

The Municipality's accessibility plan focuses on four areas. These initiatives will support compliance with the existing Accessibility Standards for Customer Service, and the new Integrated Accessibility Standards for Information and Communication, Employment and the Design of Public Spaces . The Municipality does not provide public transportation, and therefore the requirements of the Transportation Standard do not apply.

Barriers Identified

Upon completion of an Accessibility Assessment, the Senior Management Team will develop a plan to address any barriers that have been identified. Priorities will be set in consideration of assessed needs and budgetary restrictions.

- Schedule "B" – 2023-2028 Accessibility Barrier Removal Plan

Assessing the Organization

An assessment will help the Municipality determine where it stands for 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.

Maintenance

The Municipality will continue to maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements. The Municipality will continue to respond to temporary disruptions when accessible elements in public spaces are not in working order by notifying the public and prioritizing remediation.

STRATEGIES AND ACTIONS

Customer Service

The Township of Lanark Highlands is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others.

Information and communications

The Township of Lanark Highlands is committed to making our information and communications accessible to people with disabilities.

Employment

The Township of Lanark Highlands is committed to fair and accessible employment practices.

Procurement

The Township of Lanark Highlands is committed to fair and accessible employment practices.

Self-service Kiosks

The Township of Lanark Highlands is committed to incorporating accessibility features/ considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Training

The Township of Lanark Highlands is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Design of Public Spaces

The Township of Lanark Highlands will meet accessibility laws when building or making major changes to public spaces.

SCHEDULE "A"

PAST ACHIEVEMENTS

This outlines the Township of Lanark Highlands Accessibility accomplishments regarding the measures that are implemented to identify, remove, and prevent barriers in the municipality.

2013 ACHIEVEMENT(S)

- Installed ramps to the main floor of Arena
- Installed Handrails in Arena

2014 ACHIEVEMENT(S)

- Fixed Municipal Office ramp where the slope was sunk around where the panel/button is located. The panel and threshold were too high, so it was also lowered
- Accessible Parking Fine information posted, and outdoor lighting installed at the Municipal Office
- Accessible Parking Fine information and outdoor lighting installed at the Lanark & District Community Center

2015 ACHIEVEMENT(S)

- Installed Accessible signage at the Municipal office for location of telephone, elevator, and washroom
- Installed automatic door opener and elevated the accessible entrance ramp at the Lanark & District Community Center
- Accessibility Report completed and posted onto the website

2016 ACHIEVEMENT(S)

- Establishment of Accessibility Policy & Procedure and the Customer Service Standard & Integrated Standards
- 2016 – 2019 Accessibility Plan
- Contrasting Strips were installed at each landing at the Arena
- Brighter lighting in the entrance and corridors were installed in the Arena
- Accessible Signage installed at the Lanark & District Community Center
- Outdoor lighting installed at the Middleville Municipal Garage
- Outdoor lighting installed at the Joe's Lake Municipal Garage
- Fixed grab bars, coat hooks, brighter light, and accessible signage and replaced knob taps with leavers at the North Lavant Community Center
- Installed grab bars, barrier-free ramp at the main entrance, brighter lighting, accessible signage, and accessible signage & Fine information and replaced knob taps with leavers at the South Lavant Community Center
- Installed grab bars, wheelchair path from the parking lot to the building, and accessible signage, replaced knob taps with leavers, and removed lip at the bathroom door at McDonald's Corners/Elphin Recreation and Arts (MERA)
- Installed wheelchair ramp at the Hopetown Community Center

- Installed grab bars, coat hooks, handrails, brighter lighting, and accessible signage and replaced knob taps with levers at the Middleville Community Center

2017 ACHIEVEMENT(S)

- New Staff Completed AODA Training

2018 ACHIEVEMENT(S)

- New Staff Completed AODA Training

2019 ACHIEVEMENT (S)

- Municipal Website and Content meets the WCAG 2.0 requirements at Level AA.
- New Staff Completed AODA Training

2020 ACHIEVEMENT(S)

- New Staff Completed AODA Training
- Development of Updated Plan, Procedures & Policies

2021 ACHIEVEMENT(S)

- New Staff Completed AODA Training
- Development of Updated Plan, Procedures & Policies
- Hopetown Hall Updates

2022 ACHEIVEMENT(S)

- New Staff Completed AODA Training
- Development of Updated Plan, Procedures & Policies

2023 ACHEIVEMENT (S)

- New Staff Completed AODA Training
- Development of Updated Plan, Procedures & Policies

SCHEDULE "B"

2023 – 2026 ACCESSIBILITY BARRIER REMOVAL PLAN

2024

Municipal Office		
Physical	Accessible Parking	\$200
	- install fine information	
	- outdoor lighting	
Lanark & District Community Centre		
Physical	Accessible Washroom	\$250
	- remove permanent grab bar	
	- replace with pull down grab bar - replace knob taps with levers	
	- wrap exposed pipes under sink with insulation	
	- lower mirror	
- install shelf		
2025		
Middleville Community Centre		
Physical	No Accessible Parking	\$400
	- designate one space, left of building	
	- paint lines & international symbol	
	- install signage & fine information - install outdoor lighting	
Physical	Hand Rail	\$1,500
	- install for upper part of ramp to main floor	
	- install outdoor lighting	
Physical	Accessible Washrooms	\$800
	- install grab bars	
	- replace knob taps with levers	
Communication	No Accessible Signage	\$500
	- accessible entrance	
	- accessible washroom, directional	
	-150 directions at bottom of stairs, lower level at corner	

2026

Middleville & District Museum

Physical	No Accessible Entrance	\$500
	- lip at door, install ramp	
	- install outdoor lighting	
Physical	No Accessible Parking	\$200
	- designate one space	
	- install signage & fine information - install outdoor lighting	
Physical	No Barrier Free Path of Travel – Outside	\$500
	- ground is uneven	

2027

Vincent Hall Memorial Ball Park

Physical	No Accessible Parking	\$225
	- install signage & fine information	
Communication	No Accessible Signage	\$500
	- accessible entrance	
	- accessible washroom, directional - location of telephone	

2028

Centennial Park

Communication	No Accessible Signage	\$500
	- accessible washroom, directional	