

TOWNSHIP OF NIPISSING
2025-2029 Accessibility Policies and Multi- Year Accessibility Plan

In accordance with the
Integrated Accessibility Standards Regulation
O. Reg 191/11, as amended

Updated: November 18, 2025
Resolution: R2025-

Background

Under the *Accessibility for Ontarians with Disabilities Act, 2005* all public and private sector organizations must meet the requirements of accessibility standards established by the regulation. This policy has been developed in accordance with *The Integrated Accessibility Standards Regulation, Ontario Regulation 191/11*, as amended and addresses how the Township of Nipissing will achieve accessibility through meeting the Regulation requirements. It provides direction on how the Township of Nipissing will provide accessible services to Ontarians with disabilities. This Multi-Year Plan Accessibility Plan outlines the Township's approach to ensuring our goods and services are provided in an accessible manner to the public and employees.

Policy Statement and Commitment

The Township of Nipissing is committed to providing services that are consistent with the four core principles of independence, dignity, integration and equal opportunity and supports the full inclusion of persons as set out in the *Accessibility of Ontarians with Disabilities Act, 2005* and the *Canadian Charter of Rights and Freedoms*.

The Township of Nipissing is committed to the continued improvement of access to all municipally owned facilities, premises and services and the provision of services to all members of the community with disabilities. The Township will make every effort to ensure that we meet the needs of people with disabilities in a timely manner, through the implementation of this policy.

Initiative:

Council and Staff of the Township of Nipissing will review the current status of all buildings owned and operated by the municipality and general policies and procedures of the municipality and identify, remove and prevent barriers for people with disabilities.

During all Official Plan reviews the following objectives will be considered:

- To build awareness of and sensitivity to accessibility issues and barriers and to provide support efforts to improve accessibility.
- To review and develop policies to ensure the prevention of and removal of existing barriers.
- To create and build on public awareness of accessibility programs and services available.

OBLIGATIONS

Ontario Regulation 191/11 made under the *Accessibility for Ontarians with Disabilities Act, 2005*, requires that municipalities prepare a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation. The AODA sets out the roadmap for an accessible Ontario by 2025. It contains standards in the following areas:

- Information and Communication Standard
- Employment Standard
- Transportation Standard
- Design of Public Spaces Standard
- Customer Services Standard

APPROACH

- Develop and review policies and procedures
- Incorporate accessibility into planning processes
- Continued training for staff
- Engage the public in feedback
- Work to remove barriers to employment
- Continue to make facilities accessible
- Ensure there is access to information and communications

At present, there are no barriers to accessibility that have been identified for immediate action. A notice will be placed for Accessibility Concerns in a Township Newsletter, annually, being mailed to all property owners for feedback. In 2024, a Community Survey was conducted with 241 responses received from residents. A number of questions were asked about the goods and services the Township's provides; no concerns were raised specifically about the accessibility of services.

Council and Committee meetings are livestreamed to the Township of Nipissing YouTube channel and copies remain available for viewing. Closed Captioning is provided through the Zoom application for all meetings.

Multi-Year Accessibility Plan

The Township of Nipissing's Multi-Year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of *Accessibility for Ontarians with Disabilities Act*.

The Township will report annually on the progress and implementation of the plan, post the information on the website and a copy will be made available at the Township Office for review on request. The review will be presented to Council for approval at a regularly scheduled Council meeting before the end of year. The plan will be reviewed and updated at least once every five years.

General Provisions

Procuring or Acquiring Goods, Service or Facilities

The Township of Nipissing will use accessibility criteria and features when procuring or acquiring goods, services or facilities except where it is not practical to do so. In which case, if required, an explanation will be provided.

Self-Service Kiosk

The Township of Nipissing shall have regard to accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.

Training

The Township of Nipissing will provide training to all employees on the Accessibility Standards (information and communication, employment, transportation, design of public spaces and customer service) and the Human Rights Code that apply to persons with disabilities and the Accessibility Policy for the Township of Nipissing. Training will also include a fact sheet on how to approach people with varying disabilities. These items will be provided to employees for their own use and future reference.

Training on the Accessibility Policies will be provided to all employees, focusing on the Township Policies and the accessibility standards. When required, updates and further training will be provided if any changes are made to this policy or the requirements. Ongoing training will be provided to new employees as soon as practicable. The Township of Nipissing shall maintain a record of dates when training is provided and the number of individuals to whom it was provided.

Information and Communications Standard

The Township of Nipissing is committed to meeting the communication needs of people with disabilities. The Township will create, provide and receive information and communications in ways that are accessible to people with disabilities.

When asked, we will provide information and communication materials in accessible formats or with communication supports. The Township will consult with people with disabilities to determine their information and communication needs.

Emergency Information

The Township of Nipissing will provide its emergency information procedures, plans or public safety information which are made available to the public, in an accessible format or with the appropriate communication supports, as soon as practicable, upon request.

Feedback

The Township of Nipissing has a process in place to ensure existing feedback processes are accessible to people with disabilities upon request.

The Council and Staff of the Township of Nipissing have compiled this plan utilizing their personal experiences and the experiences shared with them from the residents of the Township. Council has an open approach for all residents to bring concerns forward to the Township Office for consideration; all suggestions and concerns will be received in this format and dealt with at the next regularly scheduled Council meeting in order to address all accessibility concerns that arise.

The Township of Nipissing will take steps to ensure the website and content conform with WCAG 2.0 Level AA.

Employment Standard

The Township of Nipissing is committed to fair and accessible employment practices. We will take steps to notify the public and staff and when requested the Township will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

The Township of Nipissing shall inform its employees of its policies used to support employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's

accessibility needs due to a disability. If needed, we will provide customized workplace emergency information to employees who have a disability.

Transportation Standard

The Transportation Standard will make it easier for people to travel on specialized and public transit and taxicabs in Ontario, including persons with disabilities, older Ontarians and families traveling with children in strollers.

The Township of Nipissing is not a provider of specialized or public transit and does not license taxi cabs, therefore the transportation standard requirements do not apply to the municipality.

Design of Public Spaces

The Township of Nipissing will meet the Accessibility Standards for the Design of Public Spaces during building, maintenance or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Accessible off-street parking
- Service-related elements like service counters and waiting areas

The Township of Nipissing will put procedures in place to prevent service disruptions to its accessible parts of its public spaces and when disruptions occur notice will be provided.

Customer Service Standard

The Township of Nipissing is committed to excellence in serving all customers including people with disabilities.

Communication

The Township of Nipissing will communicate with people with disabilities in a way that takes into account their disability that respects independence, dignity and equal opportunity. Staff who communicate with customers will be trained on how to interact and communicate with people with various types of disabilities.

The Township of Nipissing will offer to communicate with customers by other means, including relay service, email or in-person, if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

The Township of Nipissing is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. The Township will also ensure that staff know how to use the assistive devices which are available on our premises.

Service Animals and Support Persons

The Township of Nipissing welcomes service animals to all Township buildings, parks, cemeteries and municipal events held within the Township with the sole exception of kitchen facilities where restricted by health regulations. All staff dealing with the public will be properly trained in how to interact with people with disabilities who are accompanied by a service animal.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on municipal premises. Entry fees for individual events will not be charged for support persons. Customers will be notified of this through a notice posted on municipal premises and when relevant on our website.

Feedback

Customers who wish to provide feedback on the way the Township of Nipissing provides goods and services to people with disabilities can provide a written submission by mail, fax or email or visit the Township Office in person or by telephone to discuss the matter with a member of Staff. An individual may also provide a written request to the Office to be placed on the Agenda of the next regularly scheduled Council meeting to address Council.

All feedback, suggestions, concerns and ideas shall be reviewed by Staff and corrected if possible or brought forward to Council for consideration supported by a report by Staff on options to correct or improve situations as they arise.

Service Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities including the Township Office, Community Centre, Outdoor Rink, Fitness Centre, Museum or Playground, the Township of Nipissing will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at the affected location(s) and on the Township website and social media platforms used by the municipality.

Training

The Township of Nipissing will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services. All municipal employees, including the Volunteer Fire Department, will be trained as soon as possible after starting employment.

Training will include the Township of Nipissing's Accessibility Plan, how to interact and communicate with individuals with various types of disabilities and updates to the Accessibility Plan as they are made.

Emergency Preparedness Procedures

Upon request, the Township of Nipissing will provide The Corporation of the Township of Nipissing Community Emergency Plan in an accessible format. There is also a resource to convert the document to a Screen Reader to allow for appropriate communication support.

Modifications To This Policy

This Township of Nipissing is committed to developing accessibility policies that respect and promote dignity and independence of people with disability. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Additional training will be provided to all employees if any changes are made to the Townships Accessibility Policy.

Questions About this Policy

Inquiries regarding this plan can be directed to the Township Office:

Phone: 705-724-2144
Fax: 705-724-5385
Email: admin@nipissingtownship.com

Alternate Formats

Accessible formats of this document available upon request.

Operational and Customer Service Review

Appendix A

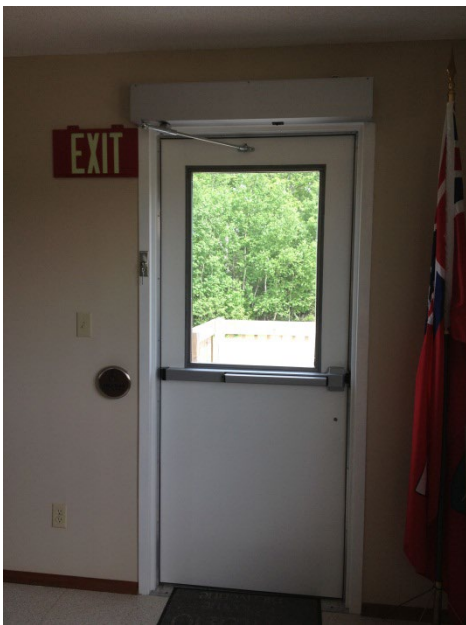
Current Buildings:

1. Municipal Office

45 Beatty Street, Nipissing, ON P0H 1W0

The office building has an accessibility ramp leading to the back door of the building. An automatic door opener is installed on this door. The building consists of the office and reception spaces and an accessible washroom available for public use.

This building is used for elections at all levels of government as well as providing an important venue for all residents to participate in local government and access municipal services. Accessibility is a priority for Council.



The Township Office parking lot was paved in 2021, providing an even, safe walking area for pedestrians, free of trip hazards upon entry to the Office.

2025 – an application was submitted to the Provincial Government through the Enhancing Access to Spaces for Everyone for the replacement of the ramp to the Municipal Offices. The status of the application is pending at the time of this update.

2. The Township of Nipissing Community Centre
2381 Hwy 654, Callander, ON P0H 1H0

The Community Centre has an accessibility ramp to the main hall entrance. **An automatic door opener was installed on this door June 2018 with the assistance of an Enabling Accessibility grant.** This building consists of the main reception hall, kitchen, fitness centre and Fire Station #1. This facility is rented for functions and used for municipal events, and is the location of Municipal Council meetings.

The washrooms at this facility are available for public use and each washroom has a larger cubicle with an outward opening door and mobility aid bars mounted on the walls within the stalls. The entrance ways are all suitable for all mobility concerns. The entrance to the hall is accessible for all mobility concerns as well. All entry points are suitable for a wide range of mobility concerns.

Identified Issues:

- there are 2 steps down into the kitchen area
- there are no paddle type fixtures in the kitchen to aid those with mobility concerns – **Updated 2010.**
- fitness centre has fixed equipment and can only be accessed down 2 flights of stairs
- floor tiles are lifting which could cause a safety concern for mobility issues – **Floor replaced 2010.**
- parking areas need to be identified as handicapped spaces with signage – **Signage installed, areas designated in 2010.**

The kitchen area is rented out with the facility but is not considered a customer access area. Access to all events and washroom facilities are available on a flat and even surface, ensuring equal access to all who attend. A kitchen is present for the preparation of food. Service animals are not permitted within the kitchen area but are welcome in the reception hall and washrooms.

The fitness centre cannot be equipped with a level access door due to drainage and landscape constraints. Alternate arrangements can be made to have portable weights and exercise balls brought to the main hall for use for those who cannot access the fitness centre.

The stairs leading to the fitness centre have contrasted and raised strips at the edge of each stair to aid those with visual concerns. **Contrast strips and stair coverings replaced June 2018 to maintain a high visual contrast and grip with the assistance of an Enabling Accessibility Grant.**

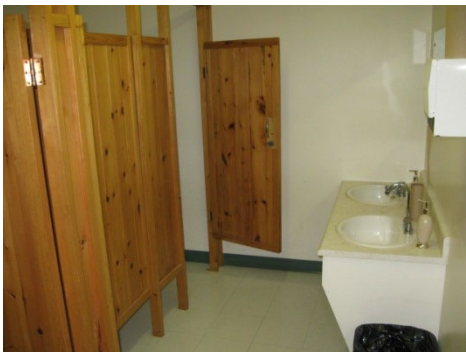
A grant has been applied for to improve the access ramp, to have automatic door appliances installed and to have the tile floor replaced with an improved flooring option. Upgrades to the kitchen such as paddle type fixtures have also been applied for. – **Upgrades to the kitchen sinks and fixtures were completed as well as the floor replaced, however funding was not adequate to replace the current access ramp or install automatic door openers.**
2010

October 2015 – Quotes for an automatic door opener and new door with window are being obtained and will be reviewed for installation in the early Spring of 2016. This will improve the safety and accessibility of this entrance.

2016 - Grant opportunities did not approve the funding application. It will be re-applied for on the next available grant initiative to update the door and automatic opener.

2017 – A Grant application was submitted to the Enabling Accessibility Fund for this repair and replacement of the stair coverings to the Fitness Centre. We were not successful in our grant application. An application was also submitted to the Trillium Capital Fund for this project, we were not successful in our grant application for this project.

2018 – A Grant was approved through the Enabling Accessibility Fund which provided for the replacement of the entrance door to the Community Centre which is now equipped with a window for safety and an automatic door opening device. The stair coverings leading to the Fitness Centre have been replaced and the contrasted, raised edges are improved.



3. Heritage Rink (Outdoor Seasonal Skating Rink)
Blake & Beatty Street, Nipissing, ON P0H 1W0

This facility is a seasonal rink which is flooded and maintained by the Township. There is a current schedule for family skating and hockey, to allow for equitable use for all residents, safely. An ice ramp is created from the building to the ice surface in the season.

At this time there has been no request for special use such as sledge hockey or a designated time for a person with visual concerns; however, these times can be scheduled for the rink at any request submitted to the Township Office.



4. Nipissing Township Museum
Hwy 654, Nipissing, ON P0H 1W0

The Museum consists of three main buildings accessed by the public. Accessibility ramps have been constructed for the main office and the church building. The Museum is staffed during the operating season. All tours are personally guided by a staff member, ensuring that individuals with any concerns are personally attended to with all items being described or discussed as necessary.

This facility offers a unique accessibility feature by providing personal attention to all visitors and ensuring that all concerns are addressed and overcome. The Museum hosts seasonal events. These events take place on the grounds of the museum and there are many volunteers and staff members present to ensure that all visitors are attended to if required. The festivities on the lawns are accessible to all and enjoyed by many.

Identified Issues:

- The current ramps used are aging and no longer secure, they are removed each season and stored but they require replacement for this season as they are no longer safe for use and have been disposed of. – **Replaced with new ramps 2013.**
- **New ramp, front porch, walkway and gazebo with accessible entry point were installed and completed in the Summer of 2020, however the facility was not open for public access during the 2020 season due to Covid restrictions.**
- Signage for accessible designated parking spot to be installed. – **Installed 2010.**
- **Visual definition strip to be painted or installed on the stairs in front of the main office. Priority for 2017. – Completed in July 2017.**



5. Heritage Park Playground:

Constructed and opened July 2022, the playground structures were procured with accessibility being part of the Request for Proposal. A concern was identified for the use of the accessible swing. A mat covering the ground cover is required for ease of use. To be considered in the 2024 Recreations Budget.

The Township applied for the 2024 Inclusive Community Grant, through the Provincial Government to install a walkway from the road to the park to increase accessibility, however were unsuccessful in our application.

The Township continues to look for avenues to ensure accessible access to the park, including a mat for the ground covering in the park to increase access, for consideration in the 2026 Budget.



Items for further action:

- Purchase a projector for office use **** Purchased July 23, 2009.**
- Renovate washroom at Township Office ****Completed 2011.**
- Doorbell notification for ramp **** Grant application awaiting approval. – no grant approved. Automatic door opener installed in new door on new ramp instead, 2012.**
- Two accessible parking spaces and parking designation signs for the Township Office ****Installed signs 2010.**
- Ramps for museum x 2 **** Brought to the attention of the Museum Board for consideration of design and contract. **Ramps replaced and small removable ramps constructed for all entrances 2013.**
- **New Museum ramp, porch, walkway and gazebo installed 2020.**
- Accessible Parking signs x 2 for Community Centre ****Installed 2010.**
- Accessible Parking sign x 1 for Museum ****Installed 2010.**
- Notification signs for service animal entrance at Community Centre, Museum, Township Office ****Installed 2010.**
- Post Accessibility Plan on Township website **** Resolution of support from Council received July 14, 2009, posted as available on our website as of July 24, 2009.**
- **Washroom/changerooms at the municipal beaches were removed and accessible portable units are rented in their place starting in 2023.**
- **A concern was raised with the older style debit machine in the Township Office wired to the service desk and not able to be lifted to a better vision range. An updated wireless machine has been installed October 2023.**
- Investigate installing change tables in the community centre washrooms, consideration in the 2026 Budget

Update completed October 31, 2015 for 2015 review.

Update completed December 20, 2016 for 2016 review.

Update completed November 7, 2017 for 2017 review.

Update completed October 2, 2018 for 2018 review.

Update completed December 5, 2020 for 2020 review.

Resolution #R2020-222

Update completed December 14, 2021 for 2021 review.

Update completed December 12, 2022 for 2022 review.

Update completed October 17, 2023 for 2023 review.

Updated completed November 6, 2025 review.