



## ***MUNICIPAL ACCESSIBILITY POLICY***

The Township of Machar will meet the information and communications needs of people with disabilities by providing, upon request, information and communications material in accessible formats or with communications supports.

## ***MUNICIPAL ACCESSIBILITY PLAN***

<b><i>Municipality</i></b>	Township of Machar P.O. Box 70 73 Municipal Rd N South River ON P0A 1X0 (705) 386-7741
<b><i>Contact Person</i></b>	Treasurer/Deputy-Clerk
<b><i>Population</i></b>	740
<b><i>Households</i></b>	915 (MPAC 2020)

### ***Municipal Highlights***

The Township of Machar consists of 18,728 hectares (46,277.90 acres) with over 8,000 square miles being crown land. Some of the area tourist attractions are Eagle Lake, Bray Lake, King Lake, Mikisew Provincial Park, Hockey Opportunity Camp, Riding Ranch, Golf Course, hunting, swimming and fishing.

The Township's shared services with the Village of South River are the Fire Department, Ambulance Service, Public Library, Community Centre/Arena and Medical Centre.

The Township office, Road Department and Landfill Site are all located on Municipal Rd N off Eagle Lake Rd.

***Target*** To identify and remove barriers to people with disabilities who utilize the facilities and services of the Township.

***Review Date*** Annually

Accessibility Plan is available for the public.

## MUNICIPAL OFFICE

Working Group – Administration Staff & Mayor

<b>Barrier Identified</b>	<b>Action/Strategy</b>	<b>Costs</b>	<b>Target/Status</b>
Physical	Pave parking lots Establish reserved Disabled Parking Paved extended parking lot Additional signage at driveway entrance indicating where to find reserved Disabled Parking	\$12,000. \$100.	Done 2003 Done 2003 Done 2020 Done 2020
Architectural	Renovations to office; steps & ramps at both entry doors, both doors are wide enough, washroom suitable. Renovations to Council Chambers; doors are level, washroom is suitable & door is wide enough.	\$276,067.	Done 2012/13
Technological	Update website to conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.		

Reviewed: Jun 30, 2021

## PUBLIC WORKS GARAGE

Working Group – Public Works Committee

<b>Barrier Identified</b>	<b>Action/Strategy</b>	<b>Costs</b>	<b>Target/Status</b>
Physical	Narrows Beach; handrails installed in washrooms Narrows Beach: New playground equipment installed has accessibility in mind.	\$100. \$45,343.	Done 2004 Done 2013

Reviewed: Oct 23, 2017

## LANDFILL SITE

Working Group – Waste Management Coordinator & Public Works Committee

<b>Barrier Identified</b>	<b>Action/Strategy</b>	<b>Costs</b>	<b>Target/Status</b>
None Identified			

Reviewed: Oct 23, 2017

## MEDICAL CENTRE

Working Group – Medical Centre Board Members

<b>Barrier Identified</b>	<b>Action/Strategy</b>	<b>Costs</b>	<b>Target/Status</b>
Physical	Ramp and railing installed at front door.	\$3,443.	Done 2014

Reviewed: Oct 23, 2017

## ***MAINTENANCE OF ACCESSIBLE ELEMENTS***

The Township of Machar will assess accessible elements in public spaces on an ongoing basis for preventative and emergency maintenance and will provide signage both on site and on the township website in the event of a temporary disruption in accessible service as well as provide alternative accessible service were allowable.

## ***ACCESSIBLE CUSTOMER SERVICE PLAN***

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

### **Communication/Service animals/ Service persons**

We will communicate with people with disabilities in ways that take into account their disability. We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. A person with a disability who is accompanied by a support person will have that person accompany them on our premises.

### **Staff training**

The Township of Machar will provide training to all township employees. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and requirements of the customer service standard.
- The Township of Machar's plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in the Township office

Staff will also be trained when changes are made to the accessible customer service plan.

## Feedback process

Customers who wish to provide feedback on the way the Township of Machar provides goods and services to persons with disabilities or would like to request accessible formats and communications supports can visit, call, write or e-mail the Township office:

P.O. Box 70, 73 Municipal Rd North South River, ON, P0A 1X0

Phone: (705)386-7741

Fax: (705)386-0765

[adminmachar@vianet.ca](mailto:adminmachar@vianet.ca)

## Notice of availability

The Township of Machar shall notify the public about the availability of accessible formats and communications supports with respect to the feedback process, both upon request and by posting such on the Township website and in the front office.

## ***INDIVIDUAL ACCOMMODATION PLAN PROCESS***

Employees requiring individual accommodations may alert their supervisor of the need to discuss the accommodations, document the needs and options, and review monthly that the needs are being met by both the Township and the employee.

## ***PROGRESS STATUS REPORT***

The Township of Machar will prepare an annual status report on the progress of measures taken to implement the strategy:

September 2019	Policy reviewed by Clerk Administrator and Treasurer/Deputy-Clerk for new ways to improve customer service for persons with disabilities: <ul style="list-style-type: none"><li>◆Include the feedback process paragraph on the request/comment/complaint form available online.</li></ul>
June 2021	Policy reviewed by Clerk Administrator and Treasurer/Deputy-Clerk for new ways to improve customer service for persons with disabilities: <ul style="list-style-type: none"><li>◆Request for input has been included in the last 2 newsletters, awaiting response.</li></ul>