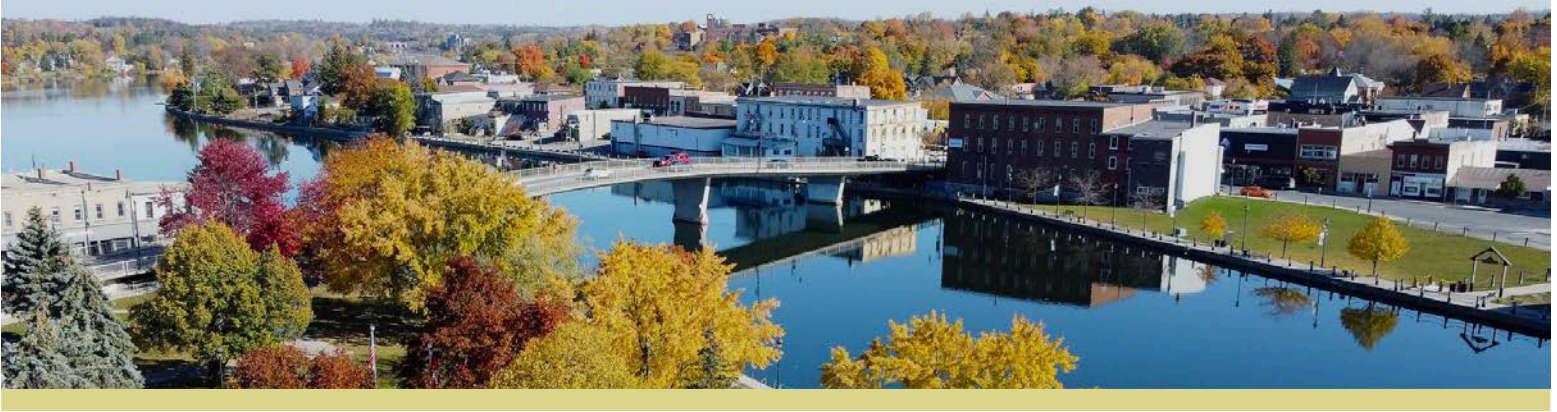




The Municipality of Trent Hills

2024-2027

Accessibility Plan



About the Municipality of Trent Hills

The Municipality of Trent Hills was established in 2001 through the amalgamation of the Municipality of Campbellford/Seymour, the Township of Percy, and the Village of Hastings. According to the 2021 Canadian Census, Trent Hills serves a population of approximately 13,861 residents. Situated along the scenic Trent-Severn Waterway in Northumberland County, Trent Hills encompasses the communities of Campbellford, Hastings, and Warkworth.

We acknowledge that Trent Hills is located on lands covered by the Gunshot Treaty of 1788 and has a deep-rooted connection to Indigenous communities, including our neighbours, the Alderville First Nation. It was here, along the shores of the “big lake,” that the Mississauga Anishinaabeg (A-NISH-IN-AW-BEK) met with the Crown to open these lands for settlement. We recognize our shared responsibility to honor and care for these lands and waters, which sustain our lives and communities.

Known for its picturesque landscapes, rich history, and close-knit community, Trent Hills offers a balance of rural charm and cultural vibrancy. The municipality is dedicated to fostering inclusivity, ensuring that residents of all abilities can access and enjoy its services, spaces, and programs. This commitment to accessibility is central to our vision of a Trent Hills that is vibrant, welcoming, and open to all.

With the motto, **Come for a visit, stay for a lifestyle**, Trent Hills embodies a community that welcomes newcomers and values its residents, making it an ideal destination to live, work, and thrive.



Our Commitment to Accessibility

The Municipality of Trent Hills prioritizes accessibility across all municipal services, programs, goods, and facilities. Progress in accessibility is a collaborative effort, involving departments, staff, and the wider community. Our approach emphasizes knowledge-sharing, thorough documentation, and the creation of accessible resources to demonstrate our strong commitment to the Accessibility for Ontarians with Disabilities Act (AODA).

Guided by the core principles of Dignity, Independence, Integration, and Equal Opportunity, the Municipality of Trent Hills is dedicated to fostering full inclusion, as outlined in both the Canadian Charter of Rights and Freedoms and the AODA.

Contact Us:

For inquiries, support, or further information on accessibility, please contact:

The Corporation of the Municipality of Trent Hills
Karen Frigault, Manager of Administrative Services
66 Front Street, South
P.O. Box 1030
Campbellford, Ontario
K0L 1L0
Telephone: 705.653.1900 Ext. 248
Email: karen.frigault@trenthills.ca



Five AODA Standards Overview

The AODA includes five standards with enforceable requirements that guide accessibility planning and policy implementation:



Customer Service: Requires training on accessible customer service, the use of support persons, service animals, assistive devices, and handling service disruptions, and emergencies.



Information and Communications: Mandates alternative formats for information, including accessible website design, to ensure equal information access.



Employment: Ensures hiring and workplace policies support the inclusion and accommodation of employees with disabilities.



Transportation: Requires accessible features on conventional transportation and alternative accommodations when equipment fails.



Design of Public Spaces: Specifies accessibility for public spaces, including recreational trails, eating areas, playgrounds, and paths. These requirements also cover municipal design standards in public spaces and buildings.

Through this Accessibility Plan, the Municipality of Trent Hills aims to do their part in utilizing these standards, hoping to create a community where all residents can participate fully and without barriers.



Trent Hills Accessibility Advisory Committee

The Trent Hills Accessibility Advisory Committee was formed, and its first meeting was held on February 13th, 2003. The Accessibility Advisory Committee is governed by The current Trent Hills Accessibility Advisory Committee By-law.

Pursuant to the Trent Hills Accessibility Advisory Committee By-law, the Committee consists of a Council appointee who acts as the Chairperson, three (3) Members of the Public, and the Mayor as an ex-officio member. Members of the Public who are appointed to the Committee have an active interest in removing barriers for those people with disabilities or are residents of the Municipality who have a disability as defined under the AODA. Primary staff support to the Committee is provided by the Manager of Administrative Services or other staff as required.



Trent Hills Accessibility Advisory Committee

The Trent Hills Accessibility Advisory Committee By-law establishes the following mandate for the Trent Hills Accessibility Advisory Committee:

Accessibility Plan

- To review the Accessibility Plan annually and recommend goals and objectives relating to accessibility issues in the Municipality, for Council consideration.

Accessibility Improvements - Municipally-owned Facilities

- To consider requests and/or identify and make recommendations on accessibility improvements to municipally-owned facilities.

Community Improvement Plan

- Upon request, review and comment on Community Improvement Plan applications related to accessibility improvements.

Request of Chief Building Official

- At the discretion of the Chief Building Official, the Accessibility Advisory Committee be requested to comment on applicable applications and developments.

The Trent Hills Accessibility Advisory Committee shall endeavor to meet at least twice per year, with no meetings in July or August.

The Municipality of Trent Hills Procedural By-law shall govern the proceedings and activities of the Trent Hills Accessibility Advisory Committee.



Communication of Committee Recommendations

Per the Trent Hills Accessibility Advisory Committee By-law, the Trent Hills Accessibility Advisory Committee acts as an advisory body to Council. All recommendations shall be forwarded to Council for consideration.

Where a recommendation to Council exists, the forwarding process is done formally through the communication of the Minutes of the Accessibility Advisory Committee in an upcoming Council Agenda.

Additionally, the recommendation is brought forward as a stand-alone item for consideration by Council.

Upon Council's rendering of a decision on the Committee recommendation, the Council recommendation is communicated in a like manner to the Accessibility Advisory Committee.

Council's decision is included on an upcoming Accessibility Advisory Committee Agenda as a stand-alone item to be received for information only.



Consultation Activities

Per the Trent Hills Accessibility Committee By-law, the Trent Hills Accessibility Advisory Committee shall:

- Review the Accessibility Plan annually and recommend goals and objectives relating to accessibility issues in the Municipality, for Council consideration.
- Consider requests and/or identify and make recommendations on accessibility improvements to municipally-owned facilities.
- Review and comment on Community Improvement Plan applications related to accessibility improvements.
- At the discretion of the Chief Building Official, the Accessibility Advisory Committee be requested to comment on applicable applications and developments.

Note: Copies of the approved Accessibility Plan will be made available for public access on the Municipality of Trent Hills' website. On request, the Accessibility Plan will also be made available in accessible formats.

INCREASING ACCESSIBILITY

The Municipality of Trent Hills 2024-2027 Accessibility Plan

Executive Summary

This multi-year Accessibility Plan succeeds the 2021-2023 Accessibility Plan and its annual status updates. It outlines the municipality's ongoing commitment to accessibility by identifying, removing, and preventing barriers for individuals with disabilities. Established in collaboration with persons with disabilities and the Trent Hills Accessibility Advisory Committee, this plan documents the Municipality's commitment to meeting its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The Accessibility Plan will be posted on the Municipality of Trent Hills website and is available in alternate formats and with communication support upon request. Covering 2024-2027, it details Trent Hills' goals for compliance with the AODA and aims to foster inclusive, barrier-free communities within Trent Hills.

Key Objectives in the 2024-2027 Accessibility Plan:

- **Communication:** Improve the clarity and accessibility of communications regarding accessibility programs, initiatives, and projects.
- **Education:** Continue internal and external education to support community members, businesses, and staff in implementing accessibility measures.
- **Technology:** Leverage evolving technology to enhance community engagement and ensure accessible, timely, and inclusive information.
- **Community Leadership:** Commit to staying informed on provincial and federal accessibility regulations and lead by example in the community.



Strategy Execution Success

Execution Plan for 2024-2027

Accessibility Plan

To successfully implement the 2024-2027 Accessibility Plan, the Municipality of Trent Hills will adopt a structured, phased approach, focusing on collaboration, monitoring, and continuous improvement. Each year, we will emphasize specific priorities to advance our commitment to accessibility in line with the AODA requirements.

1. Yearly Goal Setting and Planning

- **Annual Accessibility Review:** At the beginning of each year, departments will review current accessibility initiatives and set specific, measurable goals aligned with the AODA standards.

2. Community Engagement and Communication

- **Feedback Loop:** Encourage feedback from residents on accessibility needs and barriers through an enhanced accessibility webpage and social media platforms, ensuring responses are addressed promptly.

3. Education and Training

- **Specialized Staff Training:** Provide targeted training for departments directly involved in public engagement, infrastructure, and planning to ensure best practices in accessibility. Specific sessions will focus on customer service, assistive technologies, and disability awareness.
- **Policy Review and Redevelopment:** Complete a review and redevelopment of the Integrated Accessibility Standards Policy and the Accessible Customer Service Policy, identify and implement any additional policies that will support accessibility standards in the municipality.



4. Implementing and Expanding Accessible Technology

- **Website and Digital Content Accessibility:** Improvements to the Municipality’s website and digital content will continue, followed by exploration of any additional methods that can be implemented or improved in accordance with the WCAG 2.0 AA standards, including text alternatives, keyboard navigation, and screen reader compatibility options.
- **Alternative Formats and Communication Support:** Ensure municipal communications, documents, and forms are readily available in accessible formats upon request and as needed.
- **Assistive Technology for Public Use:** Explore and introduce assistive technologies, such as hearing assistance systems in municipal buildings like the Council Chambers, to facilitate inclusive participation in meetings and events.

5. Barrier-Free Facility Upgrades and Public Space Enhancements

- **Improved Access in New Developments:** Ensure all new municipal construction and significant renovations are designed with accessibility as a core feature, in line with the Design of Public Spaces Standard and the Ontario Building Code.
- **Expanded Accessible Recreation and Public Spaces:** Invest in accessible outdoor amenities, such as playgrounds, parking, paths of travel, and seating areas, to create fully inclusive recreational spaces.



FUTURE →

6. Monitoring, Evaluation, and Continuous Improvement

- **Annual Status Reports:** Publish an annual status report detailing the progress made towards meeting AODA standards, areas for improvement, and achievements in accessibility, and ensure they are available to the public in accessible formatting.
- **Community and Staff Feedback Assessment:** Evaluate community and municipal staff feedback to identify new barriers and continuously enhance accessibility initiatives.
- **Adapting to Legislative Changes:** Stay informed on updates to provincial and federal accessibility standards, adjusting the Municipality's accessibility plan as required to remain compliant and progressive.

7. Long-Term Vision and Future Initiatives

- **Accessibility Roadmap Beyond 2027:** Develop a roadmap in the final year of this plan (2027) to outline priorities and new objectives for the subsequent multi-year accessibility plan, ensuring continuous progress towards a fully accessible Trent Hills.
- **Innovation and Best Practices:** Regularly research and adopt best practices and innovative approaches to accessibility from other municipalities, incorporating new ideas and technologies that support Trent Hills as a leader in accessible municipal services.

This execution plan will guide the Municipality of Trent Hills in creating an accessible, inclusive environment that embraces all residents and visitors. It will uphold our commitment to the AODA and our core principles of dignity, independence, integration, and equal opportunity.