



2023–2026 Town of Petawawa

Municipal Multi-Year Accessibility Plan Initiatives

The goal of the Multi-Year Accessibility Plan is to set out Town of Petawawa’s strategies for identifying, removing, and preventing barriers that challenge people with disabilities from fully participating in society. The plan also identifies the way Petawawa will be compliant with the rules and standards of the *Ontarians with Disabilities Act and Accessibility for Ontarians with Disabilities Act*.

The Town of Petawawa intends to be a leader in developing accessible environments for all, embracing the principles of universal design, encourage inclusion and appreciating differences while promoting a common goal to make Petawawa a more accessible place to live, work and play for everyBODY.

CUSTOMER SERVICE:

the Town of Petawawa 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.

Lead Department	Initiative Subject	Objective	Actions	Start	End
Clerks Department	Policies	Town policies and forms reflect AODA legislation	Continue to review and update policies, procedures, and forms to reflect legislation changes.	Ongoing	
Clerks Department	Reporting	Accessibility Compliance Reports	Continue to file accessibility compliance reports to the Ministry <ul style="list-style-type: none"> ✓ Next reporting due date: December 31, 2023 (completed) ✓ Post to website when complete (completed) 	Ongoing	
PAAC	Reporting	Annual Accessibility Report	PAAC Chair and PAAC Councillor prepare and present annual Accessibility Report to Council. <ul style="list-style-type: none"> • Presentation to Council completed on April 2, 2024 	Ongoing	
Clerks Department	AODA Education	Staff Awareness of AODA & responsibilities	Education for staff on AODA and how it applies to each department to increase awareness and understanding of the town's responsibilities for the needs of people with disabilities. <ul style="list-style-type: none"> • Collaborate with HR Coordinator to role out education to department heads 	2024	2025
Clerks Department	Education	Provide clarity regarding accessibility considerations	<ul style="list-style-type: none"> • Implement accessibility design, criteria and features when procuring or acquiring goods, services, or facilities. • Document where it is not possible to do so. • Develop accessible procurement training for staff. 	2024	2026
All Departments	AODA Compliance	Fulfill the needs of residents/customers under the Accessible Customer Service Standard	Continue to receive and respond to feedback and ensure processes are accessible for persons with disabilities and further accessibility for all users.	Ongoing	

Clerks Department	Customer Service	Improve accessibility at Council meetings & events	<ul style="list-style-type: none"> • Increase courtesy and directional signage and reserved seating and/or tables for people with disabilities. <ul style="list-style-type: none"> ○ Renovations of municipal office to include universal washroom and better directional signage, date TBD 2024? • Ensure microphones are accessible for all delegates. 	2025	2026
Clerks Department	Municipal Election	Enhanced accessibility for 2026 election	<ul style="list-style-type: none"> • Continue to ensure that electors with disabilities have the ability to vote privately and independently. • Explore use of tabulators. 	2025	2026
Community Services	Inclusive Recreation	Improve access to services for recreation clients who require alternative services	<ul style="list-style-type: none"> • Individuals can contact the Program Coordinator to determine the best fit for programming. • Complete individual assessments as needed for new participants with medical condition or disabilities (physical, mental health or developmental) to support integration into programs. 	Ongoing	

EMPLOYMENT:

the Town of Petawawa is committed to fair and accessible employment practices. The Town will provide training to all staff and volunteers the requirements of Ontario’s accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Lead Department	Initiative Subject	Objective	Actions	Start	End
Clerks Department	Human Resources	Legislated compliance for persons with a disability	Continue to comply with legislated requirements for: <ul style="list-style-type: none"> • Recruitment • Workplace Emergency Response Info • Return to Work Process • Performance Management • Career Development & Advancement • Redeployment 	ongoing	
Clerks Department / Community Services	Inclusive Workforce	Develop and implement a plan that will foster an inclusive, thriving workforce	<ul style="list-style-type: none"> • Increase the diversity of the workforce to more closely reflect the diversity of the community, including persons with a disability. • Understand and respond to the needs of the workforce of the future; including physical space, tools and work environment. • Influence the culture to be inclusive, accepting, welcoming, and supporting of our people • Create training plan for CS staff who will work directly with the co-op placements <p>✓ Partnership with Garrison Petawawa PMFRC Employment Services – Vocational Rehab Program:</p> <ul style="list-style-type: none"> ▪ 3 contracts have been fulfilled since the partnership began Spring 2023 	2023	2026
Community Services	Inclusive Workforce	Work Experience Partnership for summer student hiring	Develop a work experience program for people with disabilities in partnership with a number of agencies (Co-op, RCDSB)	2023	2026
Clerks Department	Training	Increase accessibility knowledge for Directors, Managers and Supervisors	In addition to the AODA modules provide education on accessibility accommodations and duty to accommodate. Coordinate with the HR Coordinator to roll out more accessible education at time of hire.	2025	2026

INFORMATION & COMMUNICATION:

the Town of Petawawa is committed to making our information and communications accessible to people with disabilities.

Lead Department	Initiative Subject	Objective	Actions	Start	End
All Departments	Website Compliance	Ensure Town website and content on the website are Web Content Accessibility Guidelines/WCAG 2.0 AA compliant	<ul style="list-style-type: none"> • New Town website to be built and monitored for accessibility through a validation tool. <ul style="list-style-type: none"> ○ Website RFP in draft – out for bids in 2024 • Identified issues are sent to publishers to update, web services to remediate. • All updates for the site are tested for web accessibility compliance prior to launch. 	2023	2024
All Departments	Social Media Best Practices	Create a better understanding how best to use social media to meet the needs of people with disabilities, thereby improving the effectiveness of communicating to residents	<ul style="list-style-type: none"> • Develop a Social Media Style Guide – all social media must consider equity and inclusion when posting content. • Training session for staff that use the social media platforms to be educated on the inclusive style guide. 	2024	2025
PAAC	Public Engagement: Outreach	Improve channels of communication with the public and PAAC	<ul style="list-style-type: none"> • PAAC to reach out to community organizations and interested groups through in-person consultations and electronic communications. <ul style="list-style-type: none"> ○ Connect with PSP for accessible rec services, Petawawa Library <ul style="list-style-type: none"> ✓ Posting of PSP accessible rec programs to town’s community calendar • Explore new ways to engage with the community on a regular basis. • Continue to update resources on website and binder at library. 	Ongoing	
PAAC	Public Engagement: Promotions and Recognition	Promote accessibility-related events and causes	<ul style="list-style-type: none"> • Celebrate/raise awareness for the following: <ul style="list-style-type: none"> ○ National AccessAbility Week (May 26 – June 1) <ul style="list-style-type: none"> ▪ Purchase flag & submit flag raising request for 2024 & council report to be added to the annual calendar. ○ International Day of Persons with Disabilities (December 3) <ul style="list-style-type: none"> ▪ Purchase flag & submit flag raising request for 2024 & council report to be added to the annual calendar. ○ Treat Accessibly <ul style="list-style-type: none"> ▪ Event held on October 31st annually. ○ Sensory Santa <ul style="list-style-type: none"> ▪ 1st event held on December 2, 2023 	Ongoing	

BUILT ENVIRONMENT:

PACC intends to be a leader in developing accessible environments for all by embracing the principles of universal design and encourages inclusion and integration of diverse communities while promoting a common goal to make Petawawa a more accessible place to live, work and play.

Lead Department	Initiative Subject	Objective	Actions	Start	End
PAAC	Barrier-Free Municipal Environments	Municipal buildings and facilities are to be barrier-free and accessible to all.	<p>Continue to conduct barrier-free audits of town facilities every 5 years. Review past audits and develop a schedule of review for municipal facilities.</p> <p>Review deficiencies and provide recommendations to remediate (propose budgeting considerations).</p> <ul style="list-style-type: none"> • Petawawa Civic Centre • Norman Behnke Hall • Petawawa Outdoor Rink • Centennial Park • Kin Hut & Parking lot • Civitan Park – September 2022 COMPLETED • Petawawa Public Library – September 2022 COMPLETED • Municipal Office – October 2021 COMPLETED • Petawawa Point Park – October 2021 COMPLETED • Enchanted Forest Park – October 2021 COMPLETED • Kramer’s Korner – October 2021 COMPLETED 	Ongoing	
PAAC	Inclusive Recreation	Skating Aid for people with special needs or disabilities - David Grimes - IceCube Skating Aid	Get into contact with David Grimes for education and cost for the building of a IceCube. Look into grant funding opportunities for purchasing a prototype.	2024	2025
PAAC	Accessibility best practices in the built environment	Developers may not be aware of best practices regarding accessibility standards.	Review and provide comment on site plans when provided by the Planning Department.	Ongoing	