



**Integrated Accessibility Standards Regulation (IASR)
Multi-Year Plan – 2025 – 2029**

Governance and Compliance

Requirement	Action
Maintain the Integrated Accessibility Standards Regulations Policy	Township Staff will maintain and review the Integrated Accessibility Standards Regulation Policy.
Update Multi-Year Plan at least every five (5) years	An updated Multi-Year Plan will be completed in consultation with the Accessibility Advisory Committee and Township Staff in 2025/2026.
Prepare annual status report on Multi-Year Plan for Council	Once the Multi-Year Plan has been in place for a year an annual status report will be prepared for Council.
Submit Accessibility Compliance Report to Ministry	The Accessibility Compliance Report to the Ministry is due by December 31, 2025, the Accessibility Compliance Report is filed every two years.

Procurement

Requirement	Action
Incorporate accessibility design, criteria, and features into procurement process	The Township has included language in the new Purchasing Policy to promote practices that abide by the principles in the AODA.

Information and Communication

Requirement	Action
Township website is compliant with WCAG 2.0 Level AA Standards	The Township website was compliant with the WCAG 2.0 Level AA Standards in January 2021. Township Staff will continue to actively review sections of the website relevant to their department to ensure the correct fonts and formatting are compliant with the standards.
Accessible forms for delivering services are available	Township Staff will review forms used for delivering services and update if required.
Accessible process for receiving and responding to feedback	Township Staff will review the process for receiving and responding to feedback and update if required.
Maintain communication supports	Township Staff have started an audit of communication supports available to people with disabilities at the primary location's customer service is provided in the Township.
Emergency Response and Management Plan available in accessible format	Staff have made available the Emergency and Response Management Plan on the Township's website in an accessible format.
Township website indicates how to request records and feedback forms in accessible formats	The Township website indicates how to request records and feedback forms in accessible formats.

Training

Requirement	Action
Provide training to all staff and volunteers on O. Reg. 191/11 and	Township Staff and volunteers will be provided training on the regulations and Township Accessibility Policies.

Township Accessibility Policies	
Provide training to all staff and volunteers on the areas of Ontario Human Rights Code applicable to people with disabilities	Township Staff and volunteers will be provided training on the areas of Ontario Human Rights Code applicable to people with disabilities.
Provide accessible customer service training to all front-line staff who provide goods and services	Accessible customer service training will be provided to all front-line staff who provide goods and services.

Employment

Requirement	Action
Provide notice of accessibility accommodations in the recruitment process	The Township provides notice to candidates of accessibility accommodations in the recruitment process.
Inform staff of all policies used to support staff with disabilities	Township Staff are provided policies outlined in the Cavan Monaghan Human Resources Policy Manual that are used to support staff with disabilities.
Maintain a written process for the creation of documented individual accommodation plans	A policy is maintained in the Cavan Monaghan Human Resources Policy Manual that outlines the process for individual accommodation plans.
Maintain a return to work process for staff requiring accommodation	A policy is maintained in the Cavan Monaghan Human Resources Policy Manual that outlines the process for staff requiring accommodation when returning to work.
Provide individual emergency	A policy is maintained in the in the Cavan Monaghan Human Resources Policy

response information for any staff requiring accommodation	Manual that outlines the process for individual emergency response plans for any Township Staff requiring accommodations.
Incorporate any accessibility needs into performance reviews and career development programs	The Township will take into account the accessibility needs of employees with disabilities and individual accommodation plans when conducting performance reviews, for career development and advancement.

Design of Public Spaces

Requirement	Action
Maintain process for the review of Site Plans by the Accessibility Advisory Committee	Township Staff will create and maintain a process for the review of Site Plans by the Accessibility Advisory Committee.
Ensure all public spaces are built to the required design standards	Township Staff will ensure all public spaces are built to the required design standards and consult with the Accessibility Advisory Committee as required.
Maintain a procedure for managing temporary disruptions of accessible infrastructure when unavailable due to maintenance or emergencies	Township Staff maintain procedures for managing temporary disruptions of accessible infrastructure when unavailable due to maintenance or emergencies.
Maintain process for consultation of Committee during construction or redevelopment of buildings, facilities, and structures	Township Staff will create and maintain a process for consultation during construction or redevelopment of buildings, facilities, and structures with the Accessibility Advisory Committee.

Customer Service

Requirement	Action
Maintain Accessible Customer Service Policy	Township Staff will review the Accessible Customer Service Policy and update if required.
Make Policy available on Township website and/or locations where services are commonly provided	Township Staff will ensure the Accessible Customer Service Policy is on the Township website and locations where customer service is commonly provided.
Maintain process for providing services and access to facilities for people using assistive devices	Policies are maintained in the Cavan Monaghan Human Resources Policy Manual outlining the process for providing services and access to facilities for people using assistive devices.
Maintain procedure for providing services and access to facilities for people using service animals	Policies are maintained in the Cavan Monaghan Human Resources Policy Manual outlining the procedure for providing services and access to facilities for people using service animals.
Incorporate accessibility features into any service kiosks acquired	The Township will incorporate accessibility features into any new service kiosks acquired.