



**THE MUNICIPALITY OF MAGNETAWAN  
ACCESSIBILITY PLAN  
2025-2030**

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## **Introduction**

This 2025-2030 Accessibility Plan outlines the commitments and actions that the Municipality of Magnetawan have and will put into place to improve opportunities for people with disabilities. The Plan is based on the requirements under the Accessibility for Ontarians with Disabilities Acts (AODA). The AODA sets out the roadmap for an accessible Ontario by 2021.

We invite all members of the public to review this plan and to provide comments to the CAO/Clerk for incorporation into future revisions. The plan will be reviewed annually by the CAO/Clerk and staff.

The Municipality will also continue to file accessibility compliance reports with the Province in accordance with AODA legislative requirements.

## **Statement of Commitment**

The Municipality of Magnetawan is committed to ensuring equal access and participation for the people with disabilities. We are committed to treating all people in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will achieve the above by removing and preventing barriers to accessibility and meeting our accessibility requirements under the AODA and Ontario's accessibility laws.

The Municipality of Magnetawan is committed to providing our customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

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The Municipality of Magnetawan will provide training to employees, volunteers and other staff members of Ontario's Accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of the employees, volunteers and other staff members.

## **Section One: Past Achievements to Remove and Prevent Barriers**

The Municipality of Magnetawan has completed a number of projects over the last several years that were instrumental in improving the accessibility of municipal services. The Council of the Municipality of Magnetawan, upon learning of such barriers, has been quick to allocate the funding to facilitate repairs and maintenance.

The following is a summary of the accessibility initiatives completed by the Municipality of Magnetawan.

### **Customer Service/Training**

In 2025, staff were certified in providing customer service staff for people with disabilities. Staff met and discussed comments received from customers over the years. Staff are now prepared to assist with accessibility requests on a case by case basis.

Since 2012, the Municipal Office, Community Centre, Lions Pavilion, Centennial Park, Ahmic Community Centre and Public Works building have been updated to make them fully accessible, including the installation of automatic door operators, accessible washrooms, parking, benches, and picnic tables.

### **Information and Communications**

Staff were prepared to assist with accessibility requests related to information and communications on a case by case basis. Staff were prepared to provide accessible and customized emergency information when necessary.

The Municipality was additionally committed to ensuring accessibility for people with disabilities. Upon request, the Municipality provided or arranged for the provision of accessible formats and communication supports people with disabilities in a timely manner that considers the person's accessibility needs due to disability. This commitment applies to the feedback process as well as to all municipal policies, procedures, and other publicly available information.

The Municipality also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws as well as in 2024 had a third party website provider to make accessibility improvements which included revisiting key content areas to improve accessibility, run an accessibility review on the site to identify any accessibility issues, provided training on how to better shape the website for accessibility and the set up of a focus accessibility tool so that the Municipality can further see Accessibility items as we add new pages to the website.

The Municipality of Magnetawan welcomes feedback on how we provide accessible customer service and programs. Feedback can be given in person, by telephone, in writing, or by email. Accessible formats and communication support are available upon request.

Feedback can be submitted to:

Kerstin Vroom, CAO/Clerk

Phone: 705-387-3947

Email: [clerk@magnetawan.com](mailto:clerk@magnetawan.com)

Address: 4304 Highway #520, Magnetawan, ON P0A 1P0

All feedback will be directed to the CAO/Clerk. Responses will be provided within a reasonable timeframe and in a format that respects the communication needs of the person providing feedback.

### **Employment**

Staff training included understanding the needs of people with disabilities. Staff were prepared to accommodate employment-related accessibility concerns on a case-by-case basis.

### **Procurement**

Staff ensured that any goods and services acquired were done so using accessibility criteria wherever possible. For example, the construction of the Magnetawan Community Centre in 2005 was done with the highest standard of accessibility at the time.

## **Section Two: Strategies and Actions**

The Municipality of Magnetawan is committed to a high standard of accessibility for residents and visitors, and the following is a summary of projects that will be addressed in the 2025-2030 period.

## **Customer Service**

The Municipality of Magnetawan is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as all other customers.

Staff are committed to completing ongoing training as required; maintenance of policies and plans; review of feedback processes; and a continual improvement of our accessible formats and communication supports.

## **Training**

The Municipality of Magnetawan is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. Annual staff training will include a review of AODA legislation, the Accessibility policy and plan, as well as a review of accessibility standards that apply to specific work environments and responsibilities.

Staff have a formalized training policy for new employees that includes accessibility training.

## **Information and Communications**

The Municipality of Magnetawan is committed to making information and communications accessible to people with disabilities.

Staff will continue to ensure that the current municipal site is compliant with AODA Web Content Accessibility Guidelines. Documents required under AODA are available upon request in accessible formats and communication supports.

Staff will ensure that documents are made available in an alternate format upon request.

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## **Employment**

The Municipality of Magnetawan is committed to fair and accessible employment practices. Staff will ensure that people with disabilities are accommodated during the hiring process.

## **Procurement**

Staff will be reviewing and updating the procurement policy as needed and will ensure that accessibility guidelines are included in the updated policy and in all future procurement activities, where possible.

## **Design of Public Spaces**

The Municipality of Magnetawan will meet accessibility laws and strive to meet accessibility best practices when building or making major improvements to public spaces. New buildings/renovations will be subject

to our Chief Building Official conducting inspections and ensuring we are in compliance with accessibility regulations. Staff will be actively sourcing grant funding for inclusive & accessible playground equipment.

### **Maintenance and Temporary Disruptions**

The Municipality of Magnetawan will establish and follow procedures for both preventative and emergency maintenance of accessible public spaces. This includes accessible features such as sidewalks, curb ramps, accessible parking, pedestrian signals, and public seating areas.

In the event of a temporary disruption to accessible elements, the Municipality will provide public notice. Notices will include information on the reason for the disruption, its anticipated duration, and a description of available alternatives, if any.

These procedures will be reviewed regularly and will be implemented as part of the Municipality's ongoing public works and facilities operations.

### **For More Information**

The Municipality of Magnetawan is committed to addressing existing barriers and preventing future barriers to allow people with disabilities full participation in our community.

We encourage the public to share their experiences and suggestions to help us identify barriers and improve our services. Feedback can be provided through multiple formats and communication methods, including accessible formats on request. Please see our Feedback Process under the "Information and Communications" section for full details.

For more information on this accessibility plan, please contact Kerstin Vroom, CAO/Clerk  
705-387-3947  
clerk@magnetawan.com  
www.magnetawan.com

Documents required under the AODA, including this Accessibility Plan and Policy, are available free of charge in accessible formats and with communication supports upon request from the Municipal Office, 4304 Highway #520, Magnetawan ON, 705-387-3947