



GRAND VALLEY

Multi-Year Accessibility Plan 2026-2029

Background: Accessibility and the Province of Ontario

There are currently two active pieces of legislation that specifically address accessibility in Ontario: The Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005, (AODA).

The purpose of the ODA is to improve the quality of life and experiences of persons with disabilities by identifying, preventing and removing any barriers that may limit opportunities for individuals with disabilities to fully participate in society.

The AODA advances the goals of the ODA by requiring public, private and non-profit organizations to identify, remove and prevent barriers to accessibility so the Province of Ontario is fully accessible for all persons. Through the AODA and the Integrated Accessibility Standards Regulation (IASR) (Ontario Regulation 191/11 of the AODA), the Government of Ontario has identified key areas for the development of common accessibility standards that are intended to ensure all sectors and organizations can provide fully accessible services and environments for Ontarians. The goal of these standards is to facilitate the full participation of persons with disabilities in society.

Key areas identified under the AODA are Customer Service, Information and Communications, Employment, Transportation and the Design of Public Spaces.

Definitions

There are two definitions provided within the AODA that we want to ensure are understood by everyone:

“Disability” means,

any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or reliance on a service dog or other animal or on a wheelchair or other remedial appliance or device.

“Barrier” means,

anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Commitment to Accessibility

As a municipality and community, our goal is to ensure accessibility for our employees and for the public we serve in our services, products and facilities. Employees need to be able to function effectively, while customers need to receive timely, high-quality services in a way that works for them.

We want to provide excellent public service for our community. We want to recognize the public we serve in everything we do and we want to attract the talented people we need to fill jobs. Building a dynamic and accessible organization will help us to reach these goals.

In Grand Valley, we commit to:

- The continual improvement of access to municipal facilities and services for people with disabilities
- The participation of people with disabilities in the development and review of its multi-year accessibility plan
- The provision of quality services to all members of the community
- Meeting and, where possible, exceeding the accessibility requirements set out under the AODA

Accessibility Plan

Since 2004, all municipalities in the Province have had a legal obligation under the ODA to develop annual accessibility plans. Under the AODA, accessibility planning requirements shifted from annual to multi-year plans which must outline an organization’s strategy to prevent and remove barriers and meet the requirements

under the Integrated Accessibility Standard Regulation (IASR).

This Plan for the Town of Grand Valley describes:

- How this plan was developed
- The measures that the Town of Grand Valley has taken over previous years to remove barriers to people with disabilities
- The process by which we identify, remove and prevent barriers to people with disabilities
- The ongoing activities we will take to remove barriers to people with disabilities
- How this plan will be communicated with the community

Developing the Plan

In the preparation of this plan, Grand Valley representatives met with the County of Dufferin's accessibility committee, "Access Dufferin," to review our draft plan and obtain their input.

Town staff were also given the opportunity to provide feedback on the draft plan.

At the July 21, 2026 meeting, Council for the Town of Grand Valley received the final draft and provided input that is included in the final plan.

Previous Years' Measures to Remove Barriers

ACCOMPLISHMENTS 2022-2025

- Provided Accessible Customer Service and Job-Specific training to all staff
- Developed a multi-year accessibility plan
- Embedded accessibility requirements into the procurement process
- New webpages are compliant with Web Content Accessibility Guidelines (WCAG)
- Maintained policy for municipal employees who have a disability and require

assistance in evacuating the building in an emergency situation

- Have a process in place to create individual accommodation plans for employees with disabilities
- Consultation with Accessibility Advisory Committee for new plan

Process to Identify, Remove and Prevent Barriers

At the Town of Grand Valley, we take the following steps to identify, remove and prevent barriers to access our facilities and services:

1. Review Facilities to Identify, Remove and Prevent Barriers
 - a. The Town identified the Community Centre washrooms and dressing rooms as barriers to accessibility. Over the past year, renovations have been completed to address these concerns, resulting in the addition of an accessible family washroom and two fully accessible dressing rooms. These improvements help ensure that all members of the community can access and enjoy the facility in a barrier-free and inclusive environment.
 - b. The Community Centre has identified several door locations within the facility that may present barriers to accessibility. The Town is actively working with all levels of government to secure funding opportunities that will support improvements to these areas. These upgrades will enhance ease of access and usability, ensuring the facility is welcoming and accessible to all residents and visitors.
 - c. In this next term, we will review the physical attributes of the Town Hall to consider improvements to accessibility that are feasible for the location.
2. Review Infrastructure to Identify, Remove and Prevent Barriers
 - a. Currently, we are upgrading 150 meters of sidewalk on King Street to an accessibility specification of 1.5 meters wide.
3. Review Service Provision to Identify, Remove and Prevent Barriers
 - a. The Clerk's Department will prepare accessible public documents,

promote accommodation options, and provide inclusive opportunities for residents to participate in Council meetings, public consultations, and municipal engagement activities.

- b. Accessibility considerations will be incorporated into Clerk and Planning departmental processes to help prevent barriers and support equitable access to municipal information and services.
- c. Worked with people on permit applications who may not have computer experience or experience preparing certain documents like traffic control plans, including scanning and photocopying certain things for applicants to assist them with permit application.
- d. Finance reviews its public-facing services, documents, and processes to identify accessibility barriers for residents and staff.
- e. Finance provides accessible service options and works to improve existing communications, templates, and service practices where barriers are identified.
- f. Finance incorporates accessibility considerations into new documents, processes, staff training, and procurement activities to prevent barriers from occurring.

Ongoing Activities of the Town

The specific planned activities that the Town will undertake during the course of this Plan, in addition to the routine monitoring of processes and improvements to those improvements, are detailed on the table at the end of the report.

Communication of the Accessibility Plan

The approved Multi-year Accessibility Plan shall be posted on the Town's website and be provided in an accessible format upon request. The Plan will also be available for review at the Grand Valley Public Library and the municipal office.

Contact Information

The Town is committed to ensuring accessibility is a reality throughout all facilities and business operations. Please contact us with your questions, ideas or comments.

Town of Grand Valley
519-928-5652
mail@townofgrandvalley.ca

TOWN OF GRAND VALLEY ACTION PLAN 2026-2029

MM/YY	Action
Mar 26	Assess requirements and draft plan for conducting an accessible municipal election
Sep 26	Review and revise IASR – Accessibility Compliance Policy
Oct 26	Ensure municipal election is accessible
Nov 26	Conduct Accessibility and Ontario Human Rights training for new Council
Jan 27	Incorporate Accessibility into budget and capital plan discussions
Jan 27	Present Final Accessible Election Report to Council
Mar 27	Conduct Accessibility and Ontario Human Rights training for committee appointees
May 27	Begin review of Town Hall's physical accessibility needs
May 27	Recognize accessibility champions and celebrate Accessibility Awareness Week
Jun 27	Conduct Accessibility and Ontario Human Rights refresher training for staff
Sep 27	Review and revise IASR – Accessible Customer Service Policy
Dec 27	Present finds of review of Town Hall for consideration in 2028 budget
Jan 28	Incorporate Accessibility into budget and capital plan discussions
May 28	Recognize accessibility champions and celebrate Accessibility Awareness Week
Jun 28	Conduct Accessibility and Ontario Human Rights refresher training for staff
Sep 28	Review and revise IASR – Design of Public Spaces
Jan 29	Incorporate Accessibility into budget and capital plan discussions
May 29	Recognize accessibility champions and celebrate Accessibility Awareness Week
Jun 29	Conduct Accessibility and Ontario Human Rights refresher training for staff
Sep 29	Review and revise IASR – General Requirements
Dec 29	Review and report accomplishments and establish new term priorities