



# Multi-Year Accessibility Plan 2026-2030

---

## Statement of Commitment

The Township of Amaranth is committed to meeting the requirements for compliance with the current standards of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). We are committed to providing accessible and inclusive services to everyone, including people with disabilities. The Township strives to identify and remove barriers to accessibility and prevent the creation of new barriers. We work to provide services in a manner that respects the dignity and independence of all residents, employees and visitors.

This Multi-Year Accessibility Plan (MYAP) outlines the Townships obligations to removing and preventing barriers to accessibility throughout our community. The Township will post the approved plan on the Township website. The Township submits reports annually on the plans progress which are made available on the Township website. The plan and reports are also accessible by contacting the office by email at [info@amaranth.ca](mailto:info@amaranth.ca) or by telephone at 519-941-1007 and can be provided in an accessible format upon request.

The plan is updated every 5 years to ensure that progress is made to identify areas of improvement in addressing any barriers.

We are committed to providing training to persons employed by the Township as soon as practicable after being hired and provide training when any changes are made to policies. We maintain training records including the dates in which training took place.

## Land Acknowledgement

We would like to respectfully acknowledge that the Township of Amaranth resides within the traditional territory and ancestral lands of the Haudenosaunee and Anishinaabe peoples. We also acknowledge that various lands within the Township of Amaranth reside within the treaty lands named under the Haldimand Deed of 1784 and one of the Williams Treaties of 1818: Treaty 18: the Nottawasaga Purchase. These traditional territories upon which we live and learn, are steeped in rich Indigenous history and traditions. It is with this statement that we declare to honour and respect the past and present connection of Indigenous peoples with this land, its waterways and resources.

---

# Message from the Mayor and Council

Accessibility is at the heart of a strong, inclusive, and thriving community. When every resident—regardless of age, ability, or circumstance—can participate fully in civic life, we all benefit. Ensuring accessible services, facilities, and information is not only a legal responsibility; it is a reflection of our values and our commitment to dignity, independence, and equal opportunity for all.

Creating an accessible community means removing barriers before they arise, listening to the lived experiences of our residents, and continuously improving the way we design our programs and public spaces. It requires thoughtful planning, collaboration across departments, and a shared understanding that accessibility is not an add-on—it is a fundamental part of good governance and responsible public service.

As your elected Council, we are proud of the progress we continue to make, and are equally committed to the work ahead. By prioritizing accessibility in every decision we make, we create a Township where everyone can contribute, belong, and succeed.

Together, let us build a community that truly works for everyone

Mayor Chris Gerrits  
Deputy Mayor Gail Little  
Councillor Susan Graham  
Councillor Brad Metzger  
Councillor Victor Paan

## Vision, Mission and Values

**Vision:** To grow a strong, vibrant rural and agricultural community.

**Mission:** Every day we make informed decisions to serve our residents and businesses and steward our community.

**Values:**

- **Accountability:** We take ownership of our actions and decisions.
- **Integrity:** We hold ourselves to the highest of standards of honesty and ethical conduct.
- **Transparency:** We are dedicated to fostering trust and understanding in all our actions and decisions.
- **Financial Responsibility:** We ensure that taxpayer dollars are used efficiently to benefit the community, now and in the future.
- **Service Delivery Excellence:** We strive for excellence in all that we do for our

---

residents and businesses.

- Continuous Improvement: We are continuously looking for opportunities to improve the way we serve our residents and businesses.
- Environmental Sustainability: We are committed to protecting and preserving our natural environment and agricultural land.
- Inclusion: We will act in manner that respects and values the diversity of all those we serve.

## Feedback Process

Should a member of the public wish to provide the Township of Amaranth with a suggestion on how to improve our service:

- (a) Member of the public will inform staff member of suggestion.
- (b) Staff member will assist member of the public in filling out the suggestion form, should they require assistance.
- (c) Member of the public will be notified in a timely manner of how the Township of Amaranth will proceed with their suggestion.
- (d) Staff response should include: an explanation of how we will implement the suggestion, a response indicating further investigation or an explanation why we are unable to implement the suggestion.

Feedback suggestions can be made by clicking the "Feedback" link at the top of our webpage or by completing and submitting the form below to our office.

The feedback process can be arranged in an accessible format upon request.

## Contact Information

The Township is committed to ensuring accessibility is a reality throughout all facilities and business operations. Please contact us for more information, questions, ideas or comments at:

Township of Amaranth

374028 6<sup>th</sup> Line, Amaranth, ON L9W 0M6

[info@amaranth.ca](mailto:info@amaranth.ca)

519-941-1007

Our accessibility plan is publicly available at:

[www.amaranth.ca](http://www.amaranth.ca)

---

## Past Achievements to Remove and Prevent Barriers

The Township has implemented the following measures to ensure that barriers are removed and prevented to people with disabilities.

### 1. Customer Service

- The Township has remained in compliance with the Customer Services Standards.
- Customer feedback is encouraged and appropriate measures taken if required.
- Customer Service Accessibility Policy reviewed and updated in 2024.
- Ensure access to goods, services, facilities and events are available to people with disabilities.
- All persons with disabilities are permitted to use assistive devices, service animals and support persons in all Township facilities.
- Ensured that alternate voting methods were in place for accessibility during the 2022 Municipal Election
- Implementation of an electronic agenda software system, eScribe, which produces full accessibility-compliant content including agendas and minutes.

### 2. Information and Communications

- Website upgrade that ensures compliance with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA standard.
- Implemented online credit card payment option through the Township website.
- Audio/Video recording of Council meetings are posted to the website after the meeting

### 3. Employment

- Accessible Employment Standards Policy created and adopted in 2021
- Committed to ensuring consistent and equitable standards for recruitment, assessment and selection of prospective employees, including persons with disabilities for the Township of Amaranth.
- Provide accommodations during the interview process and for employees if required.

### 4. Procurement

- Ensure accessibility requirements into the procurement process

### 5. Training

- Provided AODA, Ontario Human Rights Code and Accessible Customer Service training to new hires and existing staff.
- Accessible document training provided

### 6. Design of Public Spaces

- Renovations to front counter to include accessibility counter.
- Upgrades to Council meeting technology that allows a hybrid component for virtual participation.

---

## **7. Other**

- Council approved the 2022-2025 Joint Multi-Year Accessibility Plan in 2022

# **Strategies and Actions**

## **1. Customer Service**

The Township is committed to providing accessible customer service to people with disabilities. We will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

- Customer Service Accessibility Policy to be reviewed
- Continue to provide training to staff
- Continue to permit assistive devices, service animals and support persons in all Township facilities.

## **2. Information and Communications**

The Township is committed to making our information and communications accessible to people with disabilities.

- Review forms on the website to ensure they are accessible and fillable.
- Utilize the online forms templates on the website
- Continuous training for staff to create accessible documents
- Provide updates to emergencies and service disruptions on the Townships social media and website.

## **3. Employment**

The Township is committed to fair and accessible employment practices.

- Accessible Employment Standards Policy to be reviewed
- Notification to employees that individual accommodation plans and return to work plans to accommodate accessibility needs are available on request
- Notification to employees that ergonomic tools are available on request

## **4. Procurement**

The Township is committed to fair and accessible procurement practices.

- Ensure accessibility criteria is incorporated into tender requests and accessibility criteria is used during evaluation.

## **5. Training**

The Township is committed to providing training on the requirements of Ontario's accessibility laws, Ontario Human Rights Code and Township Policies as it applies to people with disabilities.

- Provided Accessible Customer Service training to all staff as soon as practical upon hiring or when the plan or policies change
- Accessible document training
- Conduct Accessibility and Ontario Human Rights training for new Council

## **6. Design of Public Spaces**

The Township will meet accessibility laws when building or making major changes to public spaces.

- 
- Ensure that when upgrading and replacing park equipment that accessibility opportunities are included
  - Ensure that when upgrading buildings or facilities that accessible services are included
  - Continue monitoring of accessibility on facilities in order to detect and eliminate barriers

**7. Other**

- Ensure accessibility measures are in place during the 2026 Municipal Election