

Municipality of Chatham-Kent

Accessibility Advisory Committee

2022 – 2023 Accessibility Report

Table of Contents

History	1
Chatham-Kent Council Commitment to Accessibility	1
Aim	1
Municipal Jurisdiction Participating In This Plan	2
Consultation Activities.....	3
History of Initiatives to Identify, Remove and Prevent Barriers in the Organization	5

The Municipality of Chatham-Kent

2022-2023 Accessibility Report

History

On June 13, 2005, the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) received Royal Assent. The legislation is “An Act respecting the development, implementation and enforcement of standards relating to accessibility with respect to goods, services, facilities, employment, accommodation, buildings and all other things specified in the Act for persons with disabilities.”

Section 14 of the AODA establishes the duties of persons or organizations to which the accessibility standards apply and mandates the following activities:

14.(1) A person or organization to whom an accessibility standard applies shall file an Accessibility Report with a director annually or at such other times as the director may specify.

(2) A person or organization shall make an Accessibility Report available to the public.

Section 29 (1) of the AODA legislation states that “The council of every municipality having a population of not less than 10,000 shall establish an Accessibility Advisory Committee or continue any such committee that was established before the day that section to the Act comes into force.”

Section 14 (5) of the AODA legislation states that “The council of a municipality shall seek advice from the Accessibility Advisory Committee concerning accessibility to municipal properties and services.”

Chatham-Kent Council Commitment to Accessibility

The Council of the Municipality of Chatham-Kent remains committed to ensuring that the facilities, services, and programs provided by the Municipality are available to all persons regardless of their degree of ability. The process of identifying barriers is constant. New initiatives continue to be identified and have been incorporated in the 2022-2023 Accessibility Report and will continue to be implemented in each subsequent year’s Accessibility Report.

Aim

The Chatham-Kent 2022-2023 Accessibility Report provides an update on the status of the initiatives identified in the preceding Accessibility Report. It also sets out the initiatives that will be undertaken in 2023 to identify, remove and prevent accessibility barriers to people, including staff who utilize the facilities, services and programs provided by the Corporation of the Municipality of Chatham-Kent.

Municipal Jurisdiction Participating in This Plan

Municipality

The Municipality of Chatham-Kent

Address:

315 King Street West
P. O. Box 640
Chatham, Ontario
N7M 5K8
www.chatham-kent.ca

Key Contacts:

Sara Ebare, Chair
Chatham-Kent Accessibility Advisory Committee
CKrecfacilities@chatham-kent.ca

Robert Pollock, Director
Parks, Recreation and Cemeteries
Municipality of Chatham-Kent
519-360-1998
robertp@chatham-kent.ca

Edward Soldo, General Manager
Infrastructure and Engineering Services
Municipality of Chatham-Kent
519-360-1998
edwards@chatham-kent.ca

Population

104,000

Municipal Highlights

The Municipality of Chatham-Kent is located in the heart of Southwestern Ontario, bordered by Lake Erie and Lake St. Clair.

The Municipality of Chatham-Kent was formed on January 1, 1998, amalgamating twenty-three separate communities. Municipal Council is comprised of one Mayor and seventeen Councillors. The Mayor is elected at large from Chatham-Kent and Councillors are elected from one of six geographical regions (wards) that make up Chatham-Kent. Elections are held every four years.

It has a diversity of cultural venues throughout the Municipality including the Capitol Theatre, Milner House, Ridge House Museum and Chatham Cultural Centre, which houses the Kiwanis Theatre, Thames Art Gallery, and the Chatham-Kent Museum.

Chatham-Kent is home to Uncle Tom's Cabin Historic Site and Buxton National Historic Site and Museum, both important stops along the Underground Railroad. Fairfield Museum features artifacts from old Fairfield Village established in 1792. The Wallaceburg and District Museum combines displays of local artifacts and research facilities.

A wide range of recreational facilities are available such as athletic fields, bicycle, jogging and walking paths, fit parks, playgrounds, skateboard parks, splash pads, tennis courts, picnic shelters, golf courses, arenas, beaches, and marinas.

Chatham-Kent is home to two provincial parks, Rondeau and Wheatley Provincial Park, featuring nature trails, interpretive programs, sandy beaches, camping, fishing, boating, sailing, and birding. Several private campgrounds and marinas also operate in the Municipality.

Consultation Activities

Target Group

The Chatham-Kent Accessibility Advisory Committee (C-K AAC) is a working committee of Chatham-Kent Council that provides consultation concerning accessibility in the Municipality.

The purpose of the Committee as it pertains to this report is the identification of barriers regarding municipal properties and services and to provide recommendations for the elimination of same. The Chatham-Kent Accessibility Committee also provides input into other areas of the Corporation, which may offer accessible services or be impacted by same (e.g., accessible transit, sidewalk accessibility, etc.)

The Committee boasts a membership consisting of a diverse cross section of Chatham-Kent's citizens with a wide range of abilities and representation of most assistance and support agencies based within the Municipality.

Consultation Activities

The Chatham-Kent Accessibility Advisory Committee (C-K AAC) meets the third Tuesday of each month to review accessibility needs of municipal properties and services and make recommendations to increase accessibility therein.

The committee takes advantage of opportunities for team development and education to best fulfil its mandate.

The Chatham-Kent Accessibility Advisory Committee's activities of the past year include:

- Committee worked with the CAO, Michael Duben to address concerns regarding the new municipal website and making it accessible for all needs
- Reviewed proposed play structure designs for accessibility in the Communities of Blenheim, Dresden, Tilbury, Wallaceburg and Wheatley playgrounds as well as Erieau Pickleball courts
- Collected nominations for recipients of the "Accessible Business of the Year Award", "Accessibility Advocate Award" and "Sid Ebare Perseverance Award"

- At the July 11, 2022, Chatham-Kent Council virtual meeting the Accessibility Award recipients were acknowledged by the Chair of the Accessibility Advisory Committee

The “Dr. Veronica Vaughan Most Accessible Business of the Year Award” was awarded to Turns and Tales: Chatham Board Game Café & Book Store for creating a facility to serve people of all abilities, providing accessible customer service, assisting people during COVID and providing employment for people of all abilities.

The “Sheila Lindsey-Powers Accessibility Advocate Award” was presented to Elaine Wolting, Blenheim, Ontario for her continuous dedication to helping students with her a school within a college program with Lambton/Chatham-Kent School Board. Elaine is ensuring everyone has a chance to earn their diploma.

The “Sid Ebare Perseverance Award” was presented to Rick La Marsh for his hard work and dedication as a long-standing member of the Accessibility Advisory Committee. Rick has been involved in the removal of many barriers around Chatham-Kent, he has been a strong advocate for everyone in the community for a more accessible Chatham-Kent.

The award recipient’s names will be added to the respective plaques which are on display in the atrium of the Civic Centre.

- Continue to partner with the Chatham-Kent Health Alliance Accessibility Council regarding accessibility concerns at their sites. An AAC member is also a Co-Chair of the Health Alliance Accessibility Council and acts as a liaison between the two
- Continue working with the municipal staff Integrated Accessible Standards Committee (IASC) to assure that the municipality meets the requirements of the AODA Accessibility Standards
- Have representation on the Chatham-Kent Workforce Planning Board to assure that jobs, education, and training are considered for people of all abilities
- The [Chatham-Kent Accessibility Advisory Committee webpage](#) is maintained on the Chatham-Kent Portal to keep the community up to date on our activities and receive feedback
- Maintains a C-K AAC Facebook site to keep the community informed of the committee’s activities and monitor the needs of the community
- A C-K AAC member represents the committee on the Age Friendly Committee
- To promote an active community for people of all abilities, we continue to monitor accessibility of trails, bike paths, walking paths, beaches, and boardwalks
- Provided suggestions and feedback to Chatham-Kent departments regarding accessibility for the following:
 - Chatham-Kent web site
 - Playground unit replacements
 - Chatham Library Branch
 - Transit study

The Chatham-Kent Accessibility Advisory Committee recognizes that the Municipality continues to make progress in working towards a barrier free Chatham-Kent.

History of Initiatives to Identify, Remove and Prevent Barriers in the Organization

Initiatives

The Municipality of Chatham-Kent Integrated Accessibility Advisory Committee

The Integrated Accessibility Standards Committee (IASC), a working committee of Chatham-Kent administration; has been created to advise and assist the Municipality of Chatham-Kent in promoting and facilitating a barrier-free Chatham-Kent for its citizens of all abilities. This aim shall be achieved through developing, implementing and maintaining policies that govern how accessibility will be achieved through meeting the requirements of the regulation. In addition, the committee must develop, implement, and maintain multi-year accessibility plans that outline strategies for removing existing barriers and preventing new ones, and must show how the requirements of the Ontario Regulation 191/11, "Integrated Accessibility Standards" ("Regulation") under the Accessibility for Ontarians with Disabilities Act, 2005 will be met.

The Municipality of Chatham-Kent Integrated Accessibility Standards Policy and multi-year accessibility plan was published to the Municipality of Chatham-Kent website in 2013 and is updated at least every 5 years.

Chief Administrative Office

The Chief Administrative Office provides leadership and guidance to the efficient operation of municipal services supporting the community's strategic plan to provide excellence in service to the community.

Corporate Communications assists in the development and maintenance of positive relationships with internal and external stakeholders on behalf of the Corporation of The Municipality of Chatham-Kent. Corporate Communications assists in the development and maintenance of the means of communication, and with the planning and production of the messages in various appropriate media. This unit is also responsible for developing and implementing the marketing strategies, preparation of communication and marketing materials, community engagement and management of the municipal website and social media accounts.

Current Accessibility Achievements:

- Ensure that images on our website and social media include those of different physical and mental abilities.
- Ensure that all virtual items are accessible, including all live social media events are captioned. (After the event is completed).
- (Dec 2022) Created the employee page in CK Central for accessible communications - <https://ckcentral.sharepoint.com/sites/Communications/SitePages/Accessibility.aspx>
- (November 2022) Created the Guide to Accessible Communication as a resource for best practice. In the guide, our key action items in visual, digital and web communication are outlined:

Setting a Standard

As a corporation we've been working toward a standard of excellence for accessible communication. Logos and visuals technically have a pass when it comes to Level AA compliance, only requiring alternative text descriptions, but we want to do more. Readability is important. Simple, clear, understandable information is important.

In 2020, we updated our logo, subbrands and branding colours to reflect these standards.



In 2021, we launched nine new websites with the goal of providing accessible information that is reliable, efficient, functional, relevant, engaging, simple and helpful (r.e.f.r.e.s.h. Website Project).

In 2022, the business card and email signatures were updated to reflect a streamlined, professional format. Alternative text was added to our logo and social media icons to support screen readers.

Next Steps Addressing Barriers:

- Service Review has been completed and changes may occur in spring of 2023. Waiting for update on next steps from CAO before developing goals and work plan for 2023.
- We've developed the Guide to Accessible Communication to address the need for understanding on how to connect with all populations within our community. Training videos are recommended in the guide. These are thorough and can be accessed over and over as needed by staff. They will help staff gain an idea of why we're working so hard to make our communication accessible, and how to properly communicate via screen readers, simplified text and more.

Infrastructure & Engineering Services Department

Parks, Recreation and Cemeteries

Parks, Recreation and Cemeteries is responsible for the maintenance and operation of six active and over 50 pioneer and abandoned cemeteries in Chatham-Kent. The Division also maintains and operates various recreational facilities including arenas, community halls/meeting rooms, shelters, trails, parks, sports fields, playgrounds, beaches, pools/splash pads, campgrounds, marinas, boat launches and municipal docks.

Current Accessibility Achievements:

- Installation of Jaycee and Glen Mickle playground units in Wallaceburg with engineered wood fibre play surface, making it accessible.
- Removed sand and added engineered wood fibre play surface at Crothers Park and Kinsmen Park in Wallaceburg.
- Construction of 2 accessible pickle ball courts in Erieau.
- Replaced the play structure at Victoria Park, Bothwell with a play structure that has accessible features.
- Second Edition of the Municipal Wide Cycling Map (online, AODA map design, includes bike repair stations throughout CK).

- Installed 20 bike repair stations with signage and QR code that links to the municipal website which has how to videos to assist with the repair of their bikes, scooters, skateboards and more.
- Added an additional 10.67 km of bike lanes to Bear Line and Indian Creek Road.
- Rebuilt Mud Creek Pathway 4.06 km to 3m wide, with share the path signage and on road trail ahead signage and tactile plating at road entrances.
- Hosted 3 community involvement programs throughout Chatham-Kent.
- Created a clear social media presence online to promote the programs and trail Thursdays to get people out and active.
- Created PDF fillable special event applicant forms that can be completed digitally or in person and submitted digitally or dropping off at local municipal centres.
- Topped up safety bases at all playground structures.

Next Steps Addressing Barriers:

- Install new accessible play structures at Water Tower Park and King George Park in Wallaceburg.
- Remove sand and add engineered wood fibre to Gordon Park in Wallaceburg.
- Construct 2 accessible pickleball courts in Blenheim.
- Renovating the washrooms at Clearville Park to make them accessible.
- Improving accessibility at the Ridgetown outdoor pool (2024).
- Ensuring when assets are rebuilt, we include tactile warning plates where needed.
- Adding automatic door openers to washrooms as funds are secured.

Engineering & Transportation Division

The Chatham-Kent Engineering & Transportation Division is responsible for the construction of all municipal roadways in Chatham-Kent. This also covers sidewalk construction and replacement.

Current Accessibility Achievements:

- New sidewalks installed in 2022 – 0.
- Sidewalks repaired in 2022 – 6,750 square meters.
- Curbs replaced in 2022 – 13,900 meters.
- New tactile plates installed in 2022 – 30.

Next Steps Addressing Barriers:

- Continue with installing new sidewalks and tactile plates in 2023.

Transit

The Chatham-Kent Transit (Ride CK) service provides safe, affordable, reliable, and accessible urban and inter-urban service to the residents of the Municipality of Chatham-Kent.

Current Accessibility Achievements:

- Service includes 17 new low-floor accessible buses with forward facing electronic destination signs, audio/visual next stop announcement systems, and security cameras.
- Advertising benches were installed at 12 bus stops.

- Fares for Chatham and Wallaceburg Accessible Service were reduced from \$3.00 to \$2.50, creating parity with conventional services.
- Multiple fare products can now be loaded on one (1) smart card, reducing the need to carry more than one card to use any of the Ride CK transit services.
- On request transit service in Chatham was expanded to include Sunday.
- On request transit service was introduced in Wallaceburg.

Next Steps Addressing Barriers:

- Two (2) new low-floor accessible buses with forward facing electronic destination signs, audio/visual next stop announcement systems, and security cameras to be received in early 2022.
- Installation of six (6) transit shelters, including accessible concrete leads to be installed in the Spring of 2023 in Chatham, Ridgetown, Wallaceburg and Dresden.

Community Human Services Department

Child Care and Early Years

The Child Care and Early Years division is responsible for strengthening and maintaining accessible programming and services to children and youth in Chatham-Kent.

CKRecreation is responsible for offering a wide range of fun programming for the whole family.

Current Accessibility Achievements:

- Accessible door entrance and upgrade to the Chatham EarlyON site at Queen Elizabeth School.
- CKRecreation Program Guide Accessibility: modifications were made to online CKRecreation Program Guide to ensure visual approachability for people with visual disabilities using the software's accessibility features.

Next Steps Addressing Barriers:

- The new EarlyON room at the Children's Treatment Centre.
- Door access and washroom at St. Angela Merici School.

Housing Services

Chatham-Kent Housing Services administers programs that provide Chatham-Kent residents with a variety of affordable housing options.

Our vision is to ensure every person in Chatham-Kent has an affordable, suitable, and adequate home that provides the foundation needed to secure employment, raise a family, and build a strong community. We have partnered with 13 private non-profit social housing providers and various community agencies to provide supportive services that enable all residents to live independently.

Current Accessibility Achievements:

- Created an AODA compliant housing application so individuals can apply online.

- Tenants can now pay their rent electronically through automatic banking withdrawal.
- Website updated to include some of the private non-profit housing providers' AODA compliant policy documents.

Next Steps Addressing Barriers:

- Update website to include AODA compliant policy documents for all the private non-profit housing providers.
- Continue to review services and technology to improve accessibility.
- New Build: 101 McNaughton Avenue West in Chatham will contain four modified units with roll in showers, wide turn radii, and universally accessible common areas.
- New Build: 36 McGeorge Street in Blenheim will contain three fully accessible units and universally accessible common areas.
- New Build: 10 units and all common spaces at 42 Southend Crescent will be fully accessible.
- New Build: 18 Dolsen will contain six fully accessible units.
- New Build: 11 modified units at 9 George Street in Ridgetown with roll in showers and wide turn radii.
- Newly completed build at 81 Wellington Street East in Chatham: All units and common spaces are fully accessible.

Public Health

The Chatham-Kent Public Health Unit provides health promotion, protection, and prevention services to the residents of Chatham-Kent from a central location in Chatham. A satellite clinic is also located in downtown Chatham, providing access to public health services for clients with limited access to transportation. The Health Unit provides services throughout Chatham-Kent in client's homes, community centres/agencies, establishments, and schools. The programs are universal in design, scope, and delivery of services.

Current Accessibility Achievements:

- Renovations plans for new dental clinic were required to meet accessibility standards.
- Vaccine administration at long-term care homes, retirement homes, and congregate living facilities.
- Mobile vaccine clinics.
- Free transit to vaccine clinics.
- Continue to ensure AODA compliance on all website and social media platforms.

Next Steps Addressing Barriers:

- Review of the dental clinic once renovations are complete.

Arts and Culture

The Municipal Arts and Culture division includes:

- [Chatham Capitol Theatre](#)
- [Kiwanis Theatre](#)
- [CK Museum](#)

- Thames Art Gallery
- ARTspace
- Milner Heritage House
- Ridge House Museum
- CK Tickets

Next Steps Addressing Barriers:

- Arts and Culture will be undertaking a review of policies around event ticketing for patrons requiring a support person.

Riverview Gardens

Riverview Gardens (RVG) is a non-profit long-term care home to 320 residents. RVG provides exceptional care to the community members of Chatham-Kent and beyond.

Next Steps Addressing Barriers:

- Riverview Gardens will continue to monitor and update building accessibility based on the needs of its residents, staff, and visitors.

Employment and Social Services

Employment and Social Services is the service manager for the following programs:

- Ontario Works Assistance
- Homes for Youth Program
- Community Navigation and Employment Resource Supports.
- Homemaker's Program.
- Community Homelessness Prevention Initiative
- Survivors of Domestic Violence – Portable Housing Program.

Current Accessibility Achievements:

- In addition to offering appointments at accessible Municipal offices, Case Managers offer both phone appointments and in-person appointments at resident's homes for clients unable to physically visit a Municipal office.
- Relocation of the shelter to Victoria Park Place with all services available on one floor.
- Installation of accessible bathroom and doors throughout Victoria Park Place.
- Update social media post guidelines to ensure all submissions are AODA-compliant.
- Updated all lobby brochures to be AODA-compliant.

Next Steps Addressing Barriers:

- Employment and Social Services programs will continue to be monitored to ensure continued compliance with accessibility standards.

Community Development

Community Attraction and Promotion

The Community Attraction and Promotion division supports community development, engagement, and growth through activities that promote Chatham-Kent to residents, talent, and visitors. The CAP division encompasses Resident Attraction & Retention

(LivingCK) and Tourism (VisitCK) in addition to Workforce Planning and Research and immigration initiatives that include the CK Local Immigration Partnership.

Current Accessibility Achievements:

- VisitCK and LivingCK websites are AODA-compliant.
- Consulted with the Accessibility Advisory Committee related to website content and marketing promotions.
- For example, People with Disabilities webpage: <https://www.chatham-kent.ca/livingck/livinginck/dailylife/Pages/People-with-disabilities.aspx>.
- Resulting in a photo shoot to capture accessibility in photos (examples attached) at various locations in Chatham-Kent.
- Use Alt Text for social media images and closed captioning for videos.
- Updated all CAP Plans and Studies to be AODA-compliant.

Next Steps Addressing Barriers:

- Ongoing goal of promoting CK to diverse groups of people, focused on those with accessibility needs.
- Creating tourism information targeted to visitors with accessibility needs.
- Continued consultation with the AAC.
- Workforce research - people with disabilities.

Chatham-Kent Public Library

Chatham-Kent Public Library (CKPL) operates 11 library branches: Bothwell, Blenheim, Chatham, Dresden, Highgate, Merlin, Ridgetown Thamesville, Tilbury, Wallaceburg, and Wheatley. As well, CKPL manages and curates five online digital platforms for Chatham-Kent residents to access and download books, audiobooks, music, magazines, movies, and television shows.

Current Accessibility Achievements:

- Continue to make shelving accessible at all branches. Work continued in Dresden and Blenheim and work began in Thamesville (new).
- Online library card renewals activated to allow residents and patrons to access library materials without coming into a library branch to renew their card. (completed).
- CK Connects Project – This project saw the installation of two Quiet Meeting Pods in the Chatham and Wallaceburg branches to provide patron access to online meetings, appointments including exam proctoring that require privacy, as well as internet and/or phone access. Loanable Wi-Fi and Chromebooks (with Wi-Fi) are offered to patrons without access. This project is offered in partnership with the Chatham-Kent Ontario Health Team & Employment and Social Services.

Next Steps Addressing Barriers:

- Height adjustable circulation desk for Thamesville (carried over from 2022; on order waiting for delivery and installation).
- Accessible express checkouts will be installed at all branches as part of the RFID project (carried over from 2022).
- Continue to make shelving accessible at all branches with a particular focus on the Wallaceburg branch in 2023 (new).

- Accessible washroom at the Highgate branch.
- Continue to invest in accessible computer stations.
- Continue to invest in assistive devices to improve accessibility to information.
- Expand home service offerings to patrons unable to physically visit a library branch.
- Promote and offer free training to patrons on accessible software and devices available at all library branches.
- Continue to expand existing accessible material as requested including expansion of eBook and audiobook formats.

Finance, Budget, Information Technology & Transformation

Financial Services

The Financial Services division provides sound financial leadership, planning, advice and reporting to Council, staff, and the residents of our community. Some of the main functions of the division are Accounts Payable, Accounts Receivable, Collections, Taxation, Property Management, Accounting Operations/Audit and Purchasing.

Budget & Performance Services is responsible for providing operating budget development and monitoring services along with performance measurement and overall financial planning leadership for the Corporation and Council. In addition, the division assists in the development of budgetary policies and the preparation of operating budget drafts and other reports for Senior Management and Council. The division also supports the Municipality's business units with developing financial models for business cases and business plans to meet corporate goals and objectives and provides financial guidance and support during labour negotiations.

Current Accessibility Achievements:

- Created a pull list from the tax system to deliver tax notices via email to owners who have requested to enable them to use an electronic reader to receive information.

Next Steps Addressing Barriers:

- We are working to launch our Citizen Engagement Portal for property taxes where more people can opt in for electronic delivery to further reach those owners who may experience accessibility issues with our standard printed documents and forms.

Information Technology & Transformation

The Information Technology & Transformation Division's vision is to be 'An innovation partner providing strategic services and solutions.' The division works with all departments and municipal partners to deliver solutions that are efficient and innovative in the operation and delivery of services, demonstrate value to the corporation and result in high levels of customer satisfaction.

Current Accessibility Barriers:

- The updated Chatham-Kent logo "shores and fields" (not titled) was updated in various locations as identified by the Chief Administrative Office.
- Since the relaunch of Chatham-Kent's web portal in 2021, we have utilized and increased the use of SiteImprove – a third party vendor that helps with the scanning

of our Web Content and recommendations to ensure we comply with legislated accessibility standards.

- Deployment of our new web Geographic Information Systems (GIS) mapping through ESRI's platform which meet Level AA compliant for Web Content Accessibility Guidelines 2.0 & 2.1.

Next Steps Addressing Barriers:

- We will continuously review technology for opportunities to improve accessibility and continue to maintain compliance.
- Begin leverage of GIS Mapping (outlined above) in our existing online public facing applications – starting with the Grass Cutting Vendor Management portal.

Corporate Services

Human Resources & Organizational Development

Mandatory AODA training is required for all who participate in the recruitment process or interviews.

Mandatory AODA training is required every three years for all hiring managers.

Current Accessibility Achievements:

- 1481 employee's who have completed Access Forward - employment standards, to allow them to participate in the recruitment process.
- 1500 staff trained in: General accessibility requirements, information and communication standards, accessible employment practices and the Ontario Human Rights Code and the AODA.
- 14 staff trained in both transportation standards and public space design.

Next Steps Addressing Barriers:

- Sending out reminders for those whose training expires in 2023.

Municipal Governance

Municipal Governance includes the Clerk, Council Administration, Privacy and Information, Licensing Services and the Provincial Offences Court. Staff is responsible for fulfilling and discharging all statutory obligations under the Ontario Municipal Act, Municipal Elections Act, and Municipal Freedom of Information and Protection of Privacy Act. In 2022, the Clerk's Office also conducted the Chatham-Kent municipal election.

Current Accessibility Achievements:

2022 Municipal Election:

During the municipal election, the Municipality of Chatham-Kent took action to identify, remove, and prevent barriers that affected voters and candidates with disabilities. The municipality learned, developed and adjusted approaches in order to meet the needs of individuals with disabilities. It was also the goal to ensure that electors within the municipality who required accessible services were provided with the best opportunity to vote as independently as possible. Debriefings were conducted with all Election Officials

with regard to accessibility. These comments will be recorded and considered for upcoming elections as a way to improve processes.

Hybrid Council meetings:

In 2022 Council approve the concept of hybrid Council meetings meaning Council and staff are able to participate virtually or in person.

Next Steps Addressing Barriers:

- Continue to provide notice to the public about the availability of accessible formats and communication supports for all interactions by the public with the Municipality (including public meetings). This notice should include instructions on how to contact the Municipality to make arrangements. It is reasonable for us to include that they must contact us a reasonable amount of time prior to the event/meeting/etc. to make arrangements (i.e., 48 hours prior).
- Arrange for the provision of accessible formats and communication supports for persons with disabilities, as needed.

Customer Services

The Municipality of Chatham-Kent will comply with all appropriate legislation and will ensure policies, practices and other steps are carried out to remove and prevent barriers for people with disabilities.

Current Accessibility Achievements:

- Accessible Service Centre's and Service Ontario locations.
- Call Centre 311/519-360-1998 – complete payments and services over the phone vs. attending in person services.
- Providing enhanced services for customers with mobility issues such as filling documents out and finalizing payments outside of the office in their vehicles when required.

Next Steps Addressing Barriers:

- Move more services online to achieve a more accessible service approach this year.

Note: For more information or alternative formats of this document, please email: CKrecfacilities@chatham-kent.ca