



TOWNSHIP OF NAIRN AND HYMAN

Multi-Year Accessibility Plan

2025-2029

Prepared under the Accessibility for Ontarians with
Disabilities Act, 2005 (AODA) and Ontario Regulation
191/11: Integrated Accessibility Standards

Message from the CAO Clerk-Treasurer

The Township of Nairn and Hyman recognizes that accessibility is essential to building an inclusive and welcoming community for residents and visitors of all abilities. We are committed to creating a municipality that supports independence, dignity, and equal opportunity for everyone.

This Multi-Year Accessibility Plan, covering the years 2025 through 2029, sets out our achievements to date and the strategies we will pursue to further eliminate barriers. The Township has made significant progress, from improving municipal buildings and recreational spaces, providing accessible transportation, to enhancing the accessibility of public information and customer service. We will continue to build on these efforts to ensure compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), while also embracing accessibility as a core value of our municipal operations.

Belinda Ketchabaw

Belinda Ketchabaw – CAO Clerk Treasurer

Introduction

The Township of Nairn and Hyman, located west of Sudbury along Highway 17, is a small Northern Ontario community with a strong tradition of civic pride. As a public sector organization, the Township has a legal duty under the AODA and Ontario Regulation 191/11 to prepare, post, and update a Multi-Year Accessibility Plan. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. This plan is reviewed annually, updated as needed, and fully refreshed every five years.

Accessibility means more than meeting legal obligations. It is about ensuring that all residents can participate in community life without facing barriers. Whether accessing municipal services, enjoying recreational spaces, or attending public events, the Township is committed to ensuring equitable access for all.

The Township of Nairn and Hyman is committed to:

- The continual improvement of access to facilities and services for people with disabilities.
- The provision of quality services to all members of the community with disabilities.

- Training for every person that joins our staff, council or new volunteers as soon as practicable after being hired and provide training in respect of any changes to the policies.
- Maintaining records of the training provided, including the dates on which the training was provided and the number of individuals to whom it was provided.

Section 1 – Past Achievements to Remove and Prevent Barriers

Over the past decade, the Township has made significant investments in accessibility across our facilities, public spaces, and services. These achievements demonstrate a consistent commitment to making Nairn and Hyman more inclusive.

Customer Service

- The Township of Nairn and Hyman is committed to ensuring that all customers receive services in a timely and accessible manner. Members of the public will receive customer service in a manner that will meet their needs and ensures independence, dignity and equal opportunity.
- The Township of Nairn and Hyman has consistently complied with the requirements of the Accessible Customer Service Standards. Staff, Council and volunteers have received training on how to provide services to persons with disabilities in a manner that respects dignity, independence, and equal opportunity.
- The Township maintains an accessible feedback process, allowing residents to submit comments in person at the Municipal Office, by phone, by email, or through written correspondence. Feedback received has been reviewed and addressed in a timely manner, leading to adjustments where needed—for example, ensuring that signage and communication about accessible entrances are clear and consistent. The Township also regularly reviews its feedback process to identify and remove barriers that might discourage participation, such as offering multiple accessible ways for residents to share their concerns or suggestions. This commitment has ensured ongoing compliance with the Customer Service Standards and strengthened the Township’s ability to meet community needs.

Information and Communications

Information and communications are an important part of the operations and service provision of the Township of Nairn and Hyman. All information is created in a way that considers accessibility. The Township will follow best practices when developing, implementing and maintaining information and communications strategies. This will include our website, printed materials as well as face-to-face interactions.

- In 2023 the Township's website, www.nairncentre.ca, was modernized to comply with the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. (However, it must be noted that there are certain things on our website such as Zoning Maps that cannot be truly accessible to the visually impaired, however our municipal staff are more than happy to work with everyone to provide the information that they need.) Agendas, minutes, bylaws, and notices are posted on the website in accessible formats.
- In 2007, the municipality has provided for electronic services via the internet and on-line banking for payment of municipal taxes and water bills, so now individuals with disabilities can make payments on-line in the comfort of their own home.
- All Information is made available in accessible formats upon request, ensuring that all residents receive vital updates.

Council Meetings

To further enhance accessibility and participation in local government, the Township of Nairn and Hyman records all Council Meetings and posts the recordings on the municipal website. This practice ensures that residents who may be unable to attend meetings in person—whether due to disability, mobility challenges, or other barriers—can still access Council discussions and decisions.

Employment Practices

The Township has integrated accessibility into recruitment and hiring practices. Job postings inform applicants of the availability of accommodations, and individualized support is provided throughout the hiring and employment process.

Training and Awareness

All Township staff, volunteers and members of Council have received mandatory training on the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code as it relates to persons with disabilities. Training records are maintained, and refresher training is provided when policies or procedures are updated.

Every new staff member, volunteer and members of Council shall receive training as soon as practicable and ongoing training will be provided in the event of changes to any of the Township's accessibility policies.

Design of Public Spaces

The Township of Nairn and Hyman will ensure that new facilities and extensive renovations are designed and built to accessibility standards.

As they become available, funding applications will be submitted to both the Federal and Provincial levels of government to help address any accessibility issues that the municipality is faced with.

The Township will continue to identify any opportunities to enhance accessibility requirements within the community.

Please see below a list of our accessible facilities and features:

➤ Municipal Office and Community Centre

The Township Office and Community Centre have both undergone important accessibility upgrades. Both facilities feature accessible entrances with automatic door operators, barrier-free waiting room space, and a front desk area designed for individuals using mobility devices. An accessible washroom is available for use at these facilities, ensuring residents and visitors have safe and dignified access to services and community events.



In 2017, the municipal parking lot was expanded and includes two designated accessible parking spaces located near the building entrance. This improvement has made attending Council meetings, accessing municipal services, and participating in community activities easier for people with mobility challenges.



➤ Recreation and Community Spaces

Recreational accessibility has also been a priority. In 2024, the Township completed the replacement of the ball field playground with a new play space that features a wide range of inclusive equipment. The playground is situated in a natural, wooded area, providing a quiet and calm environment. This setting was chosen for this type of playground upgrade as it reduces sensory overload for children with neurodiverse needs and offers a less visually cluttered background. The play space includes sensory play panels, ground-level play features, and accessible surfacing that enables children of all abilities to participate fully. A commercial-grade accessible picnic table was also installed, providing a welcoming space for those using a mobility device, families and caregivers.

These upgrades represent an important step toward ensuring that those with

disabilities, and their families, can participate in recreation and community life without barriers.







Transportation

➤ LaCloche Care Van

In 2023 the Township of Nairn and Hyman in conjunction with the Town of Espanola and two other surrounding Townships approved the capital expenditure to purchase a specialized accessible transit vehicle that will service the Township and surrounding area residents. The vehicle is wheelchair accessible and also has an entry ramp for those with limited mobility. The vehicle will travel to Sudbury for medical appointments three times per week and bring residents from outlying areas to Espanola, which is the service hub for many neighboring Townships the other two days per week. The program start date was July 8, 2024.



Section 2 – Strategies and Actions (2025–2029)

Building on these achievements, the Township of Nairn and Hyman will continue to take proactive steps to remove barriers and prevent new ones. Our strategies for the next five years are grouped into key areas of focus:

Accessible Customer Service

The Township will continue to deliver services in a way that respects the dignity and independence of persons with disabilities. Staff will receive ongoing training, and the Township will promote accessible feedback channels so that residents can advise us on barriers they encounter.

Information and Communications

The Township will maintain compliance with WCAG 2.1 Level AA standards for its website and online documents. All public-facing communications will be available in accessible formats upon request, including Council agendas, public notices, and emergency messaging. We will also work to increase the use of plain language and visual supports in public communications to improve clarity for all residents.

Employment

The Township will continue to ensure fair and accessible employment practices by offering accommodations at every stage of the employment cycle. Individualized workplace emergency response information will be updated as required, and employees returning to work following disability-related leave will be supported through appropriate accommodation measures.

Procurement

Accessibility considerations will continue to be integrated into the Township's procurement process for goods, services, and facilities. Staff responsible for purchasing will receive training on applying accessibility criteria, ensuring that future acquisitions reflect inclusive design.

Training

Mandatory accessibility training will remain a standard practice for all new hires, volunteers, and elected officials. By 2027, the Township will develop role-specific accessibility modules for staff in public works, recreation, and emergency services.

Design of Public Spaces

Accessibility will be incorporated into all capital projects and infrastructure upgrades. The Township will ensure that new or redeveloped facilities, sidewalks, trails, and public spaces meet or exceed accessibility requirements. Accessible

features will be regularly inspected and maintained, with repairs prioritized to prevent service disruptions.

Future projects may include upgrades to outdoor recreation areas, and improved wayfinding signage in municipal facilities.

Community Engagement and Awareness

The Township will continue to build partnerships that promote accessibility awareness. Opportunities will be explored to engage local youth in accessibility initiatives, including community events and school-based education campaigns. Annual reporting to Council will highlight progress and ensure accountability.

Maintenance of Accessible Elements

In accordance with Section 80.44 of the regulation, the Township has established the following procedures to ensure that residents and visitors with disabilities can continue to access municipal facilities and services as effectively as possible, even during unforeseen service interruptions:

➤ Preventative and Emergency Maintenance

The Township will maintain accessible elements in public spaces, such as accessible entrances, accessible parking spaces, accessible washrooms and accessible playground equipment.

Preventative maintenance will include:

- Regular inspections of accessible features in municipal buildings, parks, and public spaces.
- Prompt emergency repairs when accessible elements are found to be damaged or not in working order
- Allocation of funds in each year's budget for the maintenance and repairs of accessible elements to ensure these features remain safe and functional.

➤ Procedures for Temporary Disruptions

Disruptions to accessible elements may occur despite preventative efforts. The Township is committed to restoring full accessibility promptly and to keeping the community informed and supported throughout any disruption.

When disruptions are unavoidable, the Township will:

- Provide public notice of the disruption, including information about the reason, expected duration, and a description of alternative accessible facilities or services available.
- Post notices at the location of the disruption, at the Municipal Office, and on the Township's website and social media accounts, where applicable.
- Ensure that Staff are informed and able to assist residents in finding alternative solutions during the disruption.
- Monitor the disruption and restore full accessibility as soon as possible.

Monitoring and Review

This Multi-Year Accessibility Plan will be reviewed annually by Council. Progress reports will be posted to the Township's website to ensure transparency. A full update of the Plan will be completed in 2029 to set priorities for the next five-year cycle.

For More Information

For more information on this accessibility plan, or to request it in an accessible format, please contact:

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