

Township of Armstrong
Annual Accessibility Status Report
2025



Prepared for: Council and Public Distribution

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Table of Contents

Introduction.....	3
Our Commitment.....	3
Accessibility Progress and Ongoing Initiatives	3
1. Training and Awareness.....	3
2. Customer Service Improvements	4
3. Information and Communication.....	4
4. Employment Practices	4
What’s Coming Next (2026 and Beyond).....	5
Moving Forward Together.....	6

Introduction

The Township of Armstrong is committed to creating an inclusive and accessible community for everyone. We work to prevent and remove barriers in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR).

This report provides an update on what we accomplished in 2025 and outlines our next steps to improve accessibility across the Township.

This report is available online at www.armstrongtownship.com. To request an alternate format, please contact general@armstrong.ca or call 705-563-2375.

Our Commitment

Accessibility means ensuring people of all abilities can access municipal services, programs, facilities, and information with dignity and independence.

The Township is committed to:

- Removing barriers where they exist
- Preventing new barriers from being created
- Providing services in inclusive and respectful ways
- Meeting all requirements under the AODA

Accessibility is considered in our daily operations, planning, hiring practices, communications, and facility upgrades.

Accessibility Progress and Ongoing Initiatives

1. Training and Awareness

- All Township employees completed required accessibility training.
 - Staff continue to receive training to understand how to communicate effectively and provide service to people with various types of disabilities.
 - Training records are maintained in accordance with municipal policy.
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2. Customer Service Improvements

- A wireless Interac payment terminal is available to improve accessibility at the municipal service counter.
 - Library staff and the Library Board received training and resources to better support and accommodate autistic children and their families.
 - The Township continues to welcome service animals and support persons in all public facilities.
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3. Information and Communication

We are committed to making our information accessible:

- Council agendas and minutes are fully searchable and compatible with screen readers.
- Municipal documents are created and scanned in accessible formats whenever possible.
- The Township website meets provincial accessibility requirements (WCAG 2.0 Level AA).
- Our online service request platform provides accessible digital forms, allowing residents to access services from home where they may use their own assistive technologies.

Residents may request information in alternate formats at no additional cost.

4. Employment Practices

The Township continues to ensure inclusive hiring practices:

- All job postings include clear statements that accommodations are available throughout the recruitment process.
 - The Township maintains processes for individualized accommodation plans.
 - Workplace emergency response information is provided to employees when required.
 - Hiring and employment practices are regularly reviewed to ensure fairness and accessibility.
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5. Design of Public Spaces and Facilities

- The lift at the Municipal Office and Library has been out of service since Fall 2022 due to mechanical failure.
 - a. Notices have been posted to inform residents.
 - b. Alternative service options remain available, including curbside library pickup and accessible payment options.
 - c. Funding has been secured to replace the lift, with installation anticipated in 2026.
- Approximately 50 metres of sidewalk were repaired to address surface irregularities and improve barrier-free access along municipal roads.

- The Township completed a comprehensive accessibility audit of the Recreation Centre.
 - a. The audit will guide future upgrades and ensure accessibility considerations are part of long-term planning.
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Community Feedback

The Township welcomes ongoing feedback on accessibility.

- Residents can:
 - a. Submit an accessibility-related service request through our website
 - b. Contact the Municipal Office by phone or email
 - c. Provide feedback in person at the Municipal Office
 - d. All feedback is reviewed by the CAO/Clerk-Treasurer and considered in future planning and improvements.

We encourage residents to let us know where barriers exist so we can continue improving.

What's Coming Next (2026 and Beyond)

The Township has secured funding and is planning the following improvements:

- **Pool Accessibility Upgrades:**
 - a. Addition of an accessible changeroom directly on the pool deck
 - b. Installation of an accessible ramp
 - c. Construction expected in 2026
 - **Lift Replacement**
 - a. Replacement of the lift at the Municipal Office and Library
 - b. Full restoration of vertical accessibility anticipated in 2026
 - **Park Improvements**
 - a. Consideration of adding a concrete pad to connect the older pavilion to the newly paved accessible walkway, improving park accessibility.
 - **Ongoing Accessibility Planning**
 - a. Continued review of facilities, sidewalks, and municipal spaces
 - b. Accessibility considerations integrated into capital planning and budgeting
 - c. Ongoing staff training and policy updates
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Moving Forward Together

Accessibility is an ongoing process. While progress has been made, we recognize there is always more work to do.

The Township of Armstrong remains committed to:

- Removing barriers
- Improving public spaces
- Providing accessible services
- Creating a welcoming and inclusive community for residents and visitors

We thank our community members for their feedback and support as we continue this important work.

This document was prepared in accordance with:

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
Ontario Regulation 191/11 – Integrated Accessibility Standards Regulation (IASR)

Approved by Council on: February 25, 2026

Township of Armstrong

For more information about accessibility in the Township of Armstrong, to provide feedback, or to request this document in an alternate format, please contact:

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