



**Town of Prescott**  
**Accessibility Summary Report**  
**2018-2019**

**Commitment Statement of the Town of Prescott**

The Town of Prescott is committed to enriching the quality of life for persons with disabilities. The Town recognizes that it is a long-term process and that communication is important for moving to full accessibility. The Town will continue to strive to remove barriers that limit inclusion in the community.

The Town of Prescott's Multi-Year Accessibility Plan sets out accessibility goals for the Town to achieve. This report identifies goals that have been addressed in 2018 and 2019. This report is an update on the progress of measures taken to improve accessibility and implement the Accessibility for *Ontarians with Disabilities Act, 2005* (AODA) and the *Integrated Accessibility Standards Regulation (IASR)* (Ontario Regulation 191/11).

**Highlights and Accomplishments 2018-2019**

- Staff administered the 2018 Municipal Election. Prior to the Election, a detailed Municipal Election Accessibility Plan was completed, which highlighted specific accessibility measures that the Town would take to ensure an equal opportunity for all electors and candidates. Staff made great efforts in promoting a barrier free election. Specific measures included accessible voting stations and accessible online and telephone voting. After the election, a detailed Municipal Election Accessibility Report was completed, which further highlighted these measures.
- An effort was made to generate more user-friendly documents. Staff continues to promote best practices for creating accessible Word documents (reports, by-laws, RFPs, contracts, HR documents, etc.) that when converted to PDF, will be more appropriate for posting to the Town's website.
- Efforts were made to ensure that the Town's website was accessible to all users. Staff received training from eSolutions on editing the website and creating



accessible content including tables, headings, and alternative text. Staff also researched SiteImprove, an accessibility website feature, which will be utilized starting in 2020.

- Customer Service Standards: Training continued to ensure that all new staff were aware of the Human Rights Code as it relates to disability, the IASR General Requirements, and the Customer Service Standard. This training is part of the orientation process at the time of hiring.
- Employment Standards: Accommodations continue to be available throughout the recruitment process and employment life cycle.
- The Town's new Fire Hall was completed and meets accessibility standards. Renovations at Town Hall were also completed and meet accessibility standards.
- On-going maintenance of the Town's sidewalks continues in an effort to make them barrier free and accessible.
- Facility signage was installed at certain Town locations (buildings, dive ramp, etc.). This provides greater understanding of the characteristics of certain Town facilities.

## **Feedback**

The Town of Prescott welcomes public input on how services and programs are delivered to persons with disabilities. Feedback is forwarded to the Clerk and is collected by phone, website comments, in person, or by mail. Feedback in person is accepted at any of the Town's public facilities. Feedback is accepted in accessible formats and with other communications supports, as required.

## **Accessible Format**

If you require this document to be in an alternate format, please contact the Clerk's Office at [admin@prescott.ca](mailto:admin@prescott.ca) or call 613-925-2812, extension 6225.