

Annual Accessibility Status Report 2025

The Corporation of The Township of Champlain has established a Multi-Year Accessibility Plan (2023–2027) to prevent and remove barriers to accessibility and to meet requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for the year 2025 on the progress of measures taken to improve accessibility. The purpose of this report is to track our organization's progress and make the public aware of our initiatives.

This report is available online at [Accessibility - Township of Champlain](#)

To request an alternate format of this report, please contact the Clerk's Office at alison.collard@champlain.ca or 613-678-3003.

General Accomplishments

- The Champlain Accessibility Working Group reviewed the accessibility policy. No changes were made. The Group reviewed the 2023–2027 Multi-Year Plan and identified the requirement to consult with persons with disabilities.

Customer Service Accomplishments

- Reviewed employee records to ensure that all employees, including part-time completed AODA training.
- All new employees will have the required accessibility training added to their learning material to be completed in the first 2 weeks of their employment with the Township.

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- All sub-contractors offering goods, services or facilities to customers (citizens) on behalf of the Township were contacted to request that they (and their employees) take the AODA and Ontario Human Rights Commission on-line training.

Information and Communications Accomplishments

- The Township's website adheres to the Web Content Accessibility Guidelines. Some content has been removed until such time as it can be remediated. The Township is currently working with a new supplier to develop a completely new and accessible website. Launch of the new website is anticipated to be Summer 2026.
- The Township's social media platforms updated to provide accessible information.
- The Township website allows for people can provide feedback via the website and in person or by phone.
- Accessibility training was provided to staff for creating compliant and accessible documents.
- Provided accessibility requirements to external auditors for the preparation of Financial Statements.
- Signage has been installed in key public locations regarding feedback opportunities. The signage features QR codes that link to the Accessibility feedback website page.

Design of Public Spaces Accomplishments

- The Township has installed public feedback signs at all outdoor park locations, including the walking trail. Each sign provides a phone number, website address, and QR code linking to the Township's accessibility feedback page. This allows residents and visitors to share comments about accessibility features at any time. All received comments, questions and feedback will be kept on file and investigated if required.

The Township has also installed information signage appropriate to the trail, which includes trail length, slope and emergency information.

- The Township has installed public feedback signs at accessible parking spaces, including on-street parking and municipal building parking lots. Each sign provides a phone number, website address, and QR code linking to the Township's accessibility feedback page. This allows residents and visitors to share comments about accessibility features at any time. All received comments, questions and feedback will be kept on file and investigated if required.

Summary of Consultations

- Given that the population of Champlain Township is less than 10,000, Champlain Township has established an Accessibility Working Group that shall be comprised of: the Chief Administrative Officer, Municipal Clerk, Chief Building Official, Communications Specialist, Director of Parks and Recreation, Director of Public Works, Senior Planner and Treasurer. No consultations with persons with disabilities were undertaken during 2025.

Next Steps

- In early 2026, the Township will issue a call for persons with disabilities to consult with the Champlain Accessibility Working Group on the Multi-Year Plan Review, upcoming infrastructure projects and the 2026 municipal elections.
- Additional accessible forms and documents will be added to the Township website.